University of Minnesota Key Administration Procedure

A. Purpose
1. The purpose of this Key Administration Procedure is to support the University of Minnesota’s “Getting Access to University Buildings” policy. [http://policy.umn.edu/operations/buildingaccess](http://policy.umn.edu/operations/buildingaccess)
2. This procedure shall serve as the framework by which all keys are managed, issued, duplicated, stored, controlled, returned, replaced, and accounted for.
3. This procedure shall apply to all keys including those to all space, office equipment, padlocks, lockers, safes, etc. that are owned, operated, or controlled by the University.
4. This procedure seeks to establish a recorded chain of accountability for all keys, key holders, and locations.
   i. Establishes a key issuance authority.
   ii. Assures appropriate level keys are issued to individuals.
   iii. Establishes authority on all key control standards and procedures.
5. This procedure seeks to implement a proper key control procedure and then preserve it by restoring security in a timely manner whenever key control has been threatened or compromised.

B. Strategy
1. The implementation strategy is to leverage the knowledge and expertise of Department Facility Representatives to assist FM Locksmith Services in establishing and maintaining suitable key control for diverse space types and uses.

C. Specification
1. The University shall use a key control system and adopt the administrative procedures outlined in this document.
2. The following elements are incorporated in this specification.
   i. The Security Program Manager along with Locksmith Services and Department Facility Reps implement, execute, and enforce key control policies and procedures.
   ii. The University has established a Department Facilities Representative (DFR) program to transfer individual key custodial duties to departments. Appropriate training will be provided to DFRs. Refer to the [Department Facility Representative Role and Responsibilities](##) document.
   iii. The policy and method for issuing and collecting of all keys shall be followed. Refer to the [Requesting and Receiving Keys SOP](##).
   iv. The policy and method for storing keys shall be followed. Refer to the [Storing Keys SOP](##).
   v. The policy and method for maintaining key records shall be followed. Refer to the [Maintaining Records for Issued Keys SOP](##).
   vi. Key holders must ensure that keys are safeguarded and properly used. Refer to the [Key Holder Role and Responsibilities](##) document.
D. Enforcement

1. This procedure is adopted by Students, Faculty and Staff at the University of Minnesota and enforced by University Services.
2. Responsible RRC Facility Lead and/or Department heads maintain the ultimate responsibility for ensuring adherence to this procedure and all associated policies.
3. All keys to University of Minnesota facilities are the property of the University. Facilities Management Locksmith Services is the authorized custodian for all keys.
4. Keys will be requested and received in accordance with the Requesting and Receiving Keys SOP.
5. Key holders shall take measures to protect and safeguard any facility keys issued to them or in their name and will adhere to the Key Holder Roles and Responsibilities. Violations may result in discipline up to and including dismissal.

E. Components

1. The Security Program Manager in conjunction with Facilities Management Locksmith Services will:
   i. Develop standard operating procedures related to the University’s Key Administration Procedure
   ii. Coordinate, Implement, execute and enforce the Key Administration Procedure.
   iii. Establish thresholds for re-key events. Refer to the Rekeying after a Loss or Risk Event SOP.
   iv. Supervise, authorize, and control the security of key and key blank storage and the key cutting process.
2. Department Facility Representative (DFR)
   i. The University has established the Department Facility Representative role to assist departments in the management of the spaces that are assigned to them. DFR responsibilities for keys are described in the Departmental Facility Representative Roles and Responsibilities document.
3. Facilities Management Locksmith Services
   i. Implement, execute and enforce the Key Administration Procedure.
   ii. Serve as custodian of University Keys.
4. Key Management
   i. Keys and key records shall be stored in a secure manner. Refer to the Storing Keys SOP.
   ii. Electronic and paper records should be maintained for issued keys. Refer to the Maintaining Records for Issued Keys SOP.
   iii. Lost and stolen keys should be reported to Locksmith Services. If a key is found it should be returned to Locksmith Services. Refer to Refer to the Returning Keys or Reporting Keys as Lost/Stolen SOP.
   iv. Facilities Management Locksmith Services is the only authorized authority to make keys.
5. Keying Standard
   i. Spaces should be keyed to the appropriate level of security. Refer to the *U of M Twin Cities Keying Structure Guideline*.
   ii. Security components will comply with CPPM standards. Refer to *Division 28 Electronic Safety and Security*.

F. Exceptions

1. There are no stated exceptions to the University's Key Administration Procedure. Requests, including justification, for exceptions to any items in this policy shall be submitted in writing to the Key Program Manager. Refer to *Managing Key Administration Procedure Exception Requests*.

Appendix

**Standard Operating Procedures (SOP's)**
- Requesting and Receiving Keys
- Maintaining Records for Issued Keys
- Storing Keys
- Returning Keys or Reporting Keys as Lost/Stolen
- Rekeying After a Loss or Risk Event
- Managing Key Administration Procedure Exception Requests

**Guidelines**

- *U of M Twin Cities Keying Structure Guideline*
- *Division 28 Electronic Safety and Security*

**Roles and Responsibilities**

**Role Definitions:**

Primary Building Contact (PBC): Refer to the *PBC Role Description* document.

Department Facility Rep (DFR): Refer to the *DFR Role Description* document.

RRC Facility Lead (RRC-FL): Refer to the *RRC-FL Role Description* document.

Facilities Management Locksmith Services: 
Department within Facilities Management that is responsible and accountable for all aspects of the Key Management program and also accountable for the physical management of all key locks and key boxes.

Key Holder:
Individual that has a key. Refer to the Key Holder Roles & Responsibilities document.