

Standard Operating Procedures – KAC

University of Colorado Boulder



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INTRODUCTION

As new organizational processes and technologies have been implemented, it is essential that management and other key stakeholders have a clear understanding of new AiM operating procedures. Equally as important, each facilities technician needs clear and concise guidelines and instructions regarding their duties and related tasks in AiM. This SOP intends to describe processes and concepts in AiM, specific use cases, and the associated status flows.

KEY AND ACCESS CONTROL

Key Request Processing

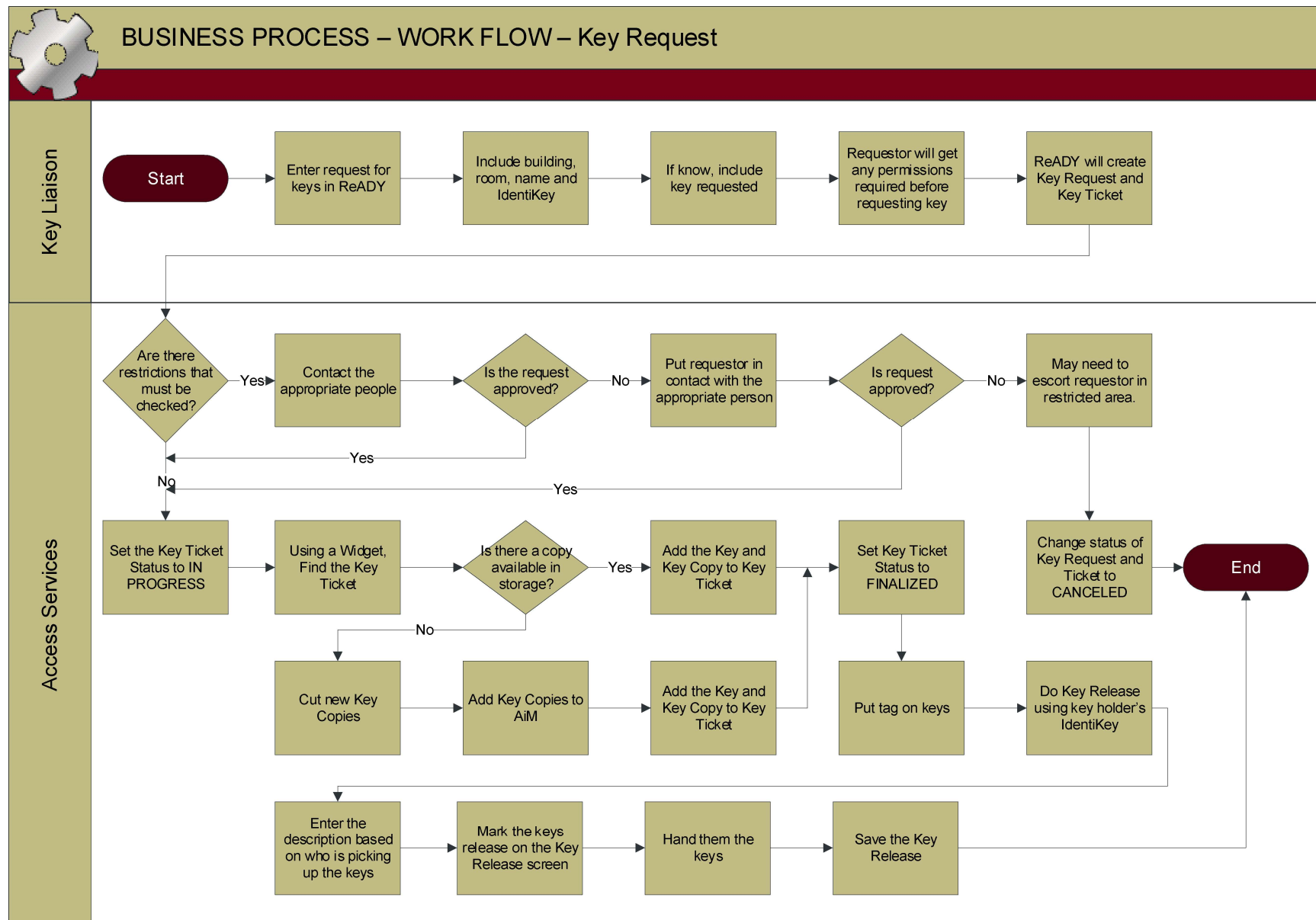
Triggers for this process:

1. Request for keys comes from Key Liaison through ReADY.
2. Project Coordinator requests keys for a contractor using ReADY. The Project Coordinator will include a copy of the Access Request & Key Issuance Agreement form with the request.
3. Facilities Management – Will use ReADY to request keys. Usually a copy of someone else's keys.
 - a. If an employee needs access to space they do not have a key to, they should use the request for keys from Key Liaison.

Assumptions:

1. Request coming from ReADY will be one location/request.
 - a. The Key Request will have a status of FINALIZED.
 - b. The Key Ticket will have a status of PENDING.
2. The Key Liaison is responsible for dealing with any restrictions on access. Access Services will also verify any restrictions on access to the requested locations.
3. Only customers with a Buff OneCard can be issued keys using their Identikey. In ReADY Request all active Requestors will be listed in the drop-down but only persons with a Buff OneCard will be available for creating an AiM Key Request (in FINALIZED status) and a Key Ticket (in PENDING status). If a person without a Buff OneCard is selected and the 'Next' button is clicked, a notification is sent to the key requestor instructing them how to obtain a Buff OneCard.
4. For Project Coordinator, after the initial request, communication between the Project Coordinator and Access Services will be done via email. The contractor will sign for the keys when released.

