UW-PLATTEVILLE FACILITIES MANAGEMENT

POLICY: KEY AND ELECTRONIC ACCESS
AUTHOR: FACILITIES MANAGEMENT
ISSUE DATE: AUGUST 22, 2016
REVISED DATE: 2/10/17
VERSION: 2.0

PURPOSE:
The purpose of this policy is to provide building security through the control of keys and credentials and to ensure appropriate access to work areas for employees in buildings and areas on the University of Wisconsin - Platteville campus. Facilities Management staff will process all access requests, returns and replacements for Dean/Department(s) Chair/Director, Key Coordinator(s) or designate, upon request.

BACKGROUND:
UW-Platteville considers the safety and security of its faculty, staff, students, visitors, and property to be of paramount importance and recognizes key and electronic access is an important component of a comprehensive safety and security program. This policy defines control, use and possession of keys and credentials to university facilities. All keys and credentials are the property of the University of Wisconsin – Platteville.

DEFINITIONS:

Access Requestor: Dean/Dept. Chair/Director and Key Coordinator authorized to submit key/electronic access requests. (Key/electronic access requests submitted by someone other than authorized key requestors will not be processed.)

Key Cabinet Manager: Individual responsible for oversight, security and safe keeping of inventory maintained within mechanically secured or electronically secured key cabinet.

Grand Master Key: Provides total access to all buildings within a particular key way on campus. Authorization for this key is reviewed by the Director of Facilities Management or Designee, approved by the Vice Chancellor for Administrative Services and is restricted to security and maintenance personnel only.

Building Master Key: Provides access to spaces within an individual building. Authorizations for this key is required from the Dean/Dept. Chair/Director and Director of Facilities Management or Designee.
Building Sub Master Key: Provides access to a group of rooms within a department or building. Authorization for this key is required from the Dean/Dept. Chair/Director and Director of Facilities Management or Designee.

Suite Sub Master Key: Provides access to a group of doors within a specific office’s oversight. Authorization for this key is required from the Dean/Dept. Chair/Director and Director of Facilities Management or Designee.

Individual Room Key: Provides access to a room/office within an individual building. Authorization is granted by the Dean/Dept. Chair/Director, Building Key Coordinator, and Director of Facilities Management or Designee.

Allen Key: Provides staff ability to unlock exterior main entrance doors which is equipped with panic hardware. Authorization for this key is required from the Dean/Dept. Chair/Director and Director of Facilities Management or Designee.

Mechanically Secure Key Cabinet: Departmental lock box to house specified keys and/or credentials to be used within the department. Department is responsible to maintain tracking logs for all keys and/or credentials within lock box. Request must be initiated by Dean or Director and approved by Director of Facilities Management or Designee. Lock box must be purchased through Facilities Management and meet defined specifications.

Electronically Secured Key Cabinet: Cabinet to be used to house sub master and master keys and/or credentials which will be used within a specified department. Key Cabinet will electronically monitor usage and authorization of each key and/or credential. Request must be initiated by Dean or Director and approved by Director of Facilities Management or Designee. Key Cabinet must be purchased through Facilities Management and meet defined specifications.

Credentials: A credential is a physical/tangible object, a piece of knowledge, or a facet of a person's physical being, that enables an individual access to a given physical facility or computer-based information system. Typically, credentials can be something a person knows (such as a number or PIN), something they have (such as an access badge), something they are (such as a biometric feature) or some combination of these items. This is known as multi-factor authentication. The typical credential is an access card or key-fob, and newer software can also turn users’ smartphones into access devices. (Retrieved from https://en.wikipedia.org/wiki/Access_control#cite_note-3)

Bulk Entry: Electronic access requests from same department, which are processed as one request, with a minimum cost of $15.00 being charged. If technician’s time exceeds minimum service charge of $15.00, then an hourly rate is assessed. This is commonly used for Dining Services who have a bulk entry of students needing electronic access. Bulk entry is only permitted for electronic access requests.
POLICY:

