



ACCESS CONTROL PROCEDURES

University of Alaska - Fairbanks

Facilities Services Access Control
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University of Alaska Fairbanks Access Control Procedures

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I. Designated Key Issue Offices (DKIOs)

- A. Designated Key Issue Offices for UAF are as follows:
1. **Facilities Services:** Responsible for all campus buildings and room keys, residence hall master keys, and campus security level keys.
 2. **Rural Campuses:** Responsible for Keys issued to its specific campus for buildings, housing, etc.
 3. **Remote Research Sites:** Responsible for Keys issued to it for specific buildings, housing, etc.
 4. **UAF Residence Life:** Responsible for all individual student residence hall rooms and family housing unit Keys on UA Fairbanks campus.
- B. Requests to add or change a Designated Key Issue Office must be forwarded to the Associate Vice Chancellor for Facilities Services (AVCFS) for approval. The AVCFS reserves the right to inspect and review any records or internal procedures of a Designated Key Issue Office at any time to ensure compliance with the Key and Lock Procedures.

II. Designated Key Issue Office (DKIO) Responsibilities

- A. In accordance with the AAA training manual and this policy, all DKIO's shall:
1. Oversee issuing and collecting Keys. Keys will only be issued to individuals named on key requests from an appropriate Access Approving Authority (AAA). An AAA may NOT approve/request their own access.
 2. Safeguard all Keys in a secure and locked cabinet approved by the AVCFS and installed by Facilities Services.
 3. Maintain the Key location systems approved by the AVCFS.
 4. Enforce compliance with the Key Schedule.
 5. Manage card and pin access for departments.
 6. Conduct an audit of Keys issued annually. Secondary key issue offices will provide audit information to FS Key Shop.
- B. Facilities Services, as the primary DKIO, is responsible for all campus buildings and room Keys, residence hall Keys, and campus security level Keys. Facilities Services shall:
1. Develop and maintain the University's lock and key system, including schematics, codes, product standards, hardware, and service equipment.
 2. Coordinating with EHS&RM, working with departments to adopt best security practices while maintaining operations.
 3. Implement and maintain databases of access control systems. Generate reports for Key Control Officers and Access Approving Authorities. Restore security in a timely manner whenever key control has been compromised.
 4. Lead annual Key inventory audit of all DKIOs.
 5. Work with all DKIOs to regularly change access codes.
 6. Train DKIOs and AAAs to use access control and key location systems as well as access procedures.

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III. Access Approving Authority (AAA) Designation

- A. Administrative heads, site directors/managers, or their designees, are Key Control Officers for areas under their administration. Each Key Control Officer must designate one or more individuals within each department as an Access Approving Authority. At least one AAA per administrative area must be a full-time, twelve-month employee.
- B. Key Control Officers shall submit a list of the selected Access Approving Authorities to the Facilities Services (FS) Key Shop. The list shall include the name, signature, title, UAF ID number, and contact information for each Access Approving Authority, as well as buildings and rooms for which they are authorized to approve access.
- C. A Designated Key Issue Office will issue Keys only to an individual who has requested Keys through an Access Approving Authority and has received the proper signed form from the Access Approving Authority.

IV. Access Approving Authority (AAA) Responsibilities

- A. Follow access procedures established by the designated key issue office.
- B. Obtain training from FS Key Shop detailing how to make access requests.
- C. Determines who can be issued Keys and/or have access levels added to their UA ID Card.
- D. Affirms access requestor's valid business need for access and determines the appropriate duration of access. Default access durations may be found in AAA training materials.
- E. Ensures access requestors are aware of all keyholder responsibilities and fees associated with lost Keys as detailed in this document.
- F. An AAA may **NOT** request access for themselves. An AAA's key request must be requested by a different AAA within their administrative area.
- G. Submits access requests to the Facilities Services Key Shop via [Simple-K](#) software (rekeyed buildings) or with the online [Key Request Form](#) (if the building is still on the older key system(s)) or other designated key issue offices as applicable.
- H. Is committing the administrative unit to all costs associated with rekeying university buildings and spaces impacted by Keys lost, stolen, or not returned that were issued on their authority.
- I. Responsible for notifying the appropriate DKIO (usually FS Key Shop) within 30 days when/if a **keyholder is no longer associated with their unit**. This includes faculty, staff, and student employees who change jobs within the university and those who permanently leave university employment.

