NOTICE: This standard operating procedure is available to view digitally on the Facilities Management website: http://facilities.uncc.edu/Archibus/sops.asp

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I. PURPOSE. This standard operating procedure (SOP) is a user reference for the UNC Charlotte Facilities Management Key Management Administrator and personnel. The purpose of this SOP is to establish the policies and procedures utilized for roles and responsibilities in relation to ARCHIBUS Web Central Key Management processes.

II. SCOPE. Develop and implement standard operating procedures providing responsible parties process information for maintaining key data within the ARCHIBUS system, and provide guidelines on the procedures that govern key management. These procedures provide guidelines and information to the user and following these standard operating procedures will ensure that information for requests initiated via ARCHIBUS are processed efficiently. This SOP applies to Facilities Management personnel and all ARCHIBUS Web Central users.

I. RESPONSIBILITIES. UNC Charlotte Facilities Management personnel in coordination with the various UNC Charlotte departments have the primarily responsibility for managing, maintaining and safeguarding all keys assigned to University personnel.

Role Name	Responsibilities
Key Manager/Administrator	Review and Processes ARCHIBUS Web Central request; controls access to Key Data
Key Manager Assistant	Manages Key Inventory; Controls Access to Key Data
FIS	Completes system updates and provides technical and customer support

Figure 1: Key Management & Maintenance Roles and Descriptions

III. PROCEDURES.

1. **Background Information.** Keys are assigned to individuals following an approval and occupancy verification process.
2. Room Assignments (Occupancy) must be reflected within the Space Management module before a key is issued. The approval process follows established organizational hierarchical roles.
3. **Note:** All key request approvals and verifications must occur before key receipt. All key data, key requests and ownership must be maintained and tracked by the Key Manager and/or Assistant.
4. Key Inventory information is maintained to track key requests and identify key hardware and specific key details, location and key holder information.

4.1. The Key Inventory information maintained by the Key Manager and Assistant includes buildings, rooms and associated keys along with specifics on door and key hardware and set up.

4.2. The key shop personnel will track all key information including location of the key and its owner along with key issue date and return date within ARCHIBUS Web Central Key Management system.

4.3. The Key Management system enables the Key Manager and/or Assistant to manage and assign keys based upon a work request submitted via the ARCHIBUS System(Problem type = Key Request).

4.4. This process facilitates efficient key data tracking and management by the Facilities Management Key Shop.

5. **Management/Approval Decisions for Key Requests:** The ARCHIBUS space manager role may be used for approval process although currently the dean or chair approves key assignments.

5.1. Before a Master Key can be issued by the Key Manager, a higher Approval Level, based upon the building, must be authorized.

5.2. Room ownership will be determined by the department where the key request is initiated and this information will assist with determining approval points.

5.3. **Suggestion:** FM will use the Building Liaison role for the approval process.

IV. Key Maintenance: Key Manager

1. The Key Management Module allows the Key Manager role to update and track associated key information within ARCHIBUS Web Central such as location information door inventory details.

Figure 2: Key Management Maintenance: Key Manager role

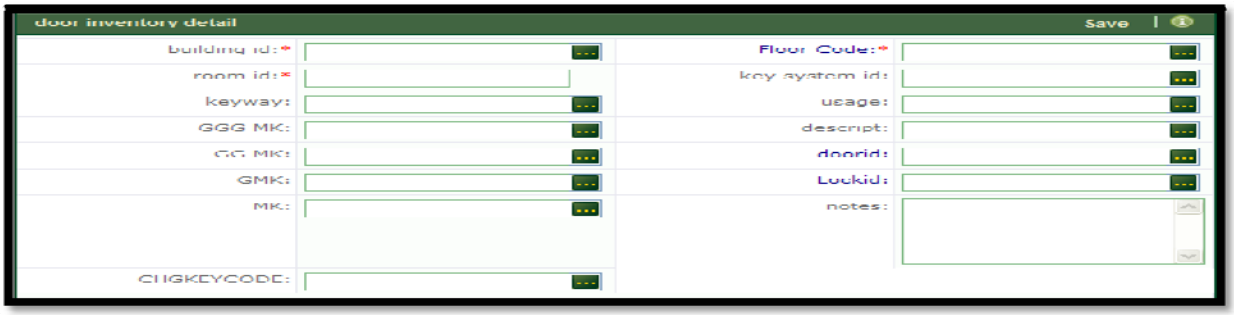


Figure 3: Location Information Maintenance

2. Key inventory updates will occur as new information is added via ARCHIBUS Web Central.
3. For each new key management table, a user interface is provided to allow the Key Manager to add, edit and deactivate key information as needed.
4. Key holder tasks provide the ability for the Key Manager to update and maintain a listing of all keyholders and key information.