UW Platteville Faculty and Staff Key and Electronic Access Policy Basics

1. University Police and Platteville Fire Department must have unrestricted access to all campus areas for safety, security, and health reasons.
2. University Staff and Student Workers will be issued only the minimum necessary keys/electronic access required to perform their job duties. See Key Authorization for key approval process.
3. Completion of the Key and Electronic Access Request form does not guarantee access will be granted.
4. Departments are required to manage student worker’s keys through the use of the mechanically or electronically secured key cabinet.
5. Failure to return keys no longer needed to perform your job duties will result in rekeying at the expense of the department. Failure to return certain key types may also result in legal action.
6. By possessing a key and/or credential, the possessor agrees not to compromise the security of any area or building and further agrees to secure each door upon leaving a secure area or previously secured area.
7. Non returned keys will be collected by University Police or Facilities Management personnel at key holder department's expense. Refer to “Chargeable/Non-Chargeable Key Issues” for additional details.
8. Facilities Management support personnel will complete data entry key transactions for issuances and returns. All keys and/or credentials maintained within mechanical and electronic key cabinets are responsibility of Key Cabinet Managers.
9. Authorized persons are only those persons with authorized documentation to possess or control a university key or credential. Authorization is specific to each possessor.
10. Keys will only be issued in person to employees by the Locksmith, or designee, at the Giese Facilities Management Building located at 1680 Greenwood Ave. with the exception of keys distributed by Key Cabinet Manager. Key issuance will require university identification and key holder signature. When keys are issued, individuals possessing the issued keys and the individual's department assume the responsibility for the safekeeping and eventual return of university keys.
11. For short-term or temporary building access and student employees, Departments may retain duplicate check-out keys and/or credentials in a secured area (mechanically and electronically secured key cabinet). Respective Departments are responsible for the security and issue/return records maintenance (sign out in log) of temporary issue keys and/or credentials for all mechanically secured key cabinets.
12. Facilities Management will maintain employee key records for all facilities, with the exception of student residents living in Residence Halls. Key Cabinet
Managers will be responsible for maintaining key records for keys being maintained in mechanically and electronically secured key cabinets. Periodically, key control reports will be generated and utilized to audit building access, key records accuracy, and access necessity. Key returns or an issuance of keys may be required as a result of access report and/or audit findings.

13. Re-keying or adding electronic access to a building or group of rooms may result in employees being required to exchange keys. Departmental designees will assume responsibility for coordinating collection or return of old key(s) and distribution of a new key(s).

14. A Dean/Dept. Chair/Director may authorize temporary key access to a student employee within a department by following listed procedures.

15. In case of lost keys or credentials, immediately notify Facilities Management at 342-1155 during normal business hours. Contact University Police at 342-1584 after normal business. Normal business hours are Monday – Friday, 8:00am – 4:00pm. Submitting a Lost Key/Electronic Access form is required for all lost keys and/or credentials. A replacement key charge may be assessed.

16. The issuance of keys for the Residence Halls for non-employees is not included within this policy. Employees (Resident Director, Senior Assistant, and Resident Assistant) working in these buildings must conform to the basic security principles identified within this document, as well as the specific key policies established by Residence Life Central Office.

17. Should you locate another person’s keys and/or credentials, please return them to Facilities Management during normal business hours and University Police after normal business hours. Normal business hours are defined as Monday – Friday, 8:00am – 4:00pm.

18. Access to any campus building is restricted to times defined by Closing Hours policy. (http://www.uwplatt.edu/files/police/closing_hours.pdf.)

**Mechanically Secure Key Cabinet:**

1. The keys and/or credentials may only be capable of opening doors within department oversight, which includes Sub Suite Masters, Sub Masters, and Masters.
   
   a. See electronic key cabinet for limitations on Master key storage.

2. The person responsible for the management of the keys and/or credentials must sign for them.

3. Inventory, securing, issuance and recovery of the keys and/or credentials will be the sole responsibility of the departmental designee(s) and the responsible person signing for them.

4. Rekeying of rooms required due to mismanagement of the keys or lost keys will be done at the expense of the department.

5. University Police is an exception and allowed to maintain master and grand master in mechanically secured key cabinet as space is secured with cameras and electronic access.
6. Each department is responsible for cost of mechanically secure key cabinet per specifications from Facilities Management.

**Electronically Secured Key Cabinet:**
1. Electronic keys cabinets are optional when less than 3 types of master keys are stored in the key cabinet. In the event 3 or more different types of master keys will be stored in the cabinet, then the electronically secured key cabinet is mandatory.
2. Electronic access must be required in order for keys and/or credentials to be removed.
3. Inventory, securing, issuance and recovery of the keys and/or credentials will be the sole responsibility of the departmental designee(s) and the responsible person accessing them.
4. Rekeying of rooms required due to mismanagement of the keys or lost keys will be done at the expense of the department.
5. With the exception of Facilities Management, Grand Master keys will not be allowed to be maintained in Electronically Secure Key Cabinet.
6. Each department is responsible for cost of electronic key cabinet per specifications from Facilities Management.