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V. Keyholder Responsibilities

A. All Keyholders

1. The holder of a Key to any University space assumes responsibility for the safekeeping of the Key and its use.
2. The Key shall not be loaned or made available to others.
3. Keyholders entering a locked area shall be responsible for securing the area when leaving. The Keyholder may be held responsible for loss or damage to an area as a result of leaving it unsecured.
4. All lost, stolen, or damaged Keys shall be reported to the issuing designated key issue office immediately.
5. A Keyholder will be held financially responsible for costs associated with replacing a lost or stolen Key, per the Key Schedule below. Damaged or broken keys will be replaced free of charge provided all pieces of the Key are returned.
6. The Keyholder must personally pick up and is responsible for returning Keys to a designated key issue office.
7. Authorized Vendors and other Non-University Personnel must obtain keys through the AAA of the sponsoring department or college to provide services on campus.
8. Contractors and consultants shall refer to their contract through Facilities Services Division of Design and Construction (DDC) for terms and conditions concerning Keys. Before a Key is issued to a contractor or consultant under contract with DDC, the FS Key Shop must receive an access request from an AAA at DDC.

B. Restricted Access Holder Responsibilities

1. Under special circumstances, restricted level keys, and/or key rings of similar value, will be issued to an approved person or department, stored in an approved, locked key cabinet, and used according to the unit's Access Security Plan. Prior to issuance, a restricted Key requires a request to, evaluation by, and approval from the Access Review Board. Additional responsibilities for holders of restricted keys and key rings of similar value include but are not limited to the following:
2. UAF restricted Keys are to remain on campus except as specifically required by Keyholder's duties and shift.
3. UAF Master keys shall be secured in a Facilities Services approved and installed key cabinet on campus when not in use.
4. UAF-restricted Key(s) or a key ring of similar value will be attached to an FS Key Shop managed and issued location device to assist with its recovery in the event of a loss.

VI. Environmental Health, Safety, and Risk Management Responsibilities

- A. In addition to restricted access review, EHS&RM designates certain areas as having a medium or high risk of loss. For these areas, a further review and risk assessment of access controls and security measures will ensure adequate security for users, space, and property.
- B. Security Access Levels:

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1. **General Access:** No specific limitation on Keys issued. (ex: a shared conference room, some classroom spaces, some suite entrances)
2. **Limited Access:** Identification of a limited area and the limits imposed, will be determined by the Key Control Officer of the specific area in consultation with the Access Review Board, EHS&RM, and the FS Lock Shop. (Ex: Department specific controlled space, areas removed from janitorial access, etc.)
3. **Restricted Access:** Identification of restricted areas and details pertaining to individual restrictions will be determined by EHSRM in consultation with the Access Review Board. (Ex: MRI suite, ammunition/drug storage, chemical storage, research labs, etc.)

VII. Access Control Procedures:

A. Requesting access – What information is needed?

1. Requestor's name
2. Requestor's phone number
3. Requestor's email address (UA provided email preferred)
4. Requestor's Physical Address
5. Department or Contractor name
6. Requestor's UAF ID#
7. Requestor's affiliation (staff, faculty, student, temp. staff/temp faculty, or contractor)
8. Building(s)
9. Room number(s) or area

B. Requesting Key Access:

1. Contact the appropriate Access Approving Authority to request Keys.
2. University employees and students must contact the college or department Access Approving Authority to request Keys, or to get access assigned to their Polar Express Card (also see section G).
3. Contractors and consultants under contract with FS Division of Design and Construction (DDC) request Keys from the Access Approving Authority (Project Manager) of the project at DDC. Contractors and consultants need to state who in their company is authorized to sign out Keys. Contractors and consultants must refer to their contract with DDC for additional general conditions concerning Keys.
4. Vendors and other non-University personnel must request access through the Access Approving Authority of the college or department authorizing their services on campus, or through the appropriate Designated Key Issue Office. Depending on the access requirements, additional documentation may be necessary.
5. The Access Approving Authority will complete and sign a key authorization for the requestor (Keyholder). The form requires the information listed above under section VIII.
6. The Designated Key Issue Office will verify the access type needed and that the request is from the appropriate AAA. The DKIO will also verify there are no outstanding Keys due under the Keyholder's name or company before releasing the new Keys. **Allow at least three days for Key requests to be completed.**

