Policies & Standards

- Ethics and SecureUGA Training
- Policies
  - Administrative Access Rights
  - Bulk Email Policy
  - Dual OS Policy
  - Inventory Control
  - Personnel Changes
  - User Data Access Policy
- Service Level Agreements (SLAs)
  - Franklin OIT Service Level Guidelines
  - Digital Signage SLA
  - Web-based Course Evaluation SLA
  - Web-based Room Scheduler SLA
  - SARA SLA
  - Content Management System (CMS) SLA - Department Web Sites
- Social Media Guidelines
- Staff Recognition and Awards
  - IT Professional of the Year
- Standards
  - Recommended Hardware
  - Supported Operating Systems and Applications
  - Systems Management Team Maintenance Procedures and Schedules
  - Legacy Applications