Key Super User

Large Departments, using a lot of keys, large turn-over percentages, and/or swap out keys regularly often have a dedicated person responsible for their key program. For the purposes of the Brandeis Facilities Services Key Program, a Key Super User is the dedicated person who has gained approval from Facilities Services for their program. A Key Super User has special privileges for requesting duplicate and/or multiple keys but also garners additional responsibilities.

For Departments Super User to be approved, they must show that they have a well-documented and organized key program/process that includes (but is not limited to):

1. One person that oversees the Department/Unit program to be named as the Department Super User. This person has the responsibility for:
    a. Requesting multiple/duplicate keys for multiple people via Facilities Forms
    b. Requesting various keys to be used/shared by multiple staff members.
        i. The Super User will be assigned these keys under their name in the Facilities Services Master Key log and are responsible for them unless there is a single name assigned to a single key
    c. Conducting, in conjunction with Facilities Services, an annual audit on all keys for the department and their program
    d. Managing a key lock box or safe where keys are stored when not in use and/or assigned
    e. Approving authority or can seek signatures of authorities when Facilities Services needs to charge the Department for keys, key cores, or labor according to the Key Policy
    f. Updating any key process/documents based on new Facilities Service Key policies
    g. Ensuring all of Facilities Services processes regarding keys are followed

2. Has a documented process on individuals who are the single user (aka keeps the key and does not share it with other members) including:
    a. How to request/receive keys and return keys
    b. List of keys each individual has and the serial numbers on each key
    c. List serial numbers of any key ring the individual has
        i. Any member with more than 1 key should have a key ring
        ii. Keys and key rings assigned to individuals should be provided to Facilities Services to be added to their Master Key System

3. Has a documented process on members who share or sign in/out keys including:
    a. How to sign in/out keys
    b. How signed out keys are tracked
    c. Names of all members that may sign in/out keys and which keys they can be assigned

4. Has a documented process on how to charge staff members if keys are lost or broken; based on Facilities Services process and has trained staff on this process

Approval is granted by the Director or Associate Director of Facilities Services.