

Applies to: All Employees in the Operations & Facilities Management Department (OFMD)

GUIDELINES:

Issued: November 17, 2019

PURPOSE:

The purpose of these guidelines is to define responsibilities as it pertains to keys and cores for new capital projects.

DEFINITIONS:

PM-Project Manager

ServiceNow- OFMD work order system

F-Task-A ServiceNow work order that is chargeable

MCC-Mid Campus Center

Best-Key/Core Vendor

Dormakaba-Key/Core Vendor

PROCESS:

Key Shop will be responsible for project installation and creation of keys that include 10 or less cores and whatever keys are requested. However, Best or Dormakaba will pin ALL cores for any sized job UNLESS there is not enough lead time (typically takes 2 weeks lead-time for uncombined). Key Shop will be responsible for 25 or less cores and whatever keys are requested. Periodically, the Key Shop will reassess size of projects that can be handled in the future.

Capital Projects PM will be responsible for contacting the Manager of Physical Security (backup will be a Security System Technician) when the project is assigned to him/her to meet. PM is responsible to provide a timeline of the project, the project number, location and scope at the initial meeting.

Physical Security Manager creates an FTASK ticket in Service Now under the project number and assigns the job to a Locksmith. Description includes the project timeline and estimated install date. Locksmith assigned to the ticket can view projects ONLY in the Service Now dashboard

and will follow up weekly with PM one month prior to the “projected install date” updating ServiceNow as the install date as needed.

PM schedules a meeting with the department after construction plans are finalized and door hardware identified.

PM and Locksmith meet with department(s) to review plans to confirm locked doors and establish keying hierarchy (master, sub-master, etc.) and quantity of keys required for each lock in addition to quantity of master keys, sub masters, etc. Key Shop determines the keyway based on information gathered at the meeting and provides to PM.

PM keeps Locksmith informed of changes in install date. Confirms final date with Locksmith.

Blank keys and uncombined pinned cores are delivered from Best or Dormakaba directly to MCC, 1st floor Protective Services information desk (314-362-4357). Key shop is responsible to pick up from MCC prior to install.

Locksmith installs new cores.

On the day of install, the Locksmith delivers keys to PM along with blank signatory document.

PM delivers keys to the department and has the formed signed by the department.

PM emails the signed form to Key Shop general mail box.

Locksmith close completes the ticket in Service Now and uploads the signed form to the FTASK in Service Now.