**Duplication or Unauthorized Transferring of Keys**
*The Wisconsin Administrative Code Section UW 18.06 (12) currently reads as follows:* "Keys.
   a) No person may duplicate a university key or request the unauthorized duplication of a university key.
   b) No person may transfer any university key from an individual entrusted with its possession to an unauthorized person, or be in unauthorized possession of a university key.
   c) Keys in the possession of unauthorized persons may be confiscated.
   d) No person shall replace without permission, damage, tamper with or vandalize any university lock or security device."

*Also, the Wisconsin Administrative Code Section UWS 18.07 reads as follows:* "Penalties. Unless otherwise specified, the penalty for violating any of the rules in s. UWS 18.06 shall be a forfeiture of not more than $500, as provided in s. 36.11 (1) (c) Stats."

**Key and Electronic Access Authorization**
Obtain UW-Platteville authorization signatures as required for the type of key or electronic access requested. The following are the minimum authorization requirements by type of access.
<table>
<thead>
<tr>
<th></th>
<th>Building Key Coordinator</th>
<th>Dean/Dept. Chair/Director</th>
<th>Director of Facilities Mgmt. or Designee</th>
<th>Vice Chancellor for Administrative Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Grand Master Key/E-Access</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>2. Building Master Key/E-Access</td>
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<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>3. Building Sub Master Key/E-Access</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>4. Electronic Access</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>5. Departmental Key &amp; E-Access</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>6. Allen Key</td>
<td></td>
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<td></td>
<td>X</td>
</tr>
<tr>
<td>7. Mechanically Secure Key Cabinet</td>
<td></td>
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<td>X</td>
</tr>
<tr>
<td>8. Electronically Secure Key Cabinet</td>
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<td>X</td>
</tr>
</tbody>
</table>

**Chargeable/Non-Chargeable Key Issues**

1. There are no charges for original keys issued to new hires with the exception of program revenue areas.

2. Administrative fee of $15.00 will be assessed when key changes occur due to transfers, re hires, change of responsibility, change in office location, etc. The fee is per transaction and not per key. Administrative fee is subject to change. Fee is only assessed when keys are obtained and not when keys are returned.

3. Broken or worn keys will be replaced without charge, with the exception of program revenue areas. Original key parts must be returned to Facilities Management.

4. Replacement of lost, stolen or unreturned keys will result in charges to the respective key holder department, which may be passed on to the key holder. Facilities Management will assess labor and material costs for restoring security caused from lost key(s). Failure to return certain key types may also result in legal action.

5. Lost, stolen or unreturned keys resulting in loss of security will be referred to Vice Chancellor for Administrative Services for disposition and cost assessment.
6. Refer to the Passport Office for details regarding replacement costs for campus id. [https://www.uwplatt.edu/passport/passport-basics](https://www.uwplatt.edu/passport/passport-basics)

7. Failure to pick up keys within 28 days will result in keys being returned to inventory and a $15.00 restocking fee being assessed to the requesting department regardless of employment status.

8. Students in program revenue areas will be charged administrative fee of $15.00.

**Non-UW Platteville Personnel**

1. Wisconsin Administrative Code, Section UWS 18.06 #12
   
   A. No person may duplicate a University key or request the unauthorized duplication of a University key.
   
   B. No person may transfer any University key from an individual entrusted with its possession to an unauthorized person, or be in unauthorized possession of a University key.
   
   C. Keys in the possession of unauthorized persons may be confiscated.

2. Keys may be kept out for duration of project and must be retuned immediately at project completion.

3. By possessing a key, the key holder agrees not to compromise the security of any area or building and further agrees to secure each door upon leaving a secure area or previously secured area.

4. Loss of this key may necessitate rekeying of one or more buildings. This cost will be assigned to the party losing said key. A cost assessment will be provided and could lead to a significant fee.

5. Keys must be returned to Facilities Management or Key Cabinet Manager immediately upon completion of the project and before the return date on the Key and Electronic Access Request form. Final payment to the contractor may be withheld until all keys have been verified as returned.

6. Violation of these requirements may result in loss of key privileges. Lost time and inconvenience to the contractor due to delayed entry into secured areas as a result of such loss of privileges will be at no cost to the University or the State of Wisconsin.

**Record Keeping**

Facilities Management will maintain records of locks installed and keys issued for all UW – Platteville campus buildings. Reports approved for issuance will be generated by Facilities Management as requested by Dean/Dept. Chair/Director or Key Coordinator.

**Audit**

Facilities Management will periodically perform physical inventories of keys for Academic, Athletic or Auxiliary buildings. Replacement of keys found missing or spaces determined in need of lock and key change will result in charges to the associated department or unit.
High Security Areas
For reasons of safety and security, University Police and Platteville Fire Department must maintain access to all university areas. It is, therefore, essential that all areas remain on the mechanical key system. When security of a space is in question and keying off the master key system is sought, exceptions to this policy must be made through the Vice Chancellor for Administrative Services. Facilities Management may deny custodial and maintenance services to these areas if access is not deemed necessary.

