## 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**

### Contact the Franklin OIT Help Desk

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

- **Monday - Friday**
  - 8:00 a.m. - 5:00 p.m.

### Website Information

- **Homepage**
  - [http://oit.franklin.uga.edu](http://oit.franklin.uga.edu)
- **Directory**
  - [http://oit.franklin.uga.edu/](http://oit.franklin.uga.edu/)
- **Service Offerings**
  - [https://kb.franklin.uga.edu/x/xgKIAg](https://kb.franklin.uga.edu/x/xgKIAg)
- **Systems Status Information**
  - **Franklin OIT Status**
    - [http://status.franklin.uga.edu/](http://status.franklin.uga.edu/)
    - [https://kb.franklin.uga.edu/x/BQB0](https://kb.franklin.uga.edu/x/BQB0)
  - **UGA/EITS Systems Status Pages**
    - [http://status.uga.edu](http://status.uga.edu)
    - [https://twitter.com/uga_eits](https://twitter.com/uga_eits)
    - [https://www.facebook.com/uga.eits](https://www.facebook.com/uga.eits)
  - **USG Systems Status Page**
    - [http://status.usg.edu](http://status.usg.edu)

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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!