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

Submit a ticket

Help Desk
http://helpdesk.franklin.uga.edu

Email
helpdesk@franklin.uga.edu

Call
706-542-9900

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