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7. When keys are ready, the Keyholder and the AAA will be notified by email. Buildings on the new key system will **not** require paper key slips. For buildings on the older key systems, the email will indicate the number of Approver signed paper key slips required.
8. Keys will be issued **ONLY** to the keyholder named on the key request form. **No one other than the keyholder may pick up the keys.** A proxy may not be used, and no one, AAA or not, may pick up the keys issued to another individual.
9. Keyholders must present their UAF Polar Express Card or other legal U.S. government-issued identity card, in addition to the signed Key Authorization Form (required for buildings on old key systems), when picking up and signing for their Keys at the DKIO.
10. Keyholders assume responsibility for the safekeeping of the Key and its use and may be held responsible for costs associated with replacing lost keys. Keyholders may also be held responsible for costs associated with loss or damage as a result of leaving an area unsecured. **Keyholders shall not loan or make their Key available to others.**

C. Requesting restricted access:

1. In very rare situations, a requestor may request to be issued “restricted” access. It’s important to understand that an AAA requests and approves access to the **spaces/doors** under their control, not the specific keys. The FS Key Shop will determine the most appropriate key(s)/access level(s) to gain the requested access; however, issuance of some specific keys/access levels will require an Access Security Plan as well as an application to and approval from the Access Review Board.
2. To request that a space have additional restrictions, (i.e. no janitorial access, no FS access, limited/restricted key availability, etc.) please have a departmental AAA send a memo to the FS key shop detailing
 - a) Who is using the space (department or program)
 - b) Why is the restriction being requested?
 - c) The hazard(s) or risk(s) (ex. hazardous materials, ammunition, radioactivity, expensive/delicate equipment, laboratory, etc.)
 - d) Who should have access
 - e) Who may request access for others?
 - f) Under what circumstances should janitorial services have access?
 - g) Under what circumstances should Facility Services have access?
 - h) Is it necessary to restrict Emergency services (police/fire/EMT)?
3. The request will be reviewed by EHS&RM and Access Review Board to determine appropriate security access levels and the FS lock shop will determine how to key the space to meet the necessary requirements

D. Requesting Residence Life access - Procedures for requesting Keys from Residence Life, a Designated Key Issue Office, can be found on their website at [Residence Life Housing Handbook | Department of Residence Life](#)

E. Buildings with New Key System – Valid AAA’s may login to their Simple K account at [Facilities Services Simple K Login](#). Select recipient from drop down menu, enter all request(s) for that individual, selecting which building(s) and door(s) you are requesting access to from the drop-down menus. Click submit.

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- F. **Buildings with Old key system(s)** - Submit an electronic Key Request Form available at [Key Request Form](#) on the Facilities Services webpage.
- G. **Alarm Pin Numbers** - Submit requests for alarm pins to the FS Key Shop via email to uaf-fs-keyshop@alaska.edu, or submit a simple K request with relevant information in the notes field. The FS Key Shop will make the appropriate access assignments and notify you upon completion.

VIII. Card Access Control Procedures:

- A. Requests for adding access level assignments to an individual's card will be made through the appropriate AAA.
- B. The AAA will submit requests for card access to the DKIO via email. The DKIO will make the appropriate access assignments and notify the AAA upon completion.
- C. Submit requests for card access to the FS Key Shop via email to uaf-fs-keyshop@alaska.edu, or submit a Simple K request with relevant information in the notes field. The FS Key Shop will make the appropriate access assignments and notify you upon completion.
- D. Access level durations: ALL non-permanent positions MUST specify a duration.
 - 1. **Student** - Access level assignments require an end date at the time of the request. End dates typically correspond to the end of a semester or to the end dates listed in a student employee's contract letter. The maximum length of time for a student access level is **ONE YEAR**. Access may be renewed annually if it is still needed.
 - 2. **Graduate Students** - While their duties vary, and they usually have increased privileges, they are still students and their access may be assigned for a maximum of **ONE YEAR** – access may be renewed annually as needed.
 - 3. **Temporary Employees** - Access level assignments require an end date at the time of the request. Their access level end date should correspond to the final date listed in their contract letter or their Service Expiration Date.
 - 4. **Permanent Faculty and Staff** - access level assignments do NOT require an end date and access will continue until FS Key Shop is notified of a change of status by their AAA, authorizing department, or Human Resources.
 - 5. **Vendors, Contractors, Non-affiliated Persons** – If the person has a UA ID, submit the request as above, specifying access and duration– maximum duration without renewal is **ONE YEAR**. If they do not have a UA ID card, contact the Bursar's office for the procedure to have them issued an ID number. Without an ID number, Facilities Services cannot process access requests.
- E. New, custom, or non-standard access levels:
 - 1. Specific customized electronic access levels to buildings and rooms may also be requested by a department Access Approving Authority. A written request to create or remove access levels for designated areas must be signed by or originate from the Access Approving Authority before submitting the request to the FS Key Shop. An email from your university account is sufficient.