Workflow:



Process:

1. ReADY Request Processing

- a. KEY LIAISON enters request.
 - i. Will provide a list of buildings and rooms they need the person to have access to.
 - ii. Name and IdentiKey of the person and email address.
 - iii. If they know the keys, they will include that also.
 - iv. They will attach the appropriate documentation.
 - v. If the key is restricted, contact the appropriate person.
 1. May need to contact someone to approve access for the person, or
 2. May approve the key.
- b. Key Request (status FINALIZED) and Key Ticket created (No keys, status PENDING).

2. PENDING (Key Ticket)

- a. ACCESS SERVICES
 - i. Determine if the requested key has any restrictions on it. If it does:
 1. Contact the appropriate people to determine if the key can be issued to the requestor or not.
 2. If the request is denied:
 - a. Put the Requestor in contact with the appropriate person.
 - b. If eventually approved, proceed.
 - c. Requestor may end up being escorted to gain access.
 - i. Change Key Request and Key Ticket status to CANCELED.
 - ii. From the Widget on the WorkDesk, find a Key Ticket to process and set the status to IN PROGRESS.

3. IN PROGRESS

- a. Access Services
 - i. Using the Widget on the WorkDesk, find the Key Ticket you are working on.
 - ii. Add keys to the Key Ticket.
 1. If there is a Key Copy in storage, add that Key/Key Copy to the ticket.
 2. If no Key Copies are available, determine how many copies to create.
 - a. Cut the new Key Copy.
 - b. Add the new Key Copy to the system.
 - c. Add the Key and Key Copy to the Key Ticket.

3. Once all keys are added change the Key Ticket status to FINALIZED.
4. FINALIZED (Key Ticket)

NOTE: *Currently, it is possible to remove Keys and Key Copies while in the FINALIZED status. This is a bug. Do **NOT** remove any Keys or Key Copies while in a FINALIZED status.*

 - a. ACCESS SERVICES
 - i. Keys are ready to be issued.
 1. Put tag on key with key holder's name and Key Ticket number.
 - ii. Keys are picked up by the key holder or a runner.
 1. Enter the Key Release screen and look up the key holder's IdentiKey.
 - a. In the description add "holder IdentiKey or name" if the key holder picked up keys or "runner IdentiKey or name" if picked up by the runner.
 - b. Mark the keys released to the person.
 2. Hand them the keys.
 3. Save the transaction.
5. CLOSED
6. CANCELED – Orders that were either duplicated or keys are no longer needed.
7. REJECTED – Orders that were put in that the authority denied issuing.

Key Return

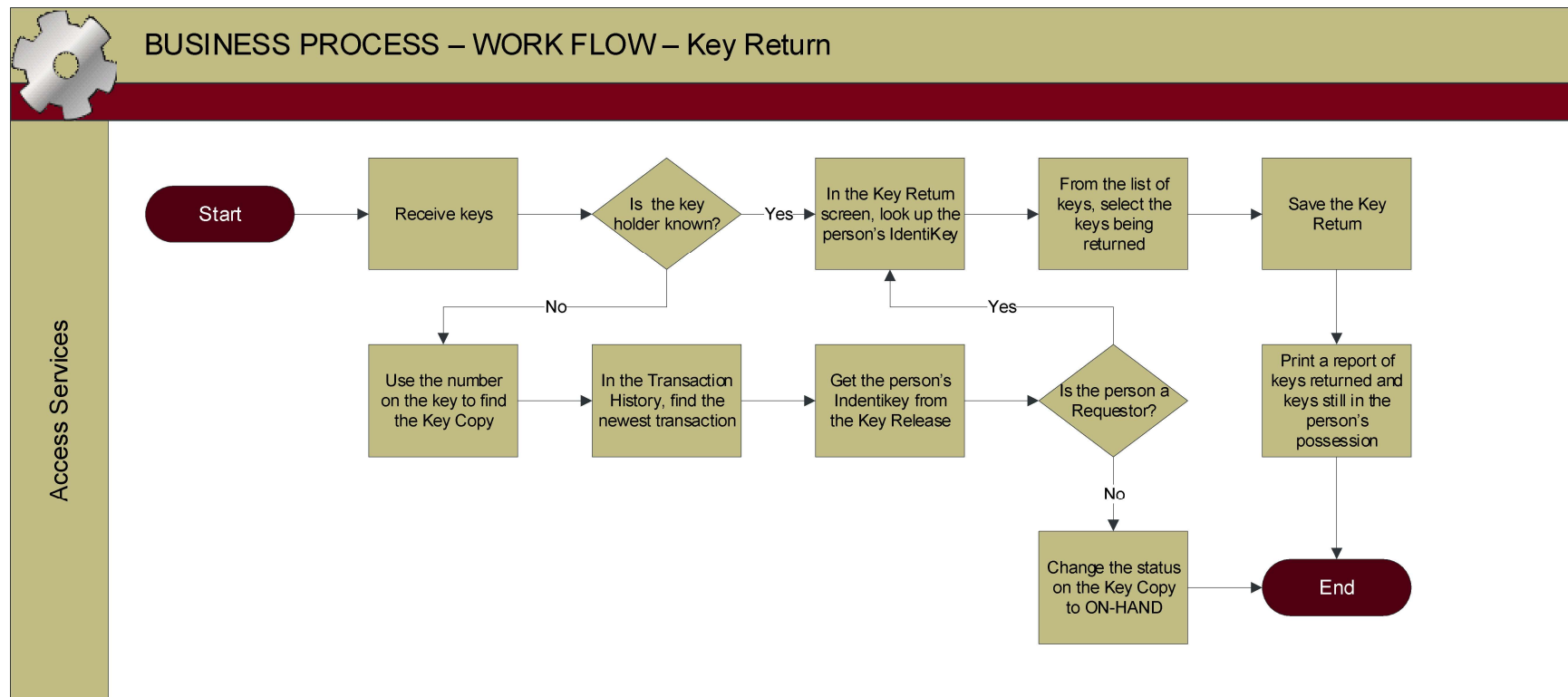
Triggers for this process:

