

Card ACCESS and KEY Control Roles and Responsibilities

Definitions

Contractor: A person or company that undertakes a contract to provides materials or labor to perform a service or job for the campus.

Dean, Department Head or Designee (D/DH/D): Is the person delegated authority to sign for access within the department.

Host: Person or Department responsible for bringing a Contractor(s) on campus.

Key Trail: A key management program used to identify key access, monitor key distribution, and maintain and control access or data of keys on campus. This system is used primarily by the campus locksmith with oversight by the University Police Department.

Project Contact Person (PCP): The person serving as the coordinator or focal point of information concerning a construction project.

Security Services Office (UPD-SSO): An area with the University Police Department that manages the campus wide access control system including all SandDollar\$ swipe card access and door key requests.

University Police Department (UPD): Provides law enforcement on campus which ensures a safe and secure learning and working environment. UPD provides oversight for the campus wide access control system including all SandDollar\$ swipe card access and door key requests.

Key Holder: Individual needing key and/or card access.

Key Holder Responsibilities

- New Key Requests/SandDollar\$ Swipe Card Access Request
 - For individual new key requests and SandDollar\$ swipe card access, a request is submitted using a [Card ACCESS and KEY Request Form](#) which is routed to the D/DH/D for approval, as defined on the form.
 - Once a key is approved and ready for pickup, the UPD-SSO contacts the Key Holder to bring their ID to UPD for signature and key pick up or the UPD-SSO will deliver keys to any new employees during HR orientations if requests are submitted and approved prior to the orientation.
 - For card swipe access, once access is granted, the UPD-SSO will send a confirmation email to the Key Holder informing them access has been granted.
- Replacement for Lost/Stolen Key
 - Upon discovery, the Key Holder must immediately report the loss or theft of any key or SandDollar\$ Card to UPD at 361-825-4242 (to file a report) and to their immediate supervisor.
 - The Key Holder will submit a [Card ACCESS and KEY Request Form](#) which is routed to the D/DH/D for approval, as defined on the form.

- The Key Holder will remit a \$40* replacement fee per lost/stolen key to the Bursar's office along with the [Lost or Stolen Key General receipt](#). * If a high security area, additional fees may apply. See form for more details.
- Once the key is ready, the UPD-SSO contacts the Key Holder to bring their ID to UPD for signature and key pick up.
- Return Requests
 - All keys must be returned to UPD located at Physical Plant Building PP127.
 - Key Holders transferring from one location to another within the University are REQUIRED to return their current keys and request new keys via the [Card ACCESS and Key Request Form](#) for their new location.

Host/PCP Responsibilities

- For Contractors, the host or PCP will submit a [Card ACCESS and KEY Request Form](#) and the Contractor will be required to bring their ID to UPD for signature and key pickup.
- At closing of a construction project or during department moves, the PCP will document the number of keys needed per Key Holder(s), the name of the Key Holder(s) it will be issued to, and card access requests on the [PC and Mass Moves - Keys Request](#). Each Key Holder will need to present ID and sign for keys at UPD.
- Host/PCP shall inform the Contractor that they must immediately report the loss or theft of any key or SandDollar\$ Card to UPD at 361-825-4242 (to file a report) and to their Host/PCP. The Host/PCP should follow the steps above under Key Holder Responsibility for replacement for a lost/stolen key.
- Host/PCP shall ensure Contractor keys are returned as soon as the work is completed.

D/DH/D responsibilities

- The D/DH/D receives the [Card ACCESS and Key Request Form](#) for new keys, SandDollar\$ swipe card access, or a lost/stolen key replacement or, on the case of mass key requests at the end of a construction project or departmental move, a [PC and Mass Moves – Key Request Form](#).
- The D/DH/D should review and either approve or deny the requests.
 - a. Lock/Unlock Privileges to permanently lock/unlock offices/buildings should be closely reviewed. The UPD-SSO may require additional approvals depending on the request.
- The D/DH/D is responsible for assuring that their employee(s) return all keys to UPD upon departure from the University.
 - a. For voluntary separations, Key Holders should return their keys to UPD as part of the checkout process.
 - b. For involuntary separations, it is the responsibility of the department to retrieve all keys from departing Key Holders. Keys should then be returned to UPD located at Physical Plant Building PP127.
- The D/DH/D is responsible for assuring that their Contractor returns all keys to UPD upon departure from the University.
- Whenever changes occur to the approver or alternate approver for access the D/DH/D should request an update to the Access Card Approver MASTER list by contacting UPD at 361-825-3739 or via email at access-request@tamucc.edu.

UPD Responsibilities

The UPD-SSO will approve or deny the D/DH/D approved [Card ACCESS and Key Request Forms or PC and Mass Moves – Key Request](#) based upon security criteria such as requested access and confirmation of appropriate approver for space. Please reference the [University Procedure 41.05.02.C1.01](#) for additional information regarding access control and key policies and procedures.

- New Key Request or Replacement for Lost/Stolen Key
 - The UPD-SSO will create a work order for Facilities Services to provide the key.
 - The UPD-SSO confirms the updates to Key Trail are correct according to a request.
 - Upon confirmation of work order completion, the UPD-SSO will instruct the Key Holder or Contractor that they should bring their ID to UPD for signature and key pick up or the UPD-SSO will deliver keys to any new employees during HR orientations if requests are submitted and approved prior to the orientation.
- SandDollar\$ Access Card
 - The UPD-SSO will grant access and send a confirmation email to the Key Holder or Contractor informing them of the granted access.
 - For Contractor request for access card, the UPD-SSO will enter an expiration date that will be programmed into the computerized Access Services system. Cards will not function after that date.
- Return Key Requests
 - The UPD-SSO will maintain HR notices for return of keys (due to departures from the University i.e. permanent separations).
 - The UPD-SSO will contact the employee directly with an inventory of keys currently assigned to the employee that are to be returned on or before their last day of employment.
 - The UPD-SSO will confirm receipt of the key by filling out the [Return Key Form](#). A receipt will auto populate for the Key Holder's record via the Key Holder's provided email address.
 - The UPD-SSO will give the key to Facilities Services to place the key on hook and enter the return in Key Trail.
 - The UPD-SSO will confirm if swipe card access needs to be removed or if it has been deactivated by SandDollar\$.
- UPD at TAMU-CC is responsible for managing and monitoring the university's ACCESS and KEY Control System
- The UPD-SSO will maintain the ACCESS and Key Control Approver MASTER list which lists the Primary Approver and Alternate Approvers by building.
- The UPD-SSO will conduct a yearly Audit of the ACCESS and Key Control Approver MASTER list of all Approvers by the end of the calendar year.
- The UPD-SSO will monitor key control activity for the weekly key - lead time report.

Facilities Services Responsibilities

- Process key request as one of the following:
 - New Key Request
 - Return Key Request
 - Lost/Stolen Key – New Key Request
- Completes work orders assigned to locksmith
- Update and maintain Key Trail with appropriate information for each key request
- Delivers key in documented envelop to the UPD-SSO