4.1. Within the Keyholder task, the individual possessing the key will be identified by ID and according to department.

4.2. Collect and Replace Key task provides the ability for the Key Manager to update the status and information associated with the key and the keyholder.

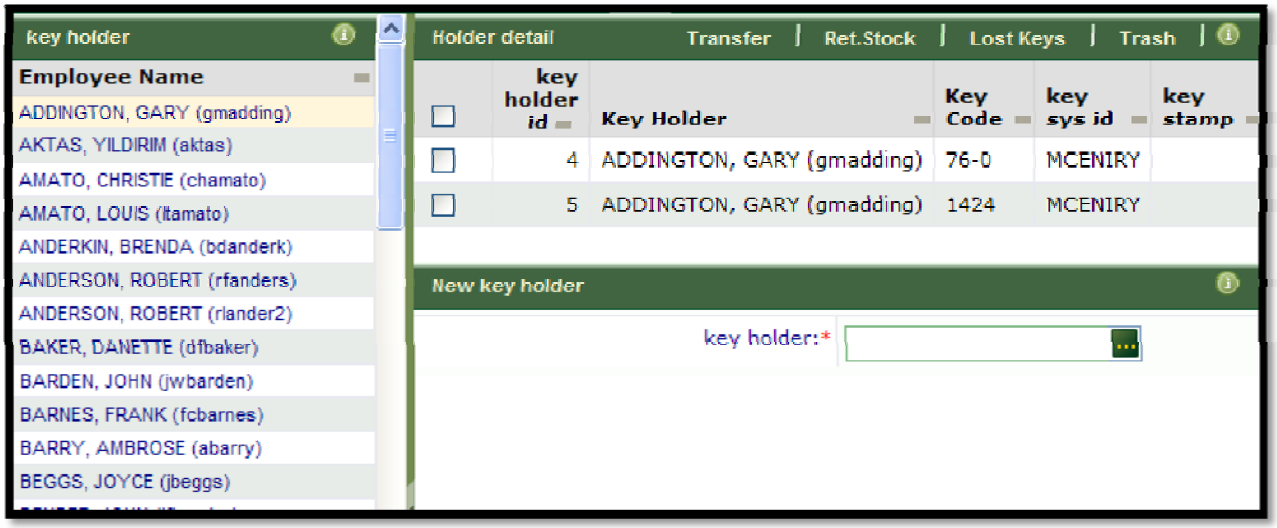


Figure 4: Collect and Replace Key task

5. KEY TRANSFER PROCESS

5.1. **Transfer of key:** When an occupant moves from the room, the key is returned and a return date is recorded within the Key Management system.

5.2. Building Master keys and above require key collection by the person who is requesting the key; no proxy will be allowed.

5.3. Return Policy: Any building masters returned must be destroyed when returned.

6. **REPORTING ELEMENT**. Reports provide details of the key ownership, key status and locations. Report area provides a consolidated view of the table data in the review all table and a search report for Keyholder.

7. SYSTEM KEY DATA ACCESS CONTROL.

7.1. The Key Manager will determine who has access to key information and will manage security of all information and access.

8. DOOR AND KEY IDENTIFICATION PROCESS

8.1. Doors will be identified using bar code ID process; a key will be associated to the door.

8.2. The location of the bar code label will be over the second hinge (Middle) of each door frame. Example of bar code ID: 0055-02-232-A (See Appendix B for bar code location example).

8.3. Doors will be identified and labeled clockwise from the Interior door of each door.

8.4. Room numbers will be identified by door swing: Main doors normally swing inward.

8.5. Exceptions: Class rooms, auditoriums, etc and any space that house over 50 people approximately (Public Space).

8.6. When identifying the main door of an area, best judgment and floor plans along with the building code and room will be used. The most obvious main door will be used.