1. Keys are returned by someone.

Assumptions:

1. With the legacy data that was loaded when the system first went live, there are Key Copies in the system issued to people who are not in the system.

Workflow:



Process:

1. ACCESS SERVICES

- a. Receives one or more keys back.
- b. If the key holder is known:
 - i. On the Key Return screen look up the person's IdentiKey.
 - ii. The Key Return will list all the keys that person has.
 - iii. Mark the keys being returned.
 - iv. Save the Key Return.
 - v. Print out of returned keys and outstanding keys (if any) using the Key Holder report and the Key Return report.
- c. If the key holder is unknown:
 - i. Use the Key Copy number on the key to find the copy on the Key screen by searching for the Key Copy.
 - ii. In the Transaction History find the newest transaction and click on it.
 - iii. From the Key Release screen, get the key holders Identikey.
 - iv. If the key holder is listed as a Requestor, go to step b above.

NOTE: *With the legacy data that was loaded when the system first went live, there are Key Copies in the system issued to people who are not in the system. Any Key Copy issued to one of these people will be dealt with in the following step while a key holder who is in the system can be dealt with using the process above.*
 - v. If the key holder is not in the Requestor table (Key Copy status is LEGACY ISSUED), change the status on the Key Copy to ON-HAND.

Lost Keys

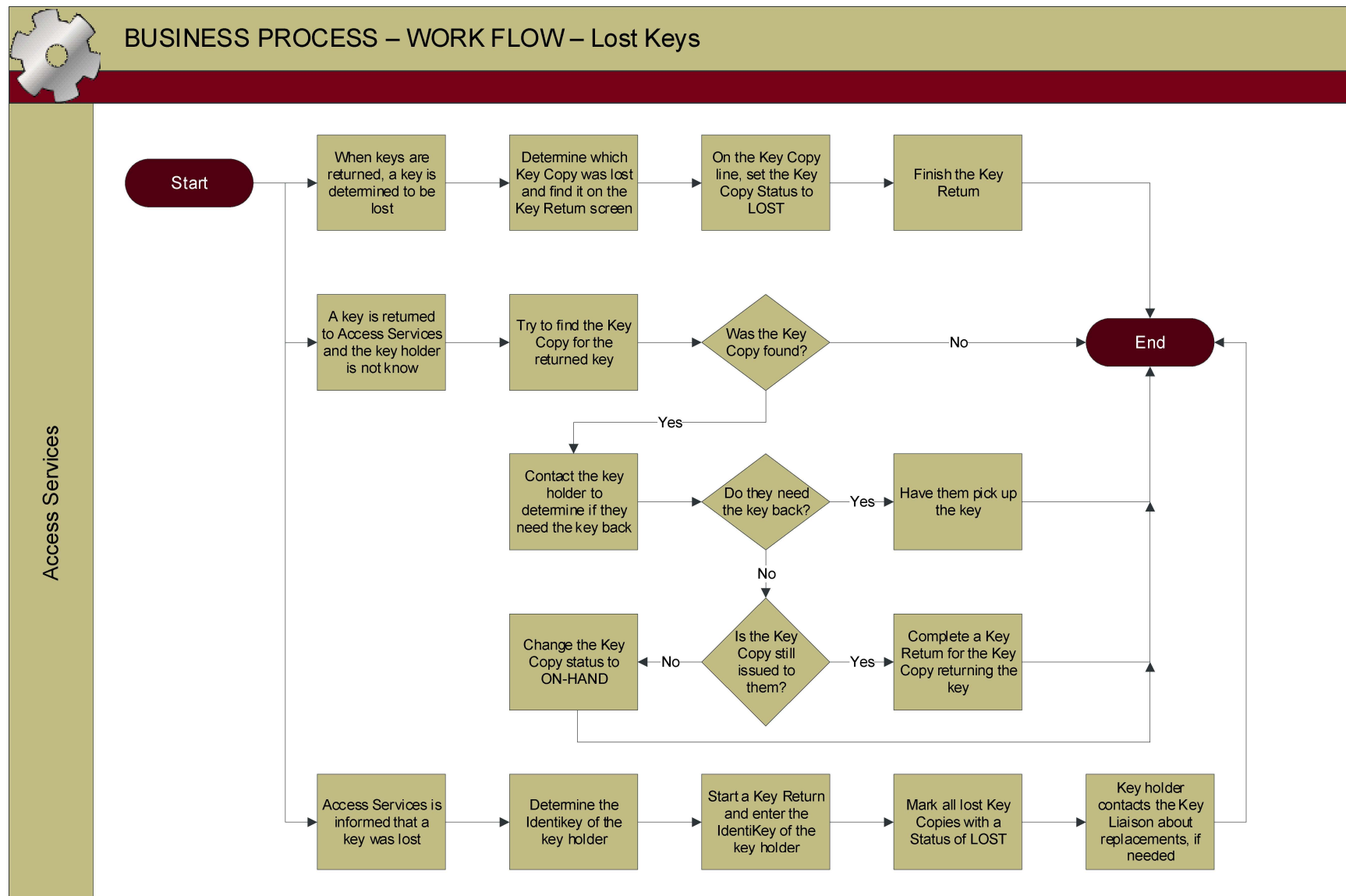
Triggers for this process:

