Key Management

Division:

Administration & Finance

Department:

Facilities Services

Contact Information:

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Services California Penal Code 469

1. Policy Statement:

Access control systems are in place to protect San Francisco State students, employees, vendors, and assets by providing a safe, secure, and accessible environment. This policy describes the control, issuance, use, and the return of keys and access procedures to campus facilities.

2. Objective:

1. To ensure security and safety of members of the campus community while maintaining efficient facilities operational support and services.
2. To institute accountability for the University access control systems, including keys and access credentials for campus facilities owned, operated, maintained, or leased by San Francisco State.

3. Key and Access Guidelines:

1. Facilities Services is responsible for the design and integrity of the access control systems, which will be structured to assure security of campus facilities and user needs.
2. All locking devices, regardless of type, must be installed with the approval of Facilities Services or the University Police Department (UPD). Unauthorized locks, padlocks and security devices that are not compatible with the campus master keys/card key access system are subject to immediate removal at the expense of the installer.
3. Facilities Services is the only department authorized to fabricate all keys and perform all lock changes for campus facilities covered under these guidelines except for work performed by contractors, as engaged by Facilities Services or UPD.
4. Issuance of any key(s) and key card must be approved by department heads and authorized by appropriate designated approvers/administrators (see Section 9, Key Issue Eligibility for more information).
5. Key(s) and key card to a campus space will be issued by Facilities Services to campus members and vendors who require access to perform their officially assigned duties and responsibilities.
6. Access to enter major campus buildings and selected interior spaces are through the use of key cards. Keys will be issued to exterior entry of buildings that do not have card access systems.
7. All key holders issued University keys are responsible and accountable for the safety and security of their key(s) and/or key card(s). No key(s) nor key card(s) shall be loaned or transferred under any circumstances.
8. University keys and key cards are the property of the State of California and may be recovered at any time by the University.
9. Unauthorized fabrication, possession or use of keys/ key cards to access San Francisco State University facilities and structures are a violation of California Penal Code 469 and no person shall replace without permission, damage, tamper with or vandalize any university lock or security device.
10. Facilities Services shall work with selected department(s) to conduct a periodic audit of all key(s)/key card(s) at the end of each agreed upon cycle. The Department(s) shall verify access and report all discrepancies.

4. Key Request Procedure for Employees

1. **Key Request Submission and Approval.** For all key and key card access requests, must submitted online using SF State FacilitiesLink. All requests must be authorized and approved by appropriate department administrator and corresponding building coordinator. Facilities Services reviews and advances for approval all requests for re-keys, key cutting, and re-cuts prior to submission to the Lock Shop.

2. **Key Pickup.** Facilities Services will notify the key holder via email when key(s) are available for pickup. Upon pickup, key holder or designated approver must provide a valid San Francisco State ID. If the department or key holder elects an alternate to pick up key(s), then a written authorization and valid San Francisco State ID must be presented.

5. Key Request Procedure for Students

1. **Issuance of Keys and Access.** Student(s) may be authorized and approved to have a key(s) and access on a limited-time basis. Approval will not be given to campus spaces with access to personnel, student' or other related security and/or confidential information.
2. **Key Pickup**. For residential students, keys must be picked up at the time of check-in and at the designated location indicated on their room assignment letter. For student employees, Facilities Services will notify the student's employer via email once the key(s) is available for pickup. Upon pickup, the student's employer must provide a valid San Francisco State ID.
3. **Accessibility Needs**. Students who have special access needs must contact Disability Programs and Resource Center (DPRC) for assistance. For residential students, Accessibility Services and Student Housing staff will review the student's circumstances and assign the students to an appropriate community and housing space.

6. Access Change for Employees and Students

1. An approving manager, appropriate administrator, and/or building coordinator authorized to issue key(s) and key card(s) are responsible for ensuring the return of all keys/key cards under the following conditions or status change events:

a. **Change of assignment/transferring departments or accepting another position within the University/relocation to another work space**: Employees must return key(s) and/or key card(s) to Facilities Services when work responsibilities change and key(s) and key card(s) are no longer needed. An approving manager or appropriate administrator should monitor distributed keys and/or key cards specific to their department and submit a service desk ticket to evaluate access needs of your department. If determined that access is no longer necessary due to transfer or employee status change, the employee will return key(s) and/or key card(s) to Facilities Services.
b. **Employee Separation:** Employees must return key(s) and/or key card(s) as soon as they are no longer affiliated with the University. If an employee separates from the University through resignation, the employee must complete the "Employee Separation – Clearance Checklist" and return their key(s) and/or key card(s) directly to Facilities Services.
c. **Residential Student Keys.** All students must return keys to Residential Life as soon as the student is no longer affiliated with the University or University housing program.

