



TEXAS TECH UNIVERSITY  
**Operations Division**

Physical Plant  
3122 Main Street  
Planning and Administration  
Lubbock, TX 79409  
T +1 (806) 742-2101

**Operations Division Key Management System**  
Department Head Manual

**Developed by Jake Keas**  
**Created: 04/07/2015**  
**Revised by Jake Keas**  
**Last Revised: 04/22/2015**

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# Key Management System

The Operations Division Key Management System is a web-based application that enables users with an eRaider authentication to request permanent access to a given room or space where access is controlled or operated through the TTU Operations Division Lock Shop. This application was developed and is maintained by Operations Division Planning & Administration.

## *Essential Information*

Web Address Link: <http://is.operations.ttu.edu/odkms/default.aspx>

Current Point of Contact for: **TTU Operations Division Lock Shop:**

Name: Travis Hoeffner  
Phone: +1 (806) 834-4418  
Email: [travis.hoeffner@ttu.edu](mailto:travis.hoeffner@ttu.edu)  
Address: Physical Plant  
3122 Main Street  
Lubbock, TX 79409  
Room 110

Current Point of Contact for: **TTU Operations Division Planning and Administration:**

Name: Space Planning and Admin - Staff  
Phone: +1 (806) 742-2101  
Email Group: [spacepladmin.staff@ttu.edu](mailto:spacepladmin.staff@ttu.edu)

## Document Overview

The purpose of this document is to outline the essential areas of the new Key Management System (KMS) as it pertains to a *Department Head*. With the help of this document, a *Department Head* will be able to view their department's keys, better understand the KMS pages and their content, as well as audit the information within the system.

**NOTE** – If you have not conducted an *Access Assignment Audit* before, we recommend completing this at your earliest convenience.

# Definitions

- Access Assignment*** – A term used when referring to a database record that indicates that an individual has access to a specified room or a group of rooms. This can refer to any type of access medium (e.g. metal key, proximity card, FOB, etc.).
- Access Assignment Audit*** – A term used when referring to an event initiated by either the Operations Lock Shop or a Department Head that validates the information in the KMS System for a given organization.
- Card*** – Commonly referred to as a Proximity Card or Prox Card. This is a TTU ID card that is implanted with an electronic chip that allows access to rooms with electronic locks.
- Department Head*** – A person within the Recipient's organization that has the authority to approve or reject a request for a given organization.
- FOB*** – Type of security token, usually a small hardware device with built-in authentication mechanisms.
- Master Key*** – A type of key that can provide access to multiple rooms or building.
- Key*** – Typical metal key that is inserted into a doorknob, deadbolt or other door locking mechanism.
- Key Holder*** – The person from which the requested access will be terminated when the Termination Request is completed.
- Key Management System (KMS)*** – The name of the web application that is used by the Operations Division Lock Shop to manage all of the room access records for Texas Tech University.
- Lock Shop Administrator*** – A person within the Operations Division Lock Shop that can approve or authorize access assignments.
- Padlock Key*** – Typical metal key that is inserted into a padlock.
- Operations Division Lock Shop*** – The unit within the Texas Tech University System that is responsible for monitoring and controlling all room access records for the Texas Tech University.
- Recipient*** – The person who will be responsible for the requested keys when an New Access Assignment request is fulfilled.
- Request*** – A term used to initiate a change in the access level of an individual. This can either be a New Access request or it can be a Termination request.
- Request Approval Page*** – This is the page that Department heads will view to review and approve/reject a given Access Assignment request.
- Requestor*** – The person filling out the request form, not always the recipient. May be contacted if there are questions regarding the form.

# Logging into the Web Application Interface

After navigating to the web page detailed on page three, you will be prompted with a screen similar to Figure 1. Use your eRaider username and password to log into the system.

**TEXAS TECH UNIVERSITY**

**eRaider Sign-in** [Help](#)

Username

Password

[Forgot password?](#)

 **Sign In**

Don't have an eRaider Account? [Sign Up](#)

[Activate Account](#)

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Figure 1 – Login Screen


# Department Heads Main Page Explanation

The following section highlights the areas of the KMS Main Page. It is from this page that all of the *Department Head* functions will be conducted. This page is where one can request new access or submit a termination request to remove an individual's access. If you want to submit either of these types of requests, please see the corresponding help document posted on the Operations Division webpage located at:

<http://www.depts.ttu.edu/operations/Key-Management-System.php>

## 1. Main Page

Upon logging into the system you will be met with a page that looks similar to Figure 2. This is the main landing page for KMS.