1. Discover a key was lost during the return process.
2. Email from key liaison and need to replace.
3. Key was found and returned to Access Services.

Assumptions:

1. Not all keys will have a unique ID on them, so Access Services may not be able to identify who the key was issued to.

Workflow:



Process:

1. ACCESS SERVICES – Do one of the following:
 - a. During the process of keys being returned, it is discovered that one, or more, keys have been lost.
 - i. On the Key Return screen for the Key Copy that has been lost, click Return/Renew and change the status of that Key Copy to LOST.
 - b. A key was returned to Access Services and the key holder is unknown.
 - i. Using the key, try to find the Key Copy in AiM.
 - ii. If the Key Copy is found, determine the IdentiKey of the key holder.
 - iii. Contact the key holder to see if they need the key back.
 1. If they do, have them pick it up.
 2. If not and the key is still issued to them, do a Key Return and return the key.
 3. If not and the key was reported lost and already returned as LOST, change the status of the Key Copy to ON-HAND.
 - c. Access Services is informed that one, or more, keys have been lost.
 - i. Determine the IdentiKey of the person who lost the keys.
 - ii. Start a Key Return and enter the IdentiKey of the person.
 - iii. Mark all keys that have been lost on the Key Return with a status of LOST.
 - iv. If replacements are needed, have the key holder contact their Key Liaison.
2. KEY LIAISON
 - a. If a new Key Copy is needed, use the Key Request process to get the new key.

Rekey

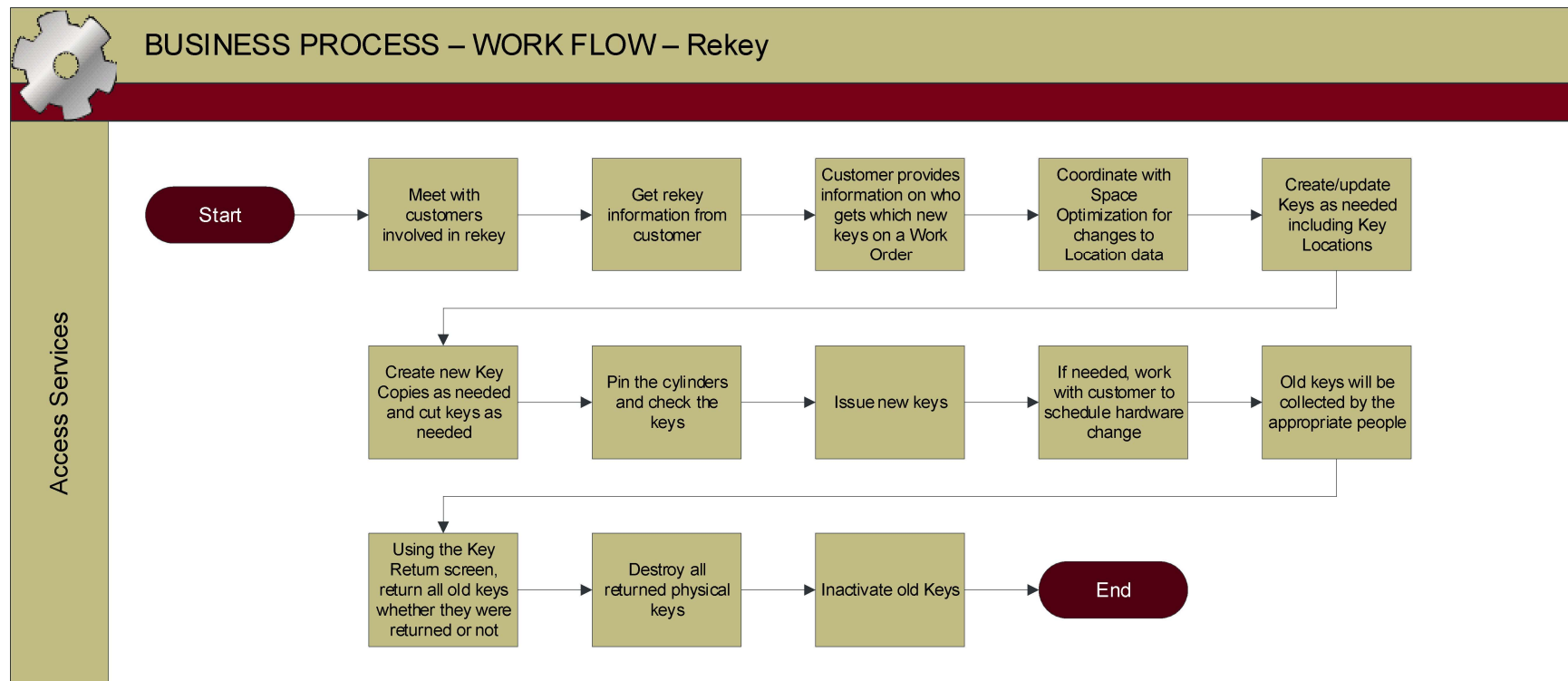
Triggers for this process:

