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**Operations Division Key Management System**  
Request New Room Access

**Developed by Jake Keas**  
**Created: 04/07/2015**  
**Revised by Jake Keas**  
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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: Cory Hilliard  
Phone: +1 (806) 834-4073  
Email: [cory.hilliard@ttu.edu](mailto:cory.hilliard@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 steps needed to request permanent access to a given space (room) within the Texas Tech University system. After reading this document you will be able to walk through the online steps to request access to a space, as well as the physical steps needed to acquire/return keys to said space.

# 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.).

**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 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 the New Access 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.

**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 current eRaider username and password to log into the system.



Figure 1 - Log in Screen

# Steps for Requesting New Access

The following section details the steps required for requesting access to a room or space that is not currently authorized to a given person. This request process can be done by an individual for oneself or on the behalf of another person.

## 1. Key Management System (KMS) 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 the Key Management System (KMS). All new key requests will be issued from this page.

**Operations Division Key Management System**

Menu  
[Access Assignments](#)

New Access  Terminate Access

Request ID: 201411061445454545

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

Department Head (R#): (R7654321) Doe, Jane - Unit Manager

Requestor (R#): R01234567 Doe, John / john.doe@ttu.edu / Sr. Analyst

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: (0002) ADMINISTRATION

Request Access Type:  Key  Card  FOB  Master Key

Floor:  Basement  1st Floor  2nd Floor  3rd Floor

Room Number: 00001 (Office Service) [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

Saved Requests  
Pending Approval

Figure 2 - Main Page

## 2. Fill Out Request Details (Requesting New Access)

The top section of the KMS main page contains informational details for the request. These details include who is requesting the keys, the recipient, and who the recipient works for.

Figure 3 - Main Page – Top Section

- A. Begin filling out the request by selecting the request type. The categories are ‘New Access’ and ‘Terminate Access’.
  - **NOTE** – By default the selection is ‘New Access’. Please ensure that this option is selected since you are putting in a new request.
- B. Request ID is a unique number used by the system to track your specific request.
- C. Select the System that the *Recipient* works for.
- D. Select the Organization that the *Recipient* works for.
- E. Select the Department Head within the above Organization that will be approving the request
  - **NOTE** – If a Department Head needs to be added/removed from this drop down list, please contact the Lock Shop personnel listed on page three.
- F. Enter the Raider ID number (R Number) of the *Requestor* that is filing out this request.
  - **NOTE** – This field should populate based on your eRaider credentials, however if it does not simply type the *Requestor’s* last name into this box and click the search button (🔍).
- G. Select the category that the request *Recipient* falls into.
- H. Enter the Raider ID number (R Number) of the *Recipient* that will be receiving access to the room(s)
  - **NOTE** – If you do not know the person’s R number, you can search for it by entering their last name into this box and click the search button (🔍). This will pull up a temporary window with a list of names in it that match your search box. Click the ‘Save’ (💾) button next to the correct name.

- **ALSO** – Please ensure that the Recipient Type is correct as it should auto-populate after an R number is selected.
- I. Enter any important or pertinent comments that the Department Head or Lock Shop employees will need to be aware of when authorizing or installing keys.

### 3. Fill Out Space Use (Room) Details

The middle section of the KMS main page contains the request details for the space authorization. This page should closely resemble Figure 4. This section of the page is where the requestor requests access for the recipient for a given (group of) space(s). This section utilizes nested filters pulling information from Facilities Inventory. What this means is that the spaces below are updated constantly, and if a space is not available please contact Operations Division Planning and Administration via the information on page three (3).

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

**Entity** A. (T) Texas Tech University

**Campus** B. TTU Main Campus  [View Campus Map](#)

**Building** C. (0002) ADMINISTRATION

**Request Access Type** D.  Key  Card  FOB  Master Key

**Floor** E.  Basement  1st Floor  2nd Floor  3rd Floor

**Room Number** F. 00001 (Office Service)  [View Floor Plan](#)  G.

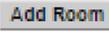
Figure 4 - Main Page – Middle Section

Follow the steps below for each room that the *Recipient* will need access to.

- Select the Entity of the building.
- Select the campus that the building is located at.
  - **NOTE** – If you are unsure of what campus the building is located on, you can click the ‘View Campus Map’ ([View Campus Map](#)) link to help determine what campus the building is located on.
  - **ALSO** – You can use this link to help determine the building number by clicking on the black spaces that represent buildings. The information for that building pulls up in the left hand column.
- Select the Building
- Select the type of key that the room requires. A description of each is listed on the definitions page.
  - **NOTE** – If a master key is selected, the lines E. and F. will be replaced by the following text box. In this box simply describe what building or suite that you are requesting master key access to. This does not change the workflow of approvals, but just allows explanation for what building or suite a master key is required for and why.

**Enter Master Key Description (Building or Suite)**

- Select the Floor that the room is located on.
- Select the Room Number that the *Recipient* needs access to.
  - **NOTE** – If you are unsure of the room number, clicking on the ‘View Floor Plan’ ([View Floor Plan](#)) link will bring up the floor plan for the selected building and floor.