Texas Tech University  
Operations Division Planning  
& Administration

Operations Division Key Management System

Menu

A. Access Assignments Access Assignment Report B.

C. ☒ New Access ☐ Terminate Access

Request ID

201504071458375837

Organization

(T) Texas Tech University (C2006) Ops Div Planning and Admin

Department Head (R#)

(R76543210) Doe, Jane - Unit Manager

Requestor (R#)

R01234567 Doe, John / john.doe@ttu.edu / Analyst II

Recipient Type

☒ Faculty ☐ Staff ☐ Student

Recipient (R#)

Comments

Building/Room Access - Enter the rooms that the individual will need to access.

Entity

(T) Texas Tech University

Campus

TTU Main Campus View Campus Map

Building

(0473) TEXAS TECH UNIVERSITY DOWNTOWN CENTER

Request Access Type

☒ Key ☐ Card ☐ FOB ☐ Master Key

Floor

☒ Building Entrance ☐ Basement ☐ 1st Floor ☐ 2nd Floor

Room Number

00126E-East Entrance View Floor Plan Add Room

No rooms have been selected.

Select the Building(s), Room(s), and Access Type from the list below and Select Add Room

Save Request Submit for Approval New Request

D. Saved Requests

	Request Status	Request ID	Request Type	Date Submitted	Organization	Requestor Name	Recipient Type	Recipient Name	Department Head	Requested Rooms	
Edit	Pending	Submit	201504150854565456	New Access	4/15/2015 8:56:00 AM	Ops Div Planning and Admin	Doe, Jane M.	Staff	Doe, John	Doe, John B.	2

E. Pending Approval

	Request Status	Request ID	Request Type	Date Submitted	Organization	Requestor Name	Recipient Type	Recipient Name	Department Head	Requested Rooms
Review	Submitted for Approval	2015040714551234	New Access	4/7/2015 2:55:00 PM	Ops Div Planning and Admin	Doe, Jane	Staff	Doe, John M	Doe, Jane P	2
Review	Submitted for Approval	2015040714554321	Terminate	4/7/2015 3:22:00 PM	Ops Div Planning and Admin	Doe, Jane	Faculty	Doe, John Q	Doe, Jane P	3

Sign Out

Texas Tech University, 2500 Broadway, Lubbock, TX 79409

Operations Division Planning & Administration

806.742.2103 spacepladmin.isadmins@ttu.edu

Figure 2 – Main Page

- A. The *Access Assignment* link will take you to the Current Access page. On this page all current access records will be listed for the individual that is logged into the system (i.e. you).
- **NOTE** - This page is a great tool for having your employees log into the system and verify the information that is tied to their R number.
- B. As a *Department Head* for a given organization, you will be able to see the *Access Assignment Report* link. This link will take you to the Current Access Report page. On this page you will see a list of all *Access Assignments* for all of the individuals within the department(s) that you are a *Department Head* for.
- **NOTE** – When the information was imported ALL keys were coded as ‘Master Keys’ due to database constraints. Conducting a departmental *Access Assignment Audit* is the best way to correct the incorrect data that may be present in the system. If you would like to conduct an audit, please use the contact information on page three to contact the Lock Shop and they will walk you through this process.
- C. The Request area of the main page is used for creating Access Change requests. This can be a New Access request or a Termination of Access request. For a detailed procedure on how to complete either of these types of requests, please reference the corresponding documents located at <http://www.depts.ttu.edu/operations/Key-Management-System.php>.
- D. The Saved Requests area of the page displays a list of all requests that have yet to be submitted for approval to a department head.
- **NOTE** – There may not always be records displayed in this section.
- E. The Pending Approval area of the page displays a list of all of the requests that you have submitted for approval to a department head.
- **NOTE** – There may not always be records displayed in this section.



## 2. Request Approval Page

When you log into the system as a *Department Head*, you will see the Review ([Review](#)) link in Section E of the Main Page (see Figure 2). If there are request that need to be approved by you, click on this link to navigate to the approval page as seen in Figure 3.