1. Needs to go through someone in charge – Building Proctor, etc.

Assumptions:

1. Office of Space Optimization enters the Property and Locations.

Workflow:



Process:

1. ACCESS SERVICES

- a. Meet with the people involved to get them up to speed on how it will impact them and what they are going to need.
- b. Customer needs to provide information on how the areas should be keyed.
- c. Customer provides a list of who gets what keys and level of keys. This will be done on a Work Order.
- d. Coordinate with Space Optimization for any changes to Location data.
- e. Create/update Keys as needed including adding Key Locations to the Keys.
- f. Create any new Key Copies as needed. Including cutting any keys needed.
- g. Pin the cylinders and check the keys.
- h. Issues new keys before changing out the hardware.
 - i. In a large rekey, physical keys will be tagged and given to the appropriate person to distribute.
- i. If needed, schedule with customer for hardware change.
- j. On large rekey, department or building proctor, will collect old keys.
 - i. For all Key Copies for the rekeyed area (whether physically returned or not) do a Key Return:
 1. Look up the person's IdentiKey.
 2. For each key set the status to INACTIVE.
 3. Save the transaction.
 - ii. Destroy returned keys.
- k. Inactivate old Keys.

New Building

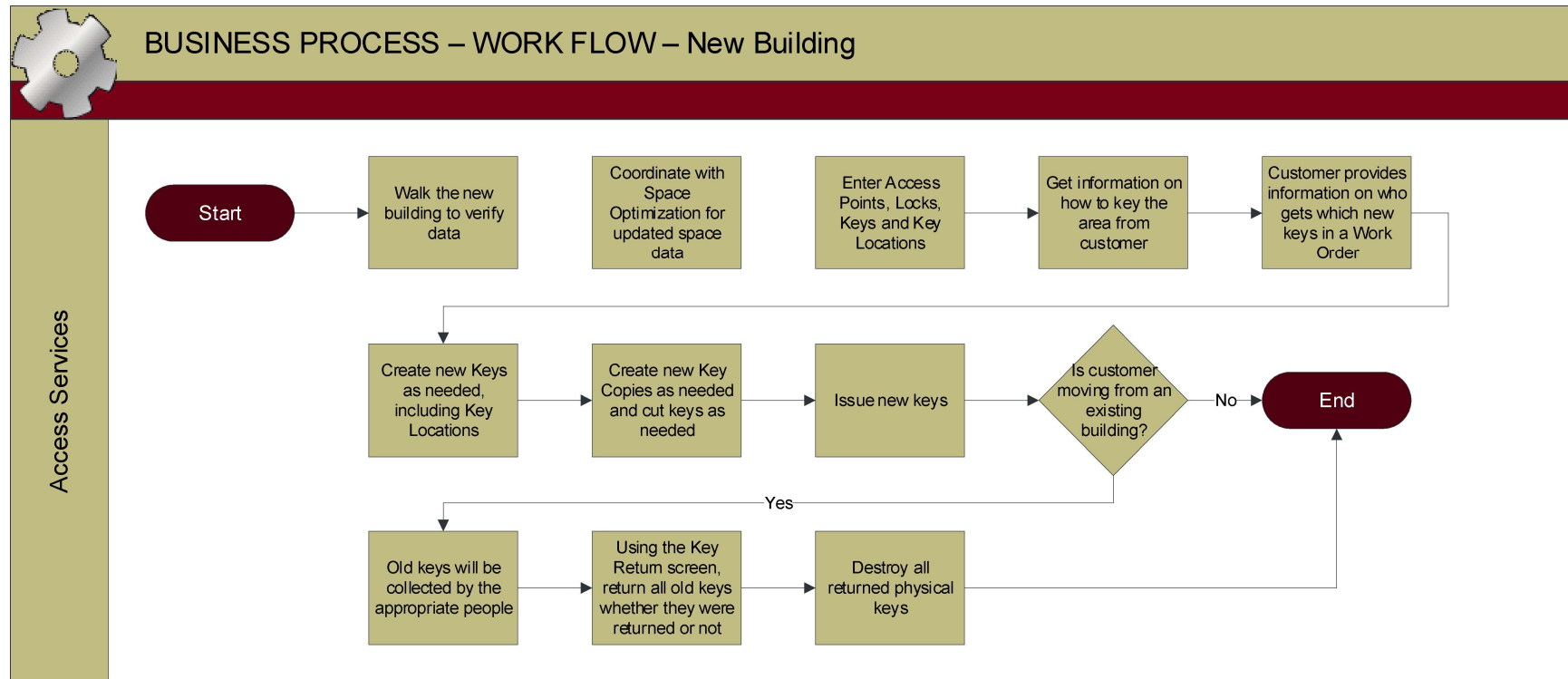
Triggers for this process:

1. A new building is built.

Assumptions:

1. Office of Space Optimization enters the Property and Locations.
2. Department moving in provides data on Access Points and Locks to Access Services.
3. Access Services meets with each department moving in to determine Key data.

Workflow:



Process:

1. ACCESS SERVICES

- a. Walk the building to verify the data provided.
- b. Coordinate with Space Optimization for new, or updated, data.
- c. Enter new Access Points, Cores, Locks, Keys and Key Locations.
- d. Meet with new building occupants/Building Proctor/department contact to determine keys that will be needed.
 - i. Customer needs to provide information on how the areas should be keyed.
 - ii. Customer provides a list of who gets what keys and level of keys. This information will be provided in a Work Order.
- e. Create new Keys as needed including adding Key Locations to the Keys.
- f. Create any new Key Copies as needed. Including cutting any keys needed.
- g. Pin the cylinders and check the keys.
- h. Issues new keys.
 - i. Physical keys will be tagged and given to the appropriate person to distribute.
- i. If moving from another building, department or building proctor, will collect old keys that are no longer needed.
 - i. For all Key Copies collected (whether physically returned or not) do a Key Return:
 1. Look up the person's IdentiKey.
 2. For each key set the status to INACTIVE.
 3. Save the transaction.
 - ii. Destroy returned keys.

KEY RINGS

Key Ring Creation

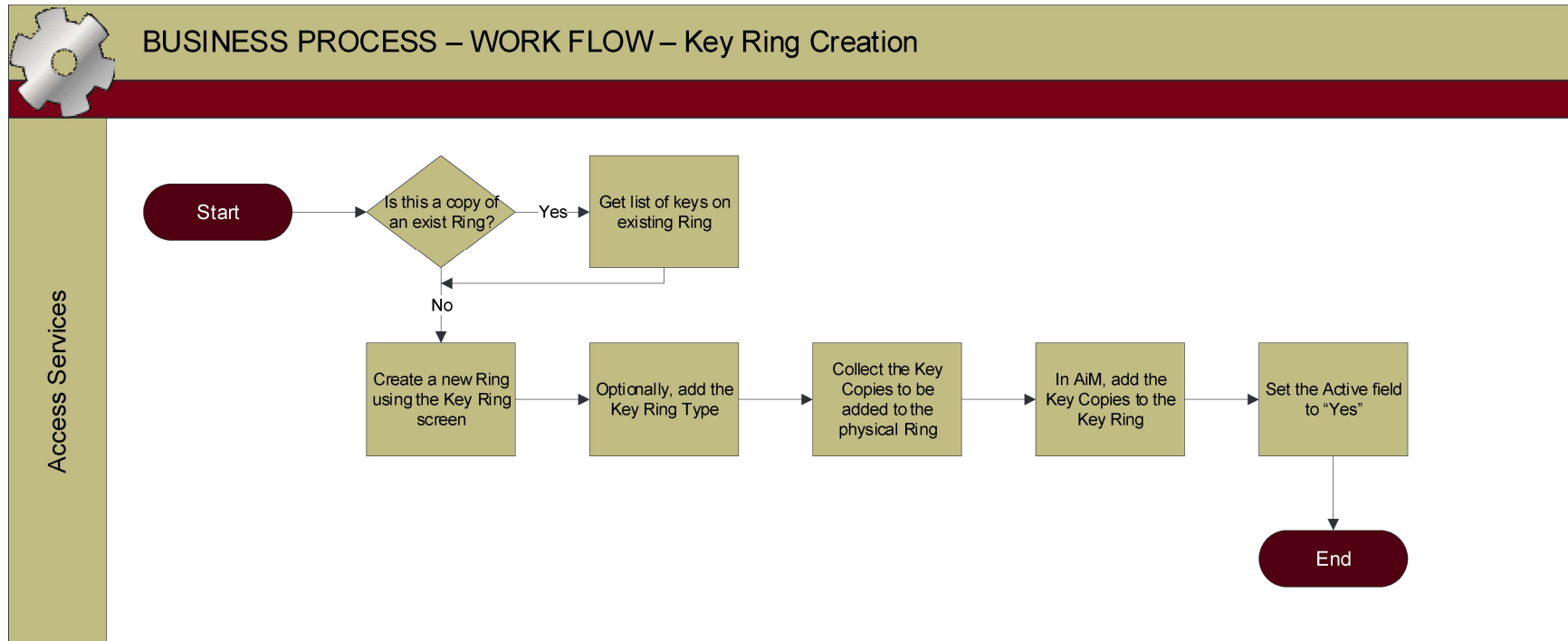
Triggers for this process:

1. Access Services determines that the requested keys would be best tracked by using a Key Ring.
2. There already is a Key Ring in existence and Access Services needs to create a similar Key Ring.

Assumptions:

- 1.

Workflow:



Process:

1. ACCESS SERVICES
 - a. If this is a copy of an existing ring, go get a list of the keys on that ring.
 - b. Create a new Key Ring.
 - i. Optionally add the Key Ring Type.
 - ii. Collect the Key Copies to be put on the Key Ring.
 - iii. Add Key Copies to Key Ring.
 - iv. Set the Active field to Yes.

Key Ring Release

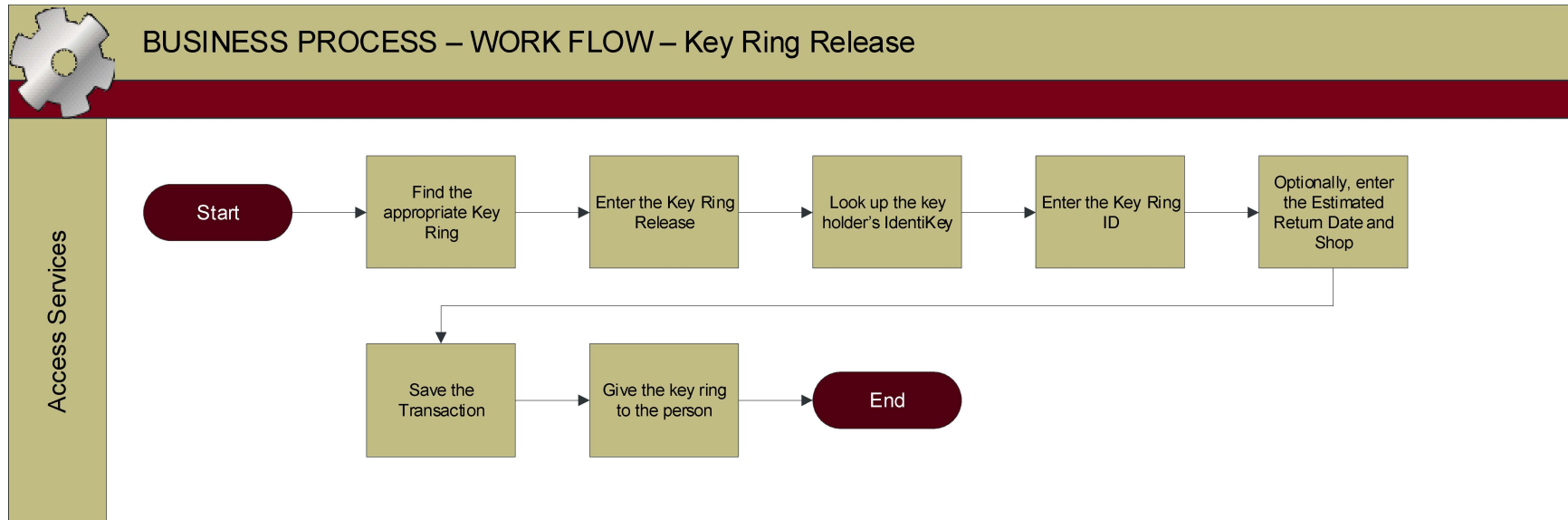
Triggers for this process:

1. Access Services determines that the requested keys would be best tracked by using a Key Ring.
2. Request comes through one of the already existing intake methods.

Assumptions:

- 1.

Workflow:



Process:

1. ACCESS SERVICES
 - a. Find the appropriate Key Ring.
 - b. Enter the Key Ring Release.
 - c. Look up the key holder's IdentiKey.
 - d. Enter the Key Ring ID.
 - e. Optionally enter the Estimated Return Date.
 - f. Optionally enter Shop.
 - g. Save the transaction.
 - h. Give the person the keys.

Key Ring Return

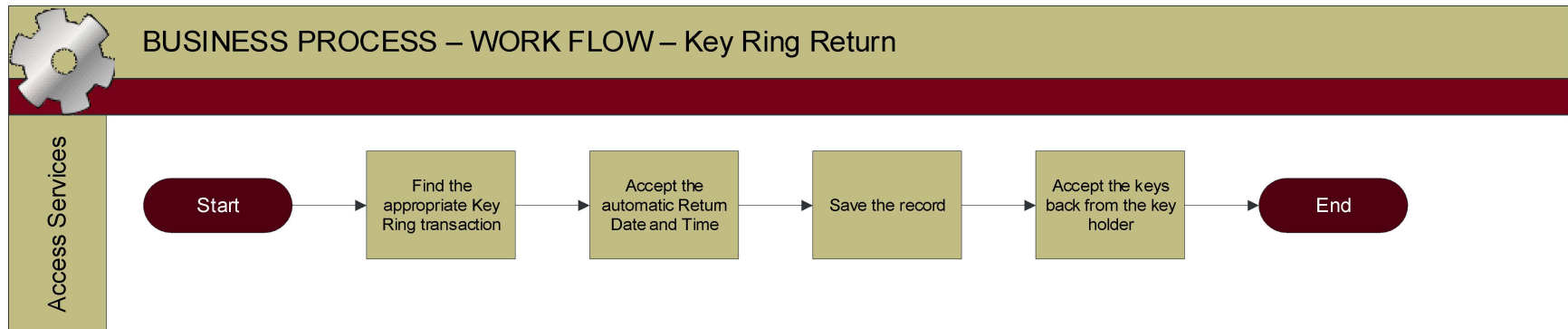
Triggers for this process:

1. A person is returning key(s).

Assumptions:

1. The keys being returned are on a Key Ring.

Workflow:



Process:

1. ACCESS SERVICES
 - a. On the Key Ring Return screen
 - i. Find the appropriate Key Ring transaction.
 - ii. Accept the automatic Return Date and Time.
 - iii. Save the record.
 - iv. Accept the keys back from the key holder.

Add or Remove a Key to a Key Ring

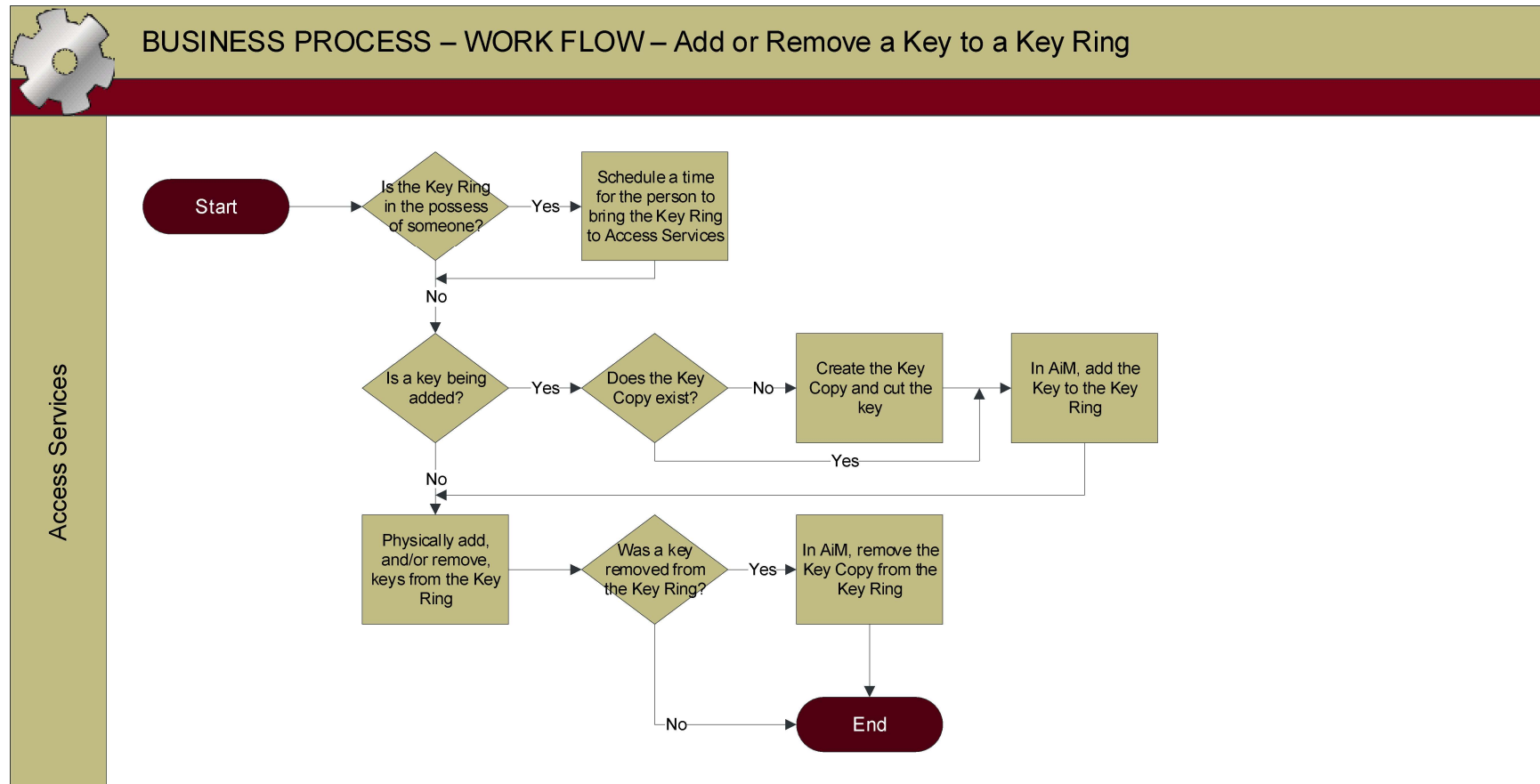
Triggers for this process:

1. A key needs to be added, removed or replaced, on an existing Key Ring.

Assumptions:

1. The Key Ring already exists. (Otherwise see Key Ring Creation process.)
2. A replacement is just a remove and an add.

Workflow:



Process:**1. ACCESS SERVICES**

- a. If the Key Ring is in the possess on someone:
 - i. Contact that person and schedule a time for them to bring the Key Ring to Access Services.
- b. If a key needs to be added to a Key Ring.
 - i. If the Key Copy does not exist, create one and cut the key.
 - ii. In AiM, add the Key Copy to the Key Ring.
- c. Physically add, and/or remove, keys from the Key Ring.
- d. If a key was removed from the Key Ring
 - i. In AiM, remove the Key Copy from the Key Ring.

APPENDIX A – KEY AND ACCESS CONTROL SETUP CODES