2. If key(s) and/or key card(s) are not returned after the employee separates from the University, the Associate Vice President (AVP) for Capital Planning, Design, and Construction (CPDC) and Facilities Services (or designee) will evaluate the security exposure caused by the missing key(s)/key card(s). The AVP for CPDC and Facilities Services (or designee) will work with employee's department to determine if rekeying is necessary and if reimbursement for the total cost of the rekeying and key replacement is applicable.

3. All key(s) and/or key card(s) that are no longer needed by the department must be returned to Facilities Services immediately. Facilities Services will update their department and the key holder's records and will issue a Key Return Receipt to the person returning the key(s) and/or key card(s).

4. Key(s) and/or key card(s) that have been checked out of a daily access control systems must be returned to the respective system no later than the end of shift by the same authorized individual. Key(s) and/or key card(s) checked out for daily access control needs are prohibited to leave the San Francisco State premises.

7. Key and Access Request Procedure for Contractors

1. Key Request and Approval. Facilities Services, in consultation with other Departments' authorized approver, is responsible for authorizing key(s) and/or key card(s) to contractors or other non-university users. Project Managers, or assigned San Francisco State personnel, will identify buildings and rooms for contractors requiring access and submit a key request via SF State FaciltiesLink ten (10) business days prior to the project start date.

a. **Key Return.** Project Managers or assigned San Francisco State personnel will notify Facilities Services when the project is completed. Upon completion of the project, contractors must return key(s) and/or key card(s) to Facilities Services immediately. Facilities Services will confirm that all keys issued have been returned. If the contractor fails to return all issued key(s) and/or key card(s). Facilities Services will notify the Project Managers or assigned San Francisco State personnel. Contractors are responsible for the cost of re-keying locks and replacement keys and/or key card(s) that may have been compromised due to non-return of key(s) and/or key card(s) issued to the contractors.

8. Lost Keys

1. Employee Responsibilities:

a. If key(s) and/or key card(s) are missing, the key holder, or the department in the event the key holder is unavailable, must notify Facilities Services at 415-405-0579 or email at facilities@sfsu.edu.
b. The lost key(s) and/or key card(s) is the responsibility of the key holder; any costs associated with the replacement or restoration of campus security may be borne by the key holder's program, department, or commercial entity.
c. Failure to report the loss of a key(s) and/or key card(s) to Facilities Services may lead to the program, department, or commercial entity being held solely responsible for any costs arising from associated losses, damages, or destruction. Any key(s) and/or key card(s) that is found after being reported lost must be returned to the Facilities Services.
d. The AVP for CPDC and Facilities Services (or designee) will evaluate the security exposure caused by the missing key(s) and/or key card(s) before issuing a replacement key(s) and/or key card(s). The AVP for CPDC and Facilities Services (or designee) will work with employee's Department to determine if rekeying is necessary and if reimbursement for the total cost of the rekeying and replacement key is applicable.

2. Residential Student Responsibilities:

a. If key(s) is missing for a residential student, the student must visit their community front desk and request a mandatory lock change. Residential students will be responsible for the lock change and additional key fee. If key(s) is missing or stolen for a student employee, the student must notify their employer and Facilities Services at 415-405-0579 immediately. An incident report must be filed with UPD. Request for replacement key(s) will not be granted without an UPD-issued incident number/report. The department may be responsible for replacement key(s) and re-keying costs as applicable

9. Key Issue Eligibility

1. Key(s) and/or key card(s) will be issued by Facilities Services (within five days of the keys being approved) based upon demonstrated need for access and input from the department's appropriate department administrator. The lowest level of key will be issued that provides the level of access needed (e.g., change key, sub-master, building master).