**Operations Division Planning & Administration**

**Operations Division Key Management System**

**Menu**

**A. Return To Main Page**

**Request Approval**

**B. Request ID** 20150407145502552

**Request Type** New Access

**Date Submitted** 4/7/2015 2:56:00 PM

**Org Entity** T

**Organization Code** C2006

**Organization** Ops Div Planning and Admin

**Requestor ID** R76543210

**Requestor Name** Doe, Jane M.

**Requestor Position** Sr Analyst

**Requestor Email** jane.doe@ttu.edu

**Recipient Type** Staff

**Recipient ID** R01234567

**Recipient Name** Doe, John

**Recipient Position** Sr Analyst

**Recipient Email** john.b.doe@ttu.edu

**Department Head ID** R09876543

**Department Head** Doe, John B.

**Department Head Position** Managing Director

**Department Head Email** john.b.doe@ttu.edu

**Request Status** Submitted for Approval

**Comments** New Employee

**Request Detail**

Access Type	Entity	Building #	BuildingName	Room Number	Master Key Description	SpaceUse	Entrance Description	Is Entrance
Key	T	0473	TEXAS TECH UNIVERSITY DOWNTOWN CENTER	001H1		Circulation Area	North West Entrance	<input checked="" type="checkbox"/>

**C. Approve Request**

**D. Return Comments** **E.**

**F. Return for Correction**

**G. Cancel Request**

**Sign Out**

Texas Tech University, 2500 Broadway, Lubbock, TX 79409  
Operations Division Planning & Administration  
806.742.2103 [spacepladmin.isadmins@ttu.edu](mailto:spacepladmin.isadmins@ttu.edu)

Figure 3 – Request Approval Page

- The 'Return to Main Page' link will return you to the *KMS Main Page*.
- This area of the page outlines the request's details. As the *Department Head* it is here that you will review and ensure that the *Requestor* has filled out the request's information correctly. Analyze it carefully before approving the request. If there is a problem, fill out the Return Comments text box (section E).
- This section of the *Request Approval Page* is a list of all of the Access Assignments that are being added or removed by this request. If there are any discrepancies on what should be requested, return the request for correction.
- If all of the request's information is correct and you are ready to approve this request, apply your electronic signature, and submit it to the *Operations Division Lock Shop* then click the Approve Request (**Approve Request**) button.

- **NOTE** – By clicking this button, you are assigning your eRaider credentials to the request and by extension your electronic signature.
- E. The Return Comments text box is designed to give the *Department Head* the opportunity to tell the *Requestor* why the request was not approved.
- F. The Return for Correction ( **Return for Correction** ) button, when clicked by the *Department Head*, returns the request back to the *Requestor*. This puts the returns responsibility of the request back on the *Requestor* and they will be responsible for making the changes and resubmitting the request back to their *Department Head*.
- G. The Cancel Request ( **Cancel Request** ) button is present to give anyone in a request's work flow the authority to cancel a request. This can be done by the *Requestor*, the *Department Head* or a *Lock Shop Administrator*.

### 3. Access Assignment Report Page

The Access Assignment Report page should look similar to Figure 4. This page is designed as a tool for the Department Heads to see what access assignments all employees under their jurisdiction have. This page is exportable to Excel so that it can be easily used as a tool to help complete an *Access Assignment Audit*.

A. **Export to Excel**

B.

AssignedToOrg	AssignedToID	AssignedTo	AssignedToPosition	RequestAccessType	Assign Status	AssignedTo Status	KeyCode	BuildingNumber	Building Name	FloorDesc	RoomNumber	MasterKeyDesc	SpaceUseCode	SpaceUse
Ops Div Planning and Admin	R01234567	Doe, John C.	Senior Technician	Key	Issued	A	547422	0246	MEDIA AND COMMUNICATION		0356	0356		
Ops Div Planning and Admin	R76543210	Doe, Jane M.	Unit Manager	Key	Issued	A	800338	0473	TEXAS TECH UNIVERSITY DOWNTOWN CENTER	2nd Floor	00218A		050	Inactive Area
Ops Div Planning and Admin	R76543210	Doe, Jane M.	Unit Manager	Key	Issued	A	152962	0473	TEXAS TECH UNIVERSITY DOWNTOWN CENTER	Building Entrance	001H10		WWW	Circulation Area
Ops Div Planning and Admin	R76543210	Doe, Jane M.	Unit Manager	Key	Issued	A	157151	0473	TEXAS TECH UNIVERSITY DOWNTOWN CENTER	2nd Floor	00212		350	Conference Room
Ops Div Planning and Admin	R76543210	Doe, Jane M.	Unit Manager	Card	Issued	A	14348	0473	TEXAS TECH UNIVERSITY DOWNTOWN CENTER	Building Entrance	001H10		WWW	Circulation Area
Ops Div Planning and Admin	R76543210	Doe, Jane M.	Unit Manager	Card	Issued	A	14348	0473	TEXAS TECH UNIVERSITY DOWNTOWN CENTER	2nd Floor	00209		310	Office
Ops Div Planning and Admin	R09876543	Doe, John B.	Managing Director	Master Key	Issued	A	015274	0473	TEXAS TECH UNIVERSITY DOWNTOWN CENTER			Building A Master		
Ops Div Planning and Admin	R09876543	Doe, John B.	Managing Director	Master Key	Issued	A	420691	0473	TEXAS TECH UNIVERSITY DOWNTOWN CENTER			Building Suite Master		
Ops Div Planning and Admin	R12345678	Doe, John Q.	Unit Coordinator	Key	Issued	T	420691	0473	TEXAS TECH UNIVERSITY DOWNTOWN CENTER	2nd Floor	00221		050	Inactive Area

