

# 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 1.2, LCLS Run 18, Sept 10, 2020

## 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)	<a href="mailto:pcds-help@slac.stanford.edu">pcds-help@slac.stanford.edu</a>
Controls	<a href="mailto:pcds-controls-l@slac.stanford.edu">pcds-controls-l@slac.stanford.edu</a>
Data Acquisition	<a href="mailto:pcds-daq-l@slac.stanford.edu">pcds-daq-l@slac.stanford.edu</a>
Data Analysis	<a href="mailto:pcds-ana-l@slac.stanford.edu">pcds-ana-l@slac.stanford.edu</a>
Data Management	<a href="mailto:pcds-datamgt-l@slac.stanford.edu">pcds-datamgt-l@slac.stanford.edu</a>
IT Infrastructure	<a href="mailto:pcds-it-l@slac.stanford.edu">pcds-it-l@slac.stanford.edu</a>

POC	Instruments
Mike Browne	MEC, MFX, UED
Adam Egger	CXI, TMO
Jyoti Joshi	RIXS, XCS
Silke Nelson	XPP
Sameen Yunus	Laser Labs
Bill Schlotter	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