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
Controls   pcds-controls-l@slac.stanford.edu
Data Acquisition   pcds-daq-l@slac.stanford.edu
Data Analysis   pcds-ana-l@slac.stanford.edu
Data Management   pcds-datamgt-l@slac.stanford.edu
IT Infrastructure   pcds-it-l@slac.stanford.edu

POC	Instruments
Tyler Johnson	MEC
Ken Lauer, Zach Lentz	UED
Tyler Pennebaker	CXI, SED
Tong Ju, Maarten Bosum	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