UNIVERSITY of
HOUSTON
FACILITIES MANAGEMENT

Issued: **June 7, 2012**
Updated: **August 29, 2013**

GUIDELINES:
KeyWatcher® procedures related to FM Key and Lock Shop for Student Housing and Residential Life (SHRL)

PURPOSE:
The purpose of these guidelines is to define the roles of SHRL and the FM Key and Lock Shop, as it pertains to the maintenance, administration and installation of new keys.

DEFINITIONS:

1. **KeyWatcher®**: An electronic integrated key control and management solution for keys. Typically a KeyWatcher® is located within each residence hall on campus.
2. **Card Reader**: A data input device that reads data from a card-(CougarOne Card) and allows access to an area.
3. **CougarOne Card**: Staff identification card that all employees must have in order to access KeyWatcher® and retrieve keys.
4. **Access Card**: A card that provides entrance to a particular door equipped with a card reader and pin code access pad.
5. **Pin Code**: Personal identification number code that each employee will use in order to retrieve key rings.
6. **Key Ring(s):** Set of keys assigned to an area
7. **Key Ring Tags**: Identifying marking tags that associate tag number to area being serviced. (Building names or building numbers may not be used to identify the area).
8. **Key Control Manager**: An employee of the university that is appointed by the Facilities Management (FM) Executive Director that oversees the FM Key and Lock Shop.
9. **Key Control**: A function of the Facilities Service Center (FSC) that is operated under Facilities Management. The FSC will provide a point of service call center that will increase the level of technical and service support that will allow for all facilities needs to be routed through one service center and directly dispatched to the key shop.
10. **Employee**: A person that is employed with the university and is eligible for benefits.
11. **University Keys**: Keys, which open interior or exterior rooms, buildings and locks, which are associated with the university.
12. **SHRL**: Student Housing and Residential Life
13. **Types of Key:**
    a. **Grand Master**: A keys that open all doors in several buildings.
    b. **Master**: A key that opens all doors in a specific building, floor or area.
    c. **Sub-Master**: A key that opens locks in more than one space but not all spaces in a specific building.
    d. **Standard Key**: A key that works in a particular lock.
14. **Key Request Form**: Multiple copied form (4) copies, White- (Key Control) Yellow-(Key and Lock Shop), Pink- (Requestor), and Gold- (Requesting Dept.) that need to be completed by employee, so that keys may be issued to them.
15. **Key Fobs**: An electronic device that holds and monitors key ring(s) while in KeyWatcher®

GUIDELINES:

1. SHRL Responsibilities
   a. Requesting keys
      i. All keys in KeyWatcher® should be on tamper proof key fobs. The practice of installing keys on soldered key rings should be discontinued.

       ii. All keys to be added to SHRL KeyWatcher® are to be requested through a work request. Under the Key Request section, the KeyWatcher® item is to be selected

      iii. The work request description must include to which key fobs the keys will be added to, or specify that a new key fobs needs to be issued.

      iv. It will be the responsibility of SHRL to manage the number of key fobs and which keys are on them, as well as assigning or revoking privileges.

      v. If the keys added to the KeyWatcher® are associated with a lock change, this can be completed on the same request

      vi. All billable work requests are to be approved by the SHRL certifying signature, which will ultimately approve the request.

    b. Maintenance of KeyWatcher®

      i. Once new keys have been added, SHRL will make the appropriate adjustments in the KeyWatcher® software application.

      ii. All key audits and associated queries are to be handled by SHRL

      iii. All administrative duties associated with adding or removing KeyWatcher® users

      iv. Any additional support from the Key and Lock Shop must be requested through a work request

2. Key and Lock Shop responsibilities

    a. The Key and Lock Shop will process the request

      i. Cut and stamp keys

      ii. Install on the requested key ring. This includes destroying the existing key fob and installing a new one