Department of Administration	Facility Management Division Standard Operating Procedure SOP			
Key and Core Request Form, (KCRF). **These are the Instructions for Building Coordinators to complete and submit a Key and Core Request Form (KCRF) to Security Systems.**	NUMBER 2	REV 2	EFFECTIVE DATE 04/01/2021	PAGE OF 1 5
	SUPERSEDES All Prior to 03/31/2021	PREPARED BY Gregg Collins	REVIEWED BY APPROVED BY	

1.0 **PURPOSE:**

The policy provides the NC Department of Administration, Security Systems a consistent and uniform method to receive and process **(KCRF)** Forms from approved Building Coordinators.

2.0 **HISTORY OF REVISIONS:**

Date	Revision	Change	Reference Section
03/05/2021	**2**	**All**	**Page 1**

3.0 **PROGRAMS AFFECTED:**

3.1 Facility Management Division/Security Systems

3.2 All State Agency Building Coordinators with the ability to manage lists and add/remove keys and/or cores from State Sites. Building Coordinator(s) lists are managed through the DOA/FMD/Security Systems office.

4.0 **REFERENCES:**

4.1 All North Carolina DOA/FMD **ACR** form policy.

4.2 All North Carolina DOA/FMD **BCF** form policy.

4.3 All North Carolina DOA/FMD **LKF** form policy.

4.4 All North Carolina DOA/FMD **CKRF** form policy.

5.0 **POLICY:**

5.1 The DOA/FMD/Security Systems office will use consistent and uniform forms and methods for accepting Key and Core Requests.

5.2 All Agencies, Departments, and Building Coordinators will use the approved **KCRF** form (rev. 4 – 03/04/2021) and processed through the **(ReaDY Keys and Cores Application)**

6.0 **DEFINITION:**

6.1 **DOA** *(*Department of Administration)
6.2 **FMD** (Facility Management Division)
6.3 **BCF** (Building Coordinator Form)
6.4 **LKF** (Lost Key Form)
6.5 **KCRF** (Key and Core Request Form)
6.6 **CKRF** (Contractor Key Request Form)
6.7 **KEY (**Device utilized to open doors via a core and lockset)
6.8 **CORE** (Pinned channel device which receives keys allowing for access through doors)
6.9 **ACR** (Access Card Request) This form is used for replacement, lost, damaged, agency or department change, employment change, and/or name change.
6.10 **Security Systems** – Send all inquiries and security related information via the **(ReaDY Application Portal)**. This includes Building Coordinator Requests, Key and Core Requests, Contractor Key Requests, Access Card Requests, Lost Key Forms, changes in access activations and deactivations, reports, inclement weather, and emergency lockdowns and unlocking of buildings.
6.11 **Building Coordinators** – Selected Individual(s) assigned and approved from an Agency and or Division to send in **(KCRF's)** for processing via the **(ReaDY Application Portal)**.

7.0 **RESPONSIBILITY:**

7.1 **DOA FMD Badging Office Manager** is responsible for the following:

7.1.1 Ensure all Building Coordinator lists are up to date.
7.1.2 Provide a **(BCF)** to new or existing coordinators when duties change, or additional coordinator(s) are added or deleted.
7.1.3 Train and assist all new Building Coordinators in Security Systems policies and procedures. This includes providing a copy of the (**SOP)** regarding pick up and drop off of keys and cores, contractor keys, and deposit procedures within their specific agency/department regarding door access and other provisions.
7.1.4 Inclement Weather/Emergency Building lockdowns and unlocks.

7.2 **DOA FMD Security Systems Office** is responsible for the following:

7.2.1 Receiving all **KCRF's** regarding doors and devices which require key access.
7.2.2 Schedule pick up times for keys and/or cores i.e., 9am-11am & 2pm-4pm
7.2.3 Cut new keys and pin cores for doors and furniture for State owned properties.
7.2.4 Manage database when keys are distributed and/or returned.
7.2.5 Review and ensure all **(KCRF)** Requests received via the **(ReaDY Application Portal)** from Building Coordinators are correct and follow policy.

7.3 **DOA Building Coordinators** are responsible for the following:

7.3.1 Generating **(KCRF)** forms.
7.3.2 Submitting forms to Security Systems via the **(ReaDY Application Portal)**.

a.) Building Coordinators ***must*** monitor their **ReaDY App** for rejections, inquiries, or deletions of forms and/or keys ready for pickup.

b.) All rejected forms must be resubmitted on a new ReaDY request.

7.3.3 Forwarding emails and notifying employees when keys are ready for pick-up.

8.0 PROCEDURE:

8.1 The approved **Building Coordinator** will accurately fill out the **(KCRF) Form**. The form must be **electronically filled out** and sent as a **"saved pdf document"**. This must be in the appropriate Acrobat Format. Handwritten, scanned or any other type of document (Word, Excel, etc.) will not be accepted. ***Any type of alteration*** to the form will not be accepted. If the form is altered or is not submitted by an approved Building Coordinator it will be sent back and can lead to subsequent delays.

8.2 **Only (1) key with a specific code may be granted per individual**.

- *A person cannot receive multiple keys with the same code.*
- *It is an untraceable item.*
- *This does not apply to cabinet and furniture lockset keys.*

8.3 **Rules of the Key and Core Request Form (KCRF)**

- 8.3.1 **Section 2 – Employee Guidelines:** Requirements for receiving any key
  - a) FMD Security Systems is the only authorized agency to duplicate keys for State Government Facilities
  - b) The Building Coordinator is the ONLY individual authorized to order Keys
  - c) The Requesting Party is RESPONSIBLE for the CONTROL and USE of each key
  - d) In the event of the termination of the person assigned the key, the key shall be returned or if key is changing hands Security Systems MUST be notified to re-assign the key to the new personnel
  - e) The Building Coordinator shall process the electronic form by utilizing the **(ReaDY Application Portal)**
  - f) "Save As" a .pdf document and attach the form in the **(ReaDY Application Portal)** before submitting request
  - g) All improperly filled out forms will be rejected
  - h) **More than (1) form can be used for (1