

# Process for LCLS Instrument Staff to Request Support & Escalation from LCLS Controls, Data Systems and X-ray Beam Delivery

Personal Cell-Phone numbers are maintained on a call-list issued to each instrument

(See: [https://docs.google.com/spreadsheets/d/1oCIJaLEEhr7knAwRVz7EdLi5fcJA2j0DIRi7Z\\_6C3Tw/edit#gid=2051481962](https://docs.google.com/spreadsheets/d/1oCIJaLEEhr7knAwRVz7EdLi5fcJA2j0DIRi7Z_6C3Tw/edit#gid=2051481962))

Rev 1.5, LCLS Run 20, March 22, 2022

## Non-urgent help request

### Open a JIRA ticket

<https://jira.slac.stanford.edu/secure/Dashboard.jspa>

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)

### Slack

#pcds-help

[#lcls-xray-beam-delivery]

ECS POC	Instruments
Tong Ju, Basil Aljamal	TMO (P1, DREAM)
Jyoti Joshi	chemRIXS
Patrick Oppermann	qRIXS
Vincent Esposito	XPP
Jose Ortiz	XCS
Antonio Gilardi	MFX
Divya Thanasekaran	CXI
Peregrine McGehee	MEC
Christina Pino	Laser Labs, timing
Will Wright	SED
Antonio Gilardi	UED

## Urgent help request

**If XBD issue, call XBD hotline x1818**

*Escalate to Bill Schlotter*

**1a - Phone ECS POC for Experiment**

*Name can be found in Questionnaire*

**1b - Phone ECS 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
DAQ (LCLS1)	x8604
DAQ (LCLS2)	x8623
Data analysis	x8623
Data Management	x8625
IT Infrastructure	x8600

No answer\*

**3 - Phone Appropriate System Manager**

Controls & IT (1st)	Silke Nelson
Controls & IT (2nd)	Daniel Fiath
DAQ/Data Systems	Jana Thayer

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