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IX. Requesting Single-Keying of Doors

- A. A college or department may request to remove specific doors from the University master keying system when high security is required, such as controlled substance storage rooms, areas where money is stored, and University Police evidence rooms. Standard University locksets and keyways are still required for these areas.
- B. Requests for Single-Keyed (SKD) or Not-Master-Keyed (NMK) locksets will require the approval of the Access Review Board and will be installed at the department's expense. A written request for the special keying must be forwarded from the Key Control Officer to the AVCFS for consideration.
- C. If approved by the Access Review Board, the FS Key Shop will re-key the specified areas, removing them from the building Master. The FS Key Shop shall retain override access to Single-Keyed areas.
- D. A list of Single-Keyed areas will be maintained at the FS Key Shop, and will also be provided to the University Police and Fire Department. Keys to access these areas by the University Fire Department will be kept in the building's secure Knox Box.
- E. The FS Key Shop requires 24-hour up-to-date emergency contact information to be posted outside any Single-Keyed door.

X. Requesting Electronic Door Hardware

- A. The campus electronic door access system provides greater flexibility in controlling access to rooms, labs, and buildings. The system uses magnetic cards (Polar Express Card) or proximity card readers to control access. The theft or loss of an individual's card does not force the re-coring and rekeying of rooms or buildings. The access control policy and procedures apply to these cards as if they are keys.
- B. Facilities Services is responsible for the operation and maintenance of the electronic door access central system infrastructure and card readers; as well as similar responsibilities associated with key locks.
- C. Doors with the improved security of electronic door access will not be downgraded to a keypad or a keyed lockset.
- D. A college or department may request an estimate or installation of electronic door access hardware to the building, or a defined space under their administration.
- E. The requesting college or department will pay Facilities Services all costs associated with the installation of electronic access hardware.

XI. Requesting Installation of Keypad Locksets

- A. A college or department may request the installation of keypad locksets to access a building or a defined interior space under their administration.

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- B. The Schlage CO electronic keypad lockset is currently the only approved keypad lockset for use on campus. Older mechanical push button locksets are no longer being installed. Facilities Services will install electronic keypad locksets upon request and after a review of security needs with the requesting department.
- C. The requesting college or department will pay Facilities Services all costs associated with the installation and maintenance of keypad locksets including combination resets.

XII. Returning Keys:

- A. **It is the Keyholder's responsibility to return Keys to the FS Key Shop!** The FS Key Shop will provide the keyholder with a Key Return Receipt as well as confirmation to the AAA if requested.
- B. It is the responsibility of the AAA to make every effort to ensure keyholders return keys in accordance with University Policy. If efforts fail to have keys returned, they shall be considered lost or stolen, which may require rekeying the affected areas.
- C. Keys shall be returned to the FS Key Shop under **any** of the following conditions:
 - 1. Upon transfer of Keyholder to another department.
 - 2. By last day of employment.
 - 3. By request of the administrative head, site director/manager, AVCFSS, or designee.
 - 4. Any disciplinary action that involves a work suspension.
 - 5. Students: At the end of the academic semester or work assignment, when use of Keys will not be required for more than **45** continuous calendar days.
 - 6. Faculty and Staff: When absent for a period exceeding **45** continuous calendar days. However, faculty and staff may retain their Keys if they are authorized to have access to the building and/or place of work (i.e., offices, labs, shops, etc.) during the leave.
 - 7. DD&C Contractors and Consultants: Upon completion of the project with DD&C. FS Key Shop will inform the DDC Project Manager when the keys are returned so final contract paperwork and payment can be processed.
 - 8. Vendors and Other Non-University Personnel: When the keys are no longer necessary to complete work. The FS Key Shop will contact the appropriate AAA when the key(s) are returned.
 - 9. Space Changes: At the completion of a department moving from one group of offices to another, all Keys accessing the vacated space must be returned to the FS Key Shop by the Keyholders. The Access Approving Authority will instruct the Keyholders on the requirements to return Keys.

