

FAQ

- **What is the general purpose for this policy?**

A: The general purpose for the Master Key Policy is the protection of lives and property of the campus community.

- **What are objectives for this policy?**

A:

- ✓ To ensure users requesting keys are authorized to do so
- ✓ To ensure an individual(s) requesting key(s) are receiving the correct tier of key
- ✓ Ensure the lowest tier of key that is effective is provided to the requestor
- ✓ Ensure a process of accountability for return of keys
- ✓ To resolve problems resulting from a lack of key control
- ✓ To ensure accountability when Departments have a key control breach
- ✓ To ensure compliance of Federal, State or other agencies guidelines

- **How is access control on the campus divided?**

A: Access Control is divided into three categories: Non-restricted keyways, High security keyways, and card access.

- **What level of keys are our focus concerning our cooperative partnership with the UW-Lockshop and University of Wisconsin-Madison Police Department?**

A: Master level keys (Great Grand Master, Grand Master, and Master Keys) are the focus of our partnership between the Police Department, Lockshop, and end-users.

- **Who is responsible for the implementation of this policy?**

A: Deans/Directors or designees of each school are responsible for the full implementation of this policy.

- **What is the role of Department Access Key Controller?**

A: The Department Access Key Controller is an individual who makes formal requests for master level keys, and maintains accurate records of those receiving master level keys. Oftentimes this becomes tasked to the facility manager.

- **How do I locate the person designated as Access Key Controller?**

A: The Dean or Department Chair is responsible for assigning the access key controller.

- **Who is the Department Access Key Controller?**

- Within my school or college?
- Within my building
- Within my department or unit?

- A: Your supervisor should contact the Dean or Department Chair as they will know who has been designated Access Key Controller for your specific site. Remember, Access Key Controllers are only needed when requesting Master, Grand Master, or Great Grand Master keys. Other key requests are still supported through FP&M's CARS key request portal. How to order keys other than masters can be located at: <http://kb.wisc.edu/vip/page.php?id=11429>

- **Who has been designated as the overall authority for the Master Key Policy implementation, policy, and internal audits of key control?**

A: Chief of Police, Susan Riseling, University of Wisconsin-Madison Police Department has been designated leading authority.

- **Who is the UW-Madison Police Department Access Control Director?**

A: The Lieutenant of Infrastructure Security has been appointed the Access Control Director and Sergeant designee.

- **What is the Access Control Director responsible for?**

A:

1. Ensures the Department Access Key Controller completes and maintains a master key inventory process.
2. Directs Department Access Key Controller to conduct a key control record audit as needed
3. Directs designated Police Department employees to audit Departmental mechanical and automated access control systems, and to assist Departments with maintaining effective key control.

- **Who is responsible for the full implementation of this policy within their respective areas?**

A: Deans/Directors or designees of each school are responsible for the full implementation of this policy.

- **Who is responsible for advising the UW-Madison Police Department and UW-Madison Physical Plant Lock Shop of the individual(s) assigned responsibility of Access Key Controller and their alternate(s)?**

A: The Dean/Director/ or designee must determine the level of key control for their school, college or division. They too are responsible for advising and keeping current role assignments regarding Access Key Controller and/or alternate.

- **What contact information should be provided for the designated Access Key Controller and alternate?**

A: Contact information should include full name, work address, telephone number, building/department/unit.

- **What is the Access Key Controller responsible for?**

A:

- ✓ Report theft of keys to the University of Wisconsin-Madison Police Department immediately upon discovery of theft.
- ✓ Maintains accurate records of all keys provided and retains a key inventory.
- ✓ Recovers University keys from personnel, including students whose employment or appointment is terminated or transferred to another department.
- ✓ Reports any failure to recover high security keys to the University of Wisconsin-Madison Police Department Access Control Director.
- ✓ Reports loss of keys to the Physical Plant Lock Shop within 24 hours of discovery of loss.
- ✓ Retains spare keys in an approved, recessed (recommended), tamper resistant lock box. (The Physical Plant Lockshop will provide specifications for approved lockboxes.
- ✓ Ensures that spare keys are not overtly labeled or identified indicating access areas.
- ✓ Participate in key control record audits.

