# IT Standards

## Help Documents

- Recommended Hardware
- Supported Operating Systems and Applications
- Systems Management Team Maintenance Procedures and Schedules
- Legacy Applications
- Social Media Guidelines

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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**

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

**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/xgKAg](https://kb.franklin.uga.edu/x/xgKAg)

**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)