XIII. Removing Card Access:

- A. To discontinue Card Access, send an email to the FS Key Shop requesting access removal. Please provide:
 - 1. Card Holder's Name,
 - 2. Card Holder's ID number
 - 3. Card Holder's department/association
 - 4. Effective date to remove access

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XIV. Lost, Stolen, Unreturned, and Broken Keys

- A. Key Holders assume the responsibility for the safekeeping of the Key and its use.
 - 1. A Key Holder must report lost or stolen keys within 24 hours to the FS Key Shop (474-6778) during business hours or FS Dispatch (474-7000) during any other time, and complete and submit a Lost/Stolen Form to the FS Key Shop.
 - 2. FS Key Shop will determine if a police report must be filed detailing the circumstances of the loss or theft and will notify the Key Holder if one is needed.
- B. Per Policy, a Key Holder may be held financially responsible for replacing a lost Key. The table below shows the current cost per Key including labor to replace it:

XV. Key Schedule

Per Policy, a Keyholder may be held financially responsible for replacing a lost Key. The table below shows the current cost per Key including labor to replace it:

Key Level	Approval Authority	Lost Key Charge
Top Master – TMK (Police, Fire, UAF Locksmith access)	Not issued to individuals	\$2500
Building/Utility/Maintenance master (FS, Janitorial, and CSO Keyrings)	Requested through Access Review Board - (AVCFs, UPD, EHSRM, Dept. AVC)	\$1000
Department submaster	Access Approving Authority (AAA)	\$250
Operating key or key location device**	Access Approving Authority (AAA)	\$50

****A key location device will be attached to any ring of keys with a replacement value of \$500 or more.**

- A. Lost Keys at the level of Master or higher will require a rekeying of all doors associated with the Key. The costs for rekeying will be charged to the department that authorized the issuing of the Master Key. The risk associated with lost Keys at the level of Sub-Master or Operating Keys will be determined by the FS Key Shop in consultation with the authorizing department, and that department will be charged to rekey any doors.
 - 1. An example of the costs associated with losing the Duckering building Master Key in 2015, including the replacement of all Keys and rekeying all locks is shown below:

Labor	162 hours at \$65.37 per hour =	\$10,589.94*
Materials		<u>\$ 90.84</u>
Total		\$10,680.78

* in 2024, the labor rate is \$90 per hour and materials costs have more than doubled since 2015.

- B. Per Policy, the administrative unit shall ultimately be liable for the total cost of lock changes and new Keys to secure areas compromised by lost or stolen Keys issued to them.
- C. If a Key is broken or otherwise damaged, return the pieces of the Key to the FS Key Shop. If a Key is broken off in a lock or is malfunctioning, notify FS Customer Service (474-7000) within 24

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hours. A new Key will be issued after damage verification. There is no charge for the replacement Key.

- D. A Key Holder must report a lost or stolen Polar Express Card within 24 hours to the Bursar's Office during business hours. The Bursar's Office will inactivate the lost card. Contact the Bursar's Office again if the card is found.
 - 1. If the card is not found and a replacement card is necessary, the Bursar's Office fee for a new card will apply.

XVI. Annual Key Inventory

- A. Each year, every college and department Key Control Officer will receive a list of Keys issued from a Designated Key Issue Office; including any electronic access levels they've been granted.
- B. Colleges and Departments:
 - 1. Complete an inventory and certify that all Keys on the list are accounted for, and all issued card access levels are correct.
 - 2. Return the certified inventory list to the respective Designated Key Issue Office within 30 days after receipt. Extra Keys can be returned at the same time.
 - 3. Colleges and departments will not be issued additional Keys or access codes until their Key inventory list has been certified (signed) by the Key Control Officer and returned to the FS Key Shop.
 - 4. Designated Key Issue Offices retain the right to request a physical inspection to see all Keys and Cards issued to individuals in a college or department.
- C. Facilities Services:
 - 1. Each division or shop within Facilities Services that receives a list of Keys shall complete an inventory and certify that all Keys are secured and accounted for, and all issued card access levels and alarm system access codes are correct. Return the certified inventory list to the FS Key Shop within 30 days of receipt.
 - 2. The FS Key Shop will complete an audit of all master keys and verify they are in a secured area.
 - 3. FS Customer Service will conduct routine auditing of Keys issued to them for daily check-outs to Key Holders.
- D. Facilities Services Division of Design and Construction:
 - 1. Each Access Approving Authority (Project Manager) will receive a list of Key Holders they've authorized to secure Keys.
 - 2. Each Project Manager must complete an inventory and certify that all Keys are secured and accounted for within 30 days of receipt of the Key list.

END OF PROCEDURES