8.7. Key Shop will post permanent labels while performing audit.

9. KEY MANAGEMENT STANDARDS: TABLES & DATA ELEMENTS

9.1. Key Data Inventories are maintained in reference to associated door hardware, locks, hooks and key holder (See Appendix A: Key Data Diagram).

9.2. Key Door data standards include all descriptive information related to door hardware.

9.2.1. These standards relate to information on the location and the keying information including room number identification (or descriptor), the building, the description of room, the door usage (e.g. main exit, closet, etc), the hardware descriptions, the key system used, the lock keying system makeup, the keyway of lock and any reference notes provided by the Key Manager.

9.2.2. The door hardware identifies specific door information associated within the room or exterior door.

9.3. Key Lock Data Standards includes door hardware information and associated lock and key system information including the brand of lock, finish and design.

9.4. The Key Door Inventory Data incorporates the door, lock and hook standards associated with the Door and Location. This table also identifies the levels of keying that are present and any additional keying data.

9.5. Key Hook Data information includes the specific key system used, the cut of the key (Bitting information), the keyway of the lock, and type of key and its association with location access information.

9.5.1. The Key Hook also identifies the individual who created the key

9.5.2. A lock is associated with a specific room and specific keys along with its hook identification data.

9.5.3. The Key Set information identifies what key opens what room.

9.5.4. Key Hook Standards Inventory includes the key information associated with the hook.

9.5.5. The hook identifies where the key is stored, who has the key and the KeyStamp (Serial number). KeyStamp or serial number is the unique ID associated to the key.