Special Needs
All special needs regarding keys and electronic access that are not addressed in this policy shall be directed to the Director of Facilities Management or Designee for consideration. This may include situations related to, but is not limited to, Senior Team, Human Resources, University Police, and Safety and Risk Management. Key and Electronic Access Request forms must be completed for all “special needs” situations to ensure proper tracking of keys.

PROCEDURE:

EMPLOYEE KEY REQUEST AND PICK UP FROM FACILITIES MANAGEMENT
1. Determine what building(s), area(s), and room number(s) you need to access.
2. Requesting keys is accomplished by completing and routing the Key and Electronic Access Request form. See building Key Coordinator for assistance.
3. Obtain authorization signatures as required for type of key(s) requested. A key return date may be required.
4. Forward the Key and Electronic Access Request form to Facilities Management at buildingaccess@uwplatt.edu for further processing.
5. Facilities Management will notify requestor when keys are ready for pick up. Most requests will be ready for pick up by the requestor within two working days from receipt of completed Key and Electronic Access Request form.
6. Requestor must review and sign Key Issuance Contract on back of Key and Electronic Access Request Form when keys are picked up.
7. All keys will be issued only at the Facilities Maintenance Building. The key holder must present a photo ID to receive keys.

EMPLOYEE KEY REQUEST, PICK UP AND RETURN FROM KEY CABINET MANAGER - MECHANICAL KEY CABINET
1. Determine what building(s), area(s), and room number(s) you need to access.
2. Requesting keys and/or credentials is accomplished by requesting directly from Key Cabinet Manager.
3. Key Cabinet Manager will provide approved key(s) and/or credentials and requestor must complete a Temporary Access Request form.
4. Key Cabinet Manager must maintain inventory records for all keys and/or credentials housed within defined key cabinet.

5. Return key(s) and/or credentials to Key Cabinet Manager only.

6. Upon key(s) and/or credential return, Key Cabinet Manager will update Temporary Access Request form indicating key(s) or credentials have been returned.

**Employee Key Request, Pick Up and Return - Electronically Secured Key Cabinet**

1. Contact Key Cabinet Manager to authorize employee access to keys and or credentials using dual factor authentication. Note: Key Cabinet Manager will determine what keys the employee may have access to and time constraints for each key and/or credential.

2. Key Cabinet Manager will be responsible for overall inventory of keys and/or credentials maintained within electronically secured key cabinet.

3. Employees will access keys and/or credentials using 4-digit access code and campus ID and will be allowed access to keys and/or credentials granted by Key Cabinet Manager.

4. Keys and/or credentials must be returned directly to the electronically secured key cabinet. Employees are NOT to return keys and/or credentials to Key Cabinet Managers, another person, or another key cabinet.

**Employee Electronic Access Request**

1. Determine what building(s), area(s), and room number(s) you need electronic access.

2. Requesting electronic access is accomplished by completing and routing the Key and Electronic Access Request form. See building Key Coordinator for assistance.

3. Obtain authorization signatures as required for types of electronic access requested. An expiration date may be required. (Note: student employment will require an expiration date at the end of each term; Fall, Spring, Summer)

4. Forward Key and Electronic Access Request form to Facilities Management at buildingaccess@uwplatt.edu for further processing.

5. Facilities Management will notify requestor when electronic access has been activated. Most requests will be completed within two working days from receipt of completed Key and Electronic Access Request form.

6. All individuals issued temporary electronic access will have a predetermined expiration date as identified on the form.

**Requesting Mechanically or Electronically Secured Key Cabinet:**

1. Determine which keys are needed to be stored within defined key cabinet and determine type of key cabinet required.
   a. Cabinet must meet standards defined by Facilities Management.
b. Cost of cabinet is responsibility of individual department.
2. Complete Key and Electronic Access Request form and submit to Facilities Management at buildingaccess@uwplatt.edu for further processing.
   a. Identify type of cabinet needed and keys being requested on request form
   b. All approvals must be obtained prior to submitting to Facilities Management
3. Facilities Management reviews request
4. Requests for Grand Masters are escalated to Vice Chancellor for Administrative Services for final approval
5. Once request is approved, Facilities Management will order key cabinet, install, program (if needed), and stock approved keys.

