# Self Service Website

- Requesting Use and Support
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Franklin OIT provides faculty, staff, students, and colleagues information about Franklin OIT services along with self-help documentation and a knowledge base through the Self-Service Website.

## Benefits of Service

- Single point of reference for information about Franklin OIT processes, procedures, policies, and other documentation
- Self-help documentation available so that individuals can address problems on their own or outside of available service hours
- Service catalog detailing the services that Franklin OIT offers, their benefits, and any associated cost or fees

## Requesting Use and Support

The self service website is available publicly for anyone to use. It can be accessed by visiting [kb.franklin.uga.edu](http://kb.franklin.uga.edu). No login is required to view the self-service website.

UGA faculty, staff, or students who wish to report an issue with the self service website may do so in one of the following ways:

- Submit a ticket
- Email the helpdesk
- Call: 706-542-9900

## Current Rates for Service

This service is available at no charge for any individual that accesses it.

## Client Responsibility

- Utilize the self service website to familiarize themselves with Franklin OIT policies and service guidelines
- Report issues with the self service website or inaccuracies in the information provided

## OIT Responsibility

- Ensure the information provided on the self service website is up-to-date and relevant
- Maintain and support the systems and infrastructure that support the self service website
- Provide timely updates about the status of the self service website in the case of service interruptions
- Purchase and maintain associated licensing for the self service website