KEY / KEY CARD	ISSUED TO	AUTHORIZED BY
Building Grand MASTERS Building Groups • TH, HH, SCI • BUS, HSS, LIB • New ADM, Old ADM • MH • SHC, SSB • MWC, EP, GYM, BH • FA, HUM, CA	AVP for Capital Planning, Design, and Construction and Facilities Services, Chief Engineer – Facilities Services, Facilities Trades Staff, UPD Staff, ITS, Telecom, Academic Technology, Academic Resources	AVP for Capital Planning, Design, and Construction and Facilities Services, Senior Director – Facilities Services
Building MASTER (i.e., TH, HH, SCI, BUS, HSS, LIB, New ADM, Old ADM, MH, SHC, SSB, MWC, EP, GYM, BH, FA, HUM, CA)	Designated Building Coordinators, Custodial Staff, CPDC Staff	AVP for Capital Planning, Design, and Construction and Facilities Services, Senior Director – Facilities Services,
MASTER Exterior Doors (key opens all building exterior doors, except housing doors)	President, VP & CFO of Administration & Finance, UPD Staff, ITS Staff, Facilities Trades Staff, Custodial MPP/Management	AVP for Capital Planning, Design, and Construction and Facilities Services, Senior Director – Facilities Services, Chief of Police
MASTER Mechanical and Electrical Rooms	UPD Staff, Facilities Trades Staff, Elevator Technician, ITS, Telecom	AVP for Capital Planning, Design, and Construction and Facilities Services, Chief Engineer – Facilities Services, Senior Director – Facilities Services
ITS Telecom Closet Key	ITS Staff	AVP – ITS
SUBMASTER Interior Door (key provide access to a group of doors define by the department in a building)	Approved Campus Members	Department Director
Global Card Access (electronic access to all building entrances and all interior spaces controlled by card access) - **Global UPD** (For University Police Department, CSO's ONLY - **Global** (Approved Campus Members)	UPD Staff, Select Facilities Services Staff	AVP for Capital Planning, Design, and Construction and Facilities Services, Senior Director – Facilities Services
Building Card Access	Approved Campus Members	Appropriate Department Administrator, Designated Building Coordinator
Lot 1 Gate	Approved Staff and Faculty	ADM Building Coordinator, Parking & Transportation Staff
Gate access campus wide	Approved Campus Members and Contractors	AVP for Capital Planning, Design, and Construction and Facilities Services Senior Director – Facilities Services, UPD Staff, Parking & Transportation Staff

Student Health Center	SHC Staff, UPD Staff, Facilities Trades Staff *Pharmacy access restricted to select SHC staff only	Director-SHC
Campus Server Room (ADM 009)	ITS Staff, UPD Staff	VP & CFO of Administration & Finance, AVP-ITS
UPD Evidence Locker	Chief of Police, Senior Officers	Chief of Police

Definitions:

- **Building Grand Master (BGM)** – Seven (7) separate Grand Master keys that provides access to seven groups of campus buildings.
- **Building Master (BM)** – Master that provides access to one building.
- **Building Names**
  - **BH** – Burk Hall
  - **BUS** – Business
  - **CA** – Creative Arts
  - **EP** – Ethnic Studies & Psychology
  - **FA** – Fine Arts
  - **GYM** – Gymnasium
  - **HH** – Hensill Hall
  - **HSS** – Health & Social Sciences
  - **HUM** – Humanities Building
  - **LIB** – J. Paul Leonard Library and Sutro Library
  - **MH** – Marcus Hall
  - **MWC** – Mashouf Wellness Center
  - **ADM** – Administration
  - **SCI** – Science
  - **SHC** – Student Health Center
  - **SSB** – Student Services Building
  - **TH** – Thornton Hall
- **DPRC** – Disability Programs and Resource Center
- **EHS** – Environment, Health, & Safety
- **ITS** – Information Technology Services
- **Key Cards** – Key cards are electronic access cards that provides exterior entry access to most Campus buildings and select interior spaces. The terms "Key" and "Key Card" are used interchangeably in this policy except where noted.
- **Key Holder** – Key holder refers to a department, employee, student, or vendor that is granted key(s)/access to an assigned campus building(s) and space(s)
- **Keys** – Keys refer to traditional metal keys.
- **Master Primus Key/Lock**– The master primus key is utilized for all building perimeter doors and special internal areas requiring a high degree of security and exclusive access control. The requirement for a Primus lock must be fully justified and installed only when there is no other option to maintaining exclusive control of the space.
- **Mechanical and Electrical Room Access** – Mechanical & Electrical rooms' access is limited to authorized facilities staff performing work, contractors providing authorized requested services and furnishes the required documentation to Facilities Services.

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- **UPD –** University Police Department

Related Forms and Resources:

- How to Request Keys and Building Access Card
- SF State FacilitiesLink

Search Word:

Access, key, key card, key holder, key return