Services and Policies

Help Documents

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  • 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
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• 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!