Service Level Agreements (SLAs)

Help Documents

- Franklin OIT Service Level Guidelines
- Digital Signage SLA
- Web-based Course Evaluation SLA
- Web-based Room Scheduler SLA
- Content Management System (CMS) SLA - Department Web Sites
- Content Management System (CMS) SLA - Faculty and Research Lab Sites

External Resources

- Franklin OIT Service Offerings

**Need additional support?**
If you have a question that has not been answered in our help documentation or FAQ pages, please click the "Submit a ticket" button to contact the Franklin OIT Help Desk and we will be happy to help!

<table>
<thead>
<tr>
<th>Contact the Franklin OIT Help Desk</th>
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<tbody>
<tr>
<td><strong>Submit a ticket</strong></td>
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<td>Help Desk</td>
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<tr>
<td><a href="http://helpdesk.franklin.uga.edu">http://helpdesk.franklin.uga.edu</a></td>
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<tr>
<td>Email</td>
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<td><a href="mailto:helpdesk@franklin.uga.edu">helpdesk@franklin.uga.edu</a></td>
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<tr>
<td>Call</td>
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<td>706-542-9900</td>
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**Hours of Operation**
Monday - Friday
8:00 a.m. - 5:00 p.m.

**Website Information**

- **Homepage**
  http://oit.franklin.uga.edu
- **Directory**
  http://oit.franklin.uga.edu/
- **Service Offerings**
  https://kb.franklin.uga.edu/x/gKIAg
- **Systems Status Information**
  **Franklin OIT Status**
  http://status.franklin.uga.edu/
  https://kb.franklin.uga.edu/x/BQB0
  **UGA/EITS Systems Status Pages**
  http://status.uga.edu
  https://twitter.com/uga_eits
  https://www.facebook.com/uga.eits
  **USG Systems Status Page**
  http://status.usg.edu