

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)

Rev 1.7 LCLS Run 21, July 11, 2023

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

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

Slack

#pcds-help

[#lcls-xray-beam-delivery]

ECS POC	Instruments
Tong Ju, Basil Aljamal	TMO (IP1, DREAM)
Jyoti Joshi	chemRIXS
Patrick Oppermann	qRIXS
Vincent Esposito	XPP
(Patrick Oppermann)	XCS
Antonio Gilardi	MFx
Divya Thanasekaran	CXI
Peregrine McGehee	MEC
Christina Pino	Laser Labs, timing
Josue Zamudio	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)	Moises Smart
DAQ/Data Systems	Jana Thayer

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