Figure 4 – Access Assignment Report Page

- A. The Export to Excel ( **Export to Excel** ) button automatically downloads the page output into an Excel format. This action can be performed on any computer that has Excel installed on it.
- B. This table contains all of the information that a *Department Head* is able to see for all employees for which the *Department Head* has access assignment authority over. The following is a list of all the columns and an explanation of each:
- AssignedToOrg* – This field refers to the employee's Organization name that the AssignedTo employee belongs to.
  - AssignedToID* – This field is the employee's Employee ID number.
  - AssignedTo* – This is the name of the employee assigned to the Employee ID number.

- d. *AssignedToPosition* – This is the current position title held by the employee associated with the Employee ID number.
- e. *RequestAccessType* – This is a description of the type of access assignment that the employee has. This can be a key, card, master key, FOB, or a padlock key.
- f. *AssignStatus* – This column denotes the status of the Access Assignment.
- g. *AssignedToStatus* – This status indicates the employment status of the Assigned user. ‘A’ stands for ‘Active Employee’ and ‘T’ denotes a ‘Terminated Employee.’
- h. *KeyCode* – This number is the unique number that is assigned to a given key or user. This number is engraved on the key, or if it is for a card, this is the proximity number printed on the card.
- i. *BuildingNumber* – This is the Facilities Inventory building number to which the access assignment is associated.
- j. *BuildingName* – This is the official THECB building name that is associated with the corresponding building number in the previous column.
- k. *FloorDesc* – This is the floor for which a given record’s room(s)/area resides. This field can be left blank if the type of key is either a master key or a padlock key.
- l. *RoomNumber* – This is the room for which a given record authorizes a user an access assignment. This field can be left blank if the type of key is either a master key or a padlock key.
- m. *MasterKeyDesc* – This field is used to describe the areas that a master key or a padlock key will grant access to. This field can be left blank if the type of access is not a master key or padlock key.
- n. *SpaceUseCode* – If an access assignment is tied to a room, this is the space use code from Facilities Inventory. This number is the identifying code that denotes how a room is being used.
- o. *SpaceUse* – This field describes what the SpaceUseCode means.

# Workflow Information

Once a key request is submitted, the request is out of the Requestor's control and the following steps will be taken:

1. The *Department Head* will receive an email. They will log into the system and either reject the request back to the *Requester* for editing OR approve it and send the request to the *Lock Shop Administrator* for fulfillment.
2. Once the *Lock Shop Administrator* receives a request, they will either reject the request back to the *Department Head* for further editing OR approve and fulfill the request.
3. Once the request is fulfilled, the *Lock Shop Administrator* will Approve the request, and both the *Requestor* and *Department Head* will receive an email notification that the request has been fulfilled.
4. When the email notification is received, the *Requestor* should proceed to the *Operations Division Lock Shop* located at the address on page three (3) and pick up their access assignments. The Requestor will have 90 days from the Lock Shop approval date to pick up keys. If they have not picked them up by that date, the Lock Shop will revoke the new access granted to them.

If you have any questions or concerns about this process, or this document, please contact the Operations Division Lock Shop, or Operations Division Planning & Administration respectively. All contact information is listed on page three (3).