- **How has the request process for mechanical key systems changed since the Master Key Policy took effect?**

A: This policy only affects Master keys and above (Great Grand Master, Grand Master, and Master). The request process hasn't changed for other University keys. More information concerning key requests other than the listed higher tiered keys may be located at the following site: <http://kb.wisc.edu/vip/page.php?id=11429>

- **What should I do if I have a special security lock need?**

A: All requests for installation of special security locks shall be made via written service request, from the Dean, Director, or designee to the Physical Plant Lock Shop.

- **What should I do if I need a higher level key (Master, Grand Master, Great Grand Master need?**

A: Once approved by the Dean or Department Chair, Access Key Controllers are granted access to the Key Portal Administration. For more information, refer to the following link: [Key Administration Portal](#)

- **What should I do if my keys are lost or stolen?**

A: Lost or stolen keys should be immediately reported to the University of Wisconsin-Madison Police Department, 608.264.COPS. Theft or loss of keys should occur within 72 hours of discovery.

- **What are the Physical Plant Lock Shop Manager's responsibilities concerning the Master Key Policy?**

A:

- Maintaining the key control filing system and records regarding all key systems. These records are accessible to the UW-Madison Police Department as well.
- Fabricate all keys. Physical Plant Lock Shop creates all original keys furnished under new building(s) or alterations.
- Issues all mechanical access control keys to Department Access Key Controllers.
- Conducts all maintenance and repair work regarding mechanical locking systems.
- Consults with the UW-Madison Police Department's Access Control Director and UW Madison Risk Management concerning high security keys that are lost or

stolen. Decisions to re-key or to duplicate keys are based on consultation between the Police Department, the Facility Manager, the Supervisor of the Lockshop, the respective Dean or Department Chair or Director and UW-Madison Risk Management. All re-keying will be administered through the Physical Plant Lock Shop. The cost of re-keying and key cutting is borne by the affected Department.

- **What is the Dean/Director responsibility?**

- Schools and Colleges at the University of Wisconsin-Madison vary widely in terms of departmental structure, numbers of buildings, etc. The Dean/Director or designee must determine the level of key control for their school, college or division that is appropriate for their unit. The Dean/Director or designee is responsible for advising the UW-Madison Police Department and UW-Madison Physical Plant Lock Shop of the individual(s) assigned to the responsibility of Access Key Controller and their alternate(s). The Access Key Controller can be housed at the school, college, division level, the department unit level, or by building.
- The Notification should include the Access Key Controller's and alternate's work address, telephone number, and signature (for future verifications). The Access Key Controller will oversee aspects of key distribution to ensure all aspects of key distribution to ensure key control integrity.

- **I need a key...who do I go to?**

A: Access Key Controllers are granted authority to request master keys and above. Administration within Schools and Colleges vary as to who is approved to order, issue, and audit keys. If keys are needed, locate your facility manager who in most cases is the Access Key Controller. In any event, the facility manager should know of the appropriate contact if keys are needed.

Included is a helpful link to locate your facility manager:

[Facility Manager Link](#)

- **Where do I locate the key application request form?**

A: This form is located at the following website:

<http://kb.wisc.edu/vip/page.php?id=11429> or you may contact the Access Key Controller.

- **I want to order a Master, Grand Master, or Great Grandmaster key. What do I do to obtain the keys I need?**

A: This request process has changed as result of the Master Key Policy. Begin with your facility manager.

- **I'm an Access Key Controller. How do I request Master, Grand Master, Great Grand Master keys?**

A: [Key Portal Help Guide](#)

- **I'm an administrator or building manager and am not aware of this policy. What should I do?**

A: Dean's and Directors of each facility are responsible for providing information to their respective Facility Managers. If the Dean/Director is not aware of the policy, questions can be directed to the UWPD Infrastructure Security Division.

Who provides assistance for the Key Administrative Portal?

A: Dean's and/or Directors are responsible for managing former, existing, and new delegates assigned to the Master Key Portal for each facility.