**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**

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**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!