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**

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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!

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**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