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
  - 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!