

## *University Process Improvement Recommendations and Outcomes Access Control*

The Access Control team met to review the current process relating to request for keys, Fobs and Campus Card access to streamline and implement an electronic process. Policy UM1567 relating to Building Access/Key Control was reviewed and recommendations made to reflect process changes.

### **Process Enhancements:**

- Consolidated three request forms (Key, Fob and Campus Card) into one on-line form.
- Financial Manager/Designee signatures required.
- Tracking request available for Originators and Financial Managers.
- Automate creation of WORQ billing records (Mapper) from Access Control System.
- Designed systematic approval workflows.
- Originators or Device Owner can pick-up the device at Physical Plant.
- Automated email notifications for all parties. Police services notified if request indicates device lost or stolen.
- Online Section help created for departmental users.

### **System Processes:**

- Login authentication to ensure only employees can submit request form.
- Originator and Device Holder information auto populated from Banner.
- Financial managers/designee selections based on index number entered.
- Grant accounts (index) validated and not allowed to be used for request.
- Electronic signatures are required when device is picked up at PP.
- Developed administrator tool for Physical Plant Lock shop and Work control.
- LDAP groups created for Lock shop and Work Control for notifications, eliminating manual emails.
- Created database for data record storage.
- Dashboard Summary page with status queues allows departmental staff to easily identify status of form.
- Historical record look-up option for Originator, Financial Manager, Lock Shop and Work Control.
- Envelop labels are systematically created. Purchased a label printer specifically for this process.
- Create daily log of key stocks used for Work Control billing.
- Ability to reassign key or fob to another employee by the Financial Manager.
- Multiple keys can be requested on a single request (up to five).
- Device Holders are notified by email their responsibility/accountability for the device.
- Reminder emails systematically generated.

### **Key Barcode ID:**

- Implemented unique key barcode IDs for engraving keys.
- Provide the ability to track keys.

### **Policy Review:**

- UM1567 – Building Access / Key Control
  - Updated policy to remove unnecessary ‘procedural’ references.
  - Removed references to ‘WORQ’ forms and replaced with ‘Building Access online form’.

- Added specific section for Student Housing and key request process.
- Removed references to keys, Fobs and ID Cards to generic 'access devices'.
- Remove 'FAQs'. Information is separate document on Physical Plant website.

**Metrics: (estimated annually 915 key and 143 Fob request)**

- Eliminated need for:
  - Manual creation daily logs for key stock billing.
  - Printing WORQ request forms.
  - Addressing envelopes for placing keys/fobs waiting for pick-up.
  - Manual emails/phone calls to pick-up devices.
  - Phones calls and emails to lock shop for tracking status for key request.

**Future Recommendations:**

**Added Functionality:**

- Argos reporting tool will be used to email all employees to report their current key inventory. Scheduled for April 2018.
- Key Inventory form created for staff to update their current key inventory and load records to access control database.
- Vendor request form created. AVP Physical Plant will be required to approve these request.
- Grand Master/Master key request form. Request will be by email or memo from appropriate authorities. Form will be submitted by Work Control with AVP Physical plant approval.
- Ability to update records when keys are returned to Physical Plant, assign to PP.
- Annual key inventory process defined.
- Ability to change pick-up person or the Financial Manager on an open request.
- Team recommended there be flat rate for all key charges.
- Argos reports that will provide Physical Plant ease to identify key owners and employees who are no longer at the university with keys assigned.
- Determine how long records needs to remain active in the database and moved to archive file.