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
  - 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**

- **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

**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!