

# Support Request Escalation Process and Contact Information for LCLS Controls and Data Systems

Personal Cell-Phone numbers are maintained on a call-list issued to each instrument  
(See: <https://slacspace.slac.stanford.edu/sites/lcls/Pages/Default.aspx>)

Rev 1.4, LCLS Run 19, May 26, 2021

## Non-urgent help request

Send email to the appropriate list, with your POC(s) in CC. Include all relevant details such as error messages and screen shots.

General (or unsure) [pcds-help@slac.stanford.edu](mailto:pcds-help@slac.stanford.edu)  
 Controls [pcds-controls-l@slac.stanford.edu](mailto:pcds-controls-l@slac.stanford.edu)  
 Data Acquisition [pcds-daq-l@slac.stanford.edu](mailto:pcds-daq-l@slac.stanford.edu)  
 Data Analysis [pcds-ana-l@slac.stanford.edu](mailto:pcds-ana-l@slac.stanford.edu)  
 Data Management [pcds-datamgt-l@slac.stanford.edu](mailto:pcds-datamgt-l@slac.stanford.edu)  
 IT Infrastructure [pcds-it-l@slac.stanford.edu](mailto:pcds-it-l@slac.stanford.edu)

POC	Instruments
Tyler Johnson	MEC
Ken Lauer, Zach Lentz	UED
Tyler Pennebaker	CXI, SED
Silke, Alex W, Allen Pai	TMO
Jyoti Joshi	RIXS, XCS
Vincent Esposito	XPP, MFX
Christina Pino	Laser Labs
Bill Schlotter (Interim)	EBD, FEE

## Urgent help request

**1a - Phone POC for Experiment**  
 If other than your instrument POC  
 Assignment is in Exp't ELogBook

**1b - Phone POC for Instrument**  
 If no answer, and if other than your  
 experiment POC

No answer\*

**2 - Phone the Appropriate, Rotating, On-Call Expert**

Controls	x8609
Data Acquisition	x8604
Data Analysis	x8623
Data Management	x8625
IT Infrastructure	x8600

No answer\*

**2 - Phone Appropriate System Manager**

Controls & IT (1st)	Silke Nelson
Controls & IT (2nd)	Daniel Flath
Data Systems (all)	Jana Thayer

\* Please leave a message and allow a few minutes for a response before escalating to the next stage