G. Once the previous steps have been completed, click the ‘Add Room’ (  ) button.

Repeat the above steps as many times as necessary to add all rooms that the *Recipient* requires access to.

#### 4. Save and Submit the Request

The last section present on the KMS main page is that of the Save and Submit section. Figure 5 identifies the key aspects of this section. This is where the *Requestor* should review the Request, ensure that all previously completed information has been completely and accurately filled out. This is vital for ensuring that mistakes are not made and incorrect access is not requested.

**A.**

Access Type	Entity	Building #	Building Name	Room Number	SpaceUse	Entrance Description	Is Entrance
 Key	T	0002	ADMINISTRATION	00001	Office Service		<input type="checkbox"/>

**B.** Save Request    **C.** Submit for Approval    **D.** New Request

**E. Saved Requests**

	Request Status	Request ID	Request Type	Date Submitted	Organization	Requestor Name	Recipient Type	Recipient Name	Department Head	Requested Rooms
 	Pending Submit	20140929110613613	New Access	9/29/2014 11:07:00 AM	Ops Div Planning and Admin	Doe, John	Staff	Doe, John	Doe, Jane	1

**F. Pending Approval**

	Request Status	Request ID	Request Type	Date Submitted	Organization	Requestor Name	Recipient Type	Recipient Name	Department Head	Requested Rooms
	Submitted for Approval	201409221447514751	New Access	9/22/2014 3:21:00 PM	Ops Div Planning and Admin	Doe, John	Staff	Doe, John	Doe, Jane	2



Texas Tech University, 2500 Broadway, Lubbock, TX 79409  
Operations Division Planning & Administration

Figure 5 - Main Page – Save and Submit

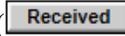
- A. The Room List is a list of all added rooms to this Request. Verify and validate the list of rooms that need to be accessed by the *Recipient*.
- B. The ‘Save Request’ button needs to be clicked in order for the request to be saved so that it can either be saved for editing at a later date or submitted for approval.
- C. The ‘Submit for Approval’ button is only available after clicking the ‘Save Request’ button, but once clicked the request will be sent to the person in the ‘Department Head’ drop down box for approval.
- D. The ‘New Request’ button is used for reloading the page with the default values to start a new Request.
- E. The ‘Saved Requests’ section of the page lists all saved but *Un-Submitted* key requests.
  - **NOTE** – If there is a record in this section, you can either edit or delete the request by clicking the Edit () or Delete () buttons, respectively.
- F. The ‘Submitted Requests’ section of the main page details all of the requests that the current user has entered and submitted for approval. These cannot be viewed or changed unless rejected by the selected Department Head.

## 5. Picking up Requested Keys

Once the previous steps have been completed, and the request has been approved and fulfilled (you will receive an email notification), the following steps will need to be completed. The **Recipient** must be the one to come to the Lock Shop (address listed on page 4) and pick up the requested key(s). The following image (Figure 6) is **ONLY AVAILABLE AT THE LOCK SHOP.** This page is designed as an electronic signature for the **Recipient** to acknowledge that they received the key(s) and accept inherited responsibility to the areas that they were given access to.

Menu									
<a href="#">Return To Main Page</a>									
<b>Pending Requests</b>					<b>A.</b>				
<b>Recipient ID</b>		R01234567							
<b>Recipient Name</b>		Doe, John							
<b>Recipient Position</b>		Sr Analyst							
<b>Recipient Organization</b>		(C2006) Ops Div Planning and Admin							
<b>B.</b>									
	Building #	Building Name	Room Number	Space Use	Entrance Description	Access Type	Key Code	Date Dept Head Approved	Date Security Manager Approved
Received	0445	Jones AT&T Stadium East Side Expansion (East)	00140A	Office		Key		9/29/2014 2:47:00 PM	9/29/2014 3:08:00 PM
Received	NC0040	JONES AT&T STADIUM WEST SIDE EXPANSION (West)	00900	Office		Key		9/29/2014 2:47:00 PM	9/29/2014 3:08:00 PM
<b>Active Access</b>									
									
Texas Tech University, 2500 Broadway, Lubbock, TX 79409 Operations Division Planning & Administration 806.742.2103 <a href="mailto:spacepladmin.isadmins@ttu.edu">spacepladmin.isadmins@ttu.edu</a>									

Figure 6 - Access Assignments Page

- A. This section is the **Recipient's** identification. Verify that your information is correctly populated in these fields.
- B. This section is a list of all access requests that are currently ready for pickup. After verifying that your information is in section A, simply click the 'Received' button () to accept responsibility for the specified key.

It is only after this is done, that Lock Shop personnel will release the key(s) to the **Recipient**.

**NOTE – The Lock Shop *WILL NOT* release keys to any person other than the **RECIPIENT**. THERE ARE NO EXCEPTIONS TO THIS RULE.**

# 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).