9.5.6. The Hook standard also includes the key status, name of the keyholder and the authorizers for that key's receipt.

9.5.7. The Keystamp is assigned to the key when it is cut and put into the system.

9.6. Location Key table provides the location information associated to the Key and Hook.

9.7. The Keyholder is identified by the Key Holder ID.

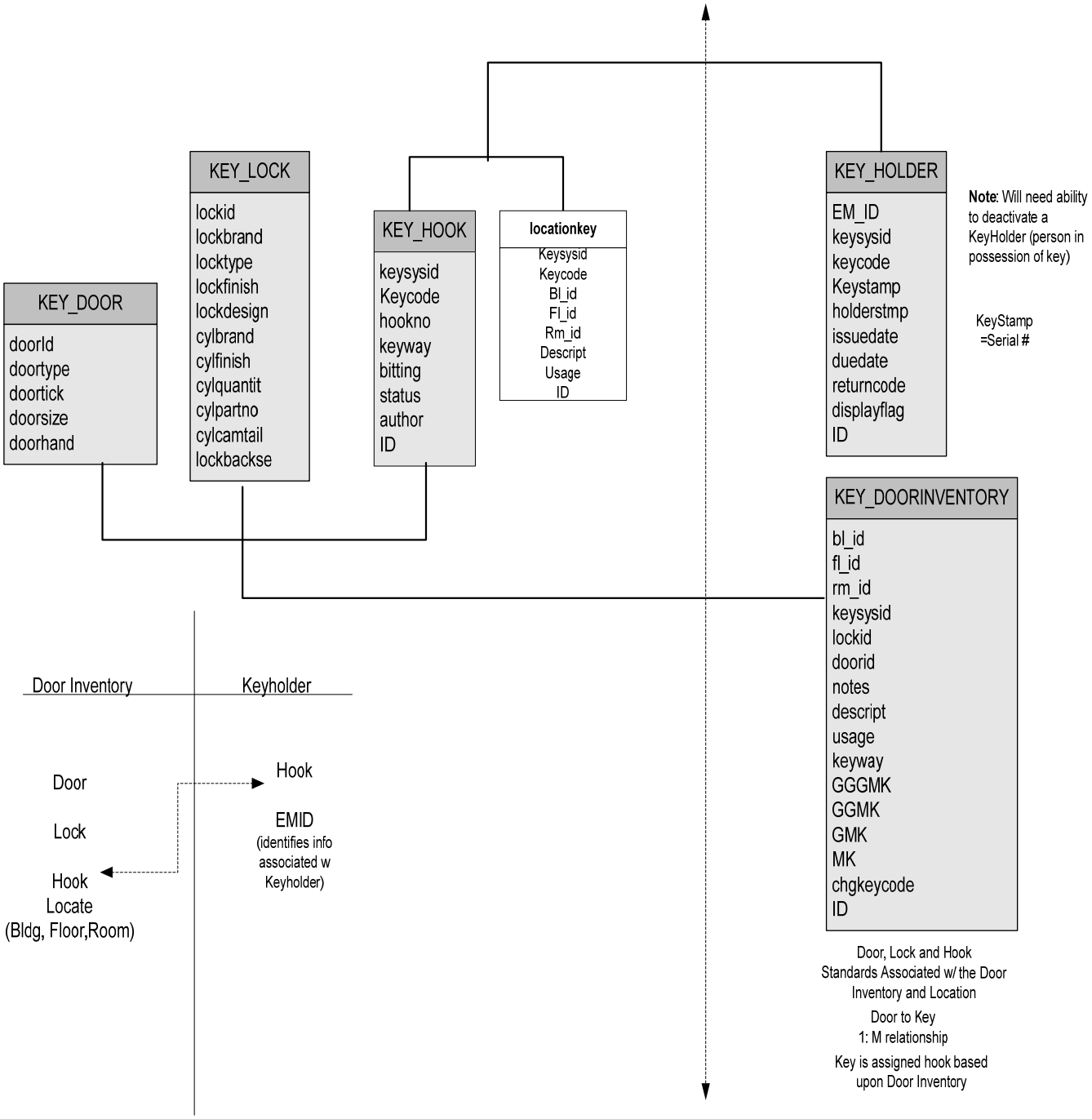
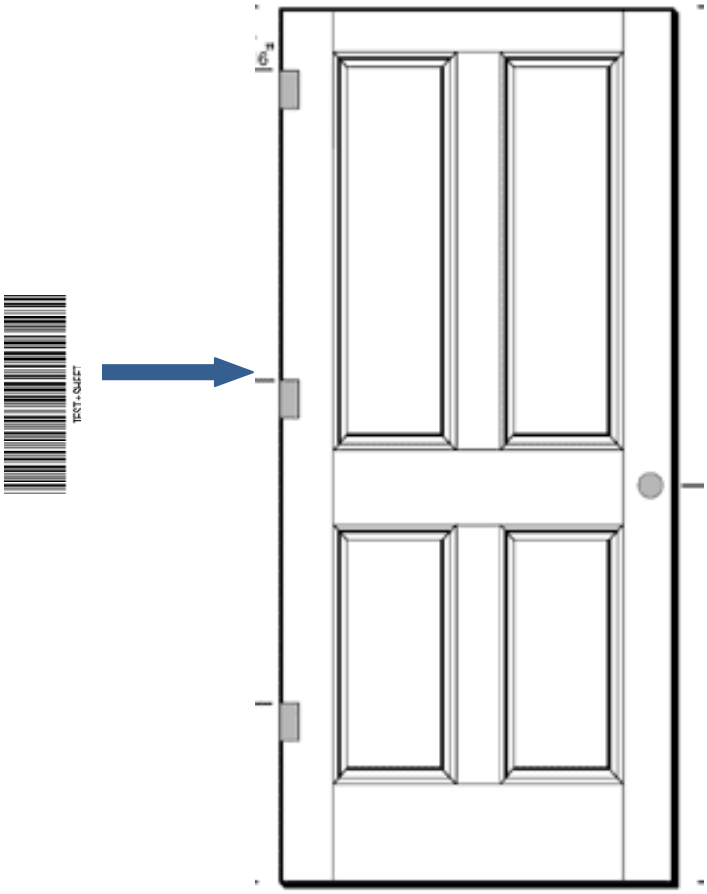
9.7.1. The Keyholder is the person who has been provided a key to the specific location.

9.7.2. The Key Hook and the location identifies the KeyHolder.

9.8. A Unique Key Serial number is associated with a keyholder and its hook; the serial number is individually assigned serial number (assigned when cut and put into system).

9.9. **Policy decision.** A key is assigned to an individual (owner) or a key cabinet within the system when it is not individually assigned.

Appendix A: Key Data Diagram



Appendix B: Identification & Bar Code Location