# Services and Policies

## Help Documents

- **IT Services**
  - Data Backup Services
  - Data Storage Services
  - Faculty/Staff Computer Services
  - Instructional and Classroom Services
  - Servers and Server Management Services
  - Web Services
- **IT Policies**
  - Administrative Access Rights
  - Bulk Email Policy
  - Dual OS Policy
  - Inventory Control
  - Personnel Changes
  - User Data Access Policy
- **IT Standards**
  - Recommended Hardware
  - Supported Operating Systems and Applications
  - Systems Management Team Maintenance Procedures and Schedules
  - Legacy Applications
  - Social Media Guidelines
- **Service Level Agreements (SLAs)**
  - 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
- **Staff Recognition and Awards**
  - IT Professional of the Year
- **Ethics and SecureUGA Training**

## 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!

## Contact the Franklin OIT Help Desk

<table>
<thead>
<tr>
<th>Help Desk</th>
<th><a href="http://helpdesk.franklin.uga.edu">http://helpdesk.franklin.uga.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:helpdesk@franklin.uga.edu">helpdesk@franklin.uga.edu</a></td>
</tr>
<tr>
<td>Call</td>
<td>706-542-9900</td>
</tr>
</tbody>
</table>

## 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/xgKlAg
- **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