

# Jira Ticket Submission How-To

ECS has a Jira portal where you can submit a ticket without being a Jira user (you must, however, have SLAC credentials):


- [Submit a ticket](#)
- [Follow-up on a ticket](#)
- [Using ticketing systems](#)

This portal is shown below. For best results, please fill out all fields to the best of your ability.

 See also: [Laser and Timing Controls Operations & Development Support](#)

## Field Descriptions:

- **Summary:** A short, descriptive title that summarizes the issue or feature request that you would like to make.
- **Priority:** The level of importance of the issue. The values are described below:
  - Trivial: A problem/feature with little or no impact on operations. E.g. small typos on screens, etc.
  - Minor: A low priority feature or fix, or a long-term request made as part of operations planning.
  - Major: A medium priority feature or fix, or a medium-term request made as part of operations planning.
  - Critical: A high priority feature or fix that will drastically improve operations. May or may not need immediate attention.
  - Blocker: An experiment-breaking problem or missing feature. Requires immediate attention.
- **Component:** The sub-system or area of the facility that is affected. This helps direct the ticket to the correct person more quickly. You may include more than one component in your ticket as needed.
  - TMO/RIX/TXI/XPP/XCS/MFX/CXI/MEC/UED: Use for hutch-specific issues, including experiment setup/planning.
  - DAQ: Use for DAQ related issues, e.g. DAQ bugs or psana, *not DAQ setup in the hutch*.
  - Laser: For laser controls issues, *not related to hutch controls*.
  - Timing: For Event and Precision timing issues.
  - Analysis Tools: For data analysis tool issues, e.g. smalldata generation.
  - IT: For issues related to IT infrastructure, e.g. servers, network, new control machines, etc, that are *not under the purview of your controls POC*.
  - Beam Delivery: For issues related to beam delivery
  - Common: For common issues that may affect more than one area/instrument.
  - Hutch Python: For issues related to the hutch python environments provided at LCLS.
  - SED: For issues related to sample delivery or the SED department.
  - Beam Delivery/XBD: For issues related to beam delivery through the FEE/EBD to the hutches.
- **Description:** A text description of the request or fix. Add as many details as possible at the time of submission.
- **Attachments:** A place to provide screenshots, spreadsheets, or other documentation that can help in the completion of the ticket.
- **Name:** Your name.
- **Email:** Your SLAC email.

 This form does not currently provide a field for including deadline information. Please include the desired timeline for the fix/feature as a part of your description.


# Submit a ticket

Created by Alex Wallace, last modified by Vincent Esposito on Feb 01, 2023

If you do not receive updates/ or a confirmation email for this ticket, please reach out to us at [pcds-help@slac.stanford.edu](mailto:pcds-help@slac.stanford.edu). You must be added to Jira and the operations project to be included on the ticket for updates. Send an email to [apps-admin@slac.stanford.edu](mailto:apps-admin@slac.stanford.edu) to request a JIRA account.

Please fill all fields below to expedite your request


Summary\*

Priority  Major

Component/s

Start typing to get a list of possible matches or press down to select.

Description

Attach file  Choose Files No file chosen

Name

Email

Submit Close