NON-EMPLOYEE KEY AND ACCESS REQUEST AND PICK UP
1. Facilities Management or Key Cabinet Manager will be responsible for contractor, consultant, student/volunteer, or vendor key and credential issuance, collection and record keeping.
2. Request for key(s) and credentials shall be made using the Temporary Access Request form. All keys and credentials must be personally signed for by the contractor's representative to whom the keys or credentials are issued and UW-Platteville staff. Contractor must abide by the Contractor Key Agreement stated on the form.
3. Contractor representative must provide photo ID and proof of company affiliation before being issued key(s) or credentials.
4. All keys and credentials must be returned at the completion of the project for which they were issued and before the return date on the Temporary Access Request form. Payment may be withheld pending return of key(s) or credentials to Facilities Management or Key Cabinet Manager.
5. Report all lost or stolen keys to Facilities Management immediately.
6. Contractors, consultants and vendors may be charged a fee for rekeying due to lost or stolen keys and a fee for replacement of lost or stolen FOB. Cost assessment will be provided and could lead to a significant fee which could impact final payment.

Returning Keys and Credentials
Facilities Management uses a computerized system to track the return dates of all keys and/or credentials issued. Therefore, it is mandatory that a return date is indicated per the following table when authorizing the issuance of keys and/or credentials. Return dates should realistically reflect the anticipated length of need for access. Keys and/or credentials must be returned to Facilities Management or your designated Key Cabinet Manager. Do not return keys to University Police.
<table>
<thead>
<tr>
<th>No return date required</th>
<th>Faculty &amp; Staff</th>
<th>Emeriti</th>
<th>Limited Term Employee</th>
<th>Students Workers, Volunteers, &amp; Researchers</th>
<th>Contractors, Consultants &amp; Vendors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of project --- ONE YEAR MAXIMUM</td>
<td>X</td>
<td>X</td>
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<tr>
<td>One Academic Term maximum (End of Semester)</td>
<td>X</td>
<td>X</td>
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</tbody>
</table>

- UW-Platteville Faculty & Staff -- MUST return all building keys to Facilities Management in person before discontinuing your employment or transferring from your present position. **Do not turn keys over to the person assuming your position, to the department chair or to any other person. You will be held responsible for all keys issued to you.**
- UW-Platteville Students Employees -- MUST return all keys in person to Key Cabinet Manager on or before the return date indicated on the Key and Electronic Access Request form, upon leaving school or on the completion of any activity that required authorized access to a specific area. **Do not turn any keys over to anyone else. You will be held responsible for all keys issued to you.** (Housing RAs are to follow housing key return procedures)
- Key holders other than UW-Platteville Staff or Student Employees (e.g., contractors, consultants, students, volunteers, and vendors) -- must return all keys and/or credentials in person to Facilities Management or Key Cabinet Manager upon completion of the authorized project, seminar, contract, performance, etc. and before the return date indicated on the Temporary Access Request form.
- Individuals Issued Temporary Keys and/or Credentials -- must return keys and/or credentials as indicated by the return date on the Temporary Access Request form.
- Emeriti -- must return all keys and/or credentials upon retirement.
  Issuance of keys and/or credentials required to continue work on campus, or affiliation with campus activities, will be granted with the authorization of the appropriate Building Coordinator. Access will only be granted for individual room during normal working hours.

**REPORTING LOST KEY/ELECTRONIC ACCESS FORMS AND/OR CREDENTIALS:**

1. **Notify Facilities Management immediately upon the event of loss or theft of keys and/or credentials during normal business hours. After normal business hours, contact University Police. Normal business hours are defined as Monday – Friday, 8:00am – 4:00pm.**
2. A Lost Key/Electronic Access form report must be filed as soon as possible with Facilities Management. Facilities Management will notify UW-Platteville Police, the Building Coordinator, Office of Safety and Risk Management, and Department Chair or Director indicating which keys are missing.
3. The Department Chair or Director of the affected area and the Building Coordinator will review the effects of the missing keys.
4. The Facilities Management Director or Designee and Dean/Dept. Chair/Director will make the decision whether or not to rekey the affected area(s).
5. Replacement keys and/or credentials will not be issued until a Lost Key/Electronic Access form and a new Key and Electronic Access Request form is completed and submitted.

Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>July 2016</td>
<td>Facilities Management</td>
<td>Initial policy</td>
</tr>
</tbody>
</table>
| 2.0     | January 2017 | Facilities Management   | Definitions:  
  - Added Bulk Entry  
  Key/Electronic Authorization Table:  
  - Removed Key Coordinator signature for electronic access requests only  
  Chargeable/Non-Chargeable Section:  
  - Added restocking fee for keys not claimed within 28 days  
  - Charges for students in Program Revenue areas  
  Procedure:  
  - Added email address for submitting key and access request forms. |