Service Level Agreements (SLAs)

Help Documents

- 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
- Online Course Schedules SLA

External Resources

- Franklin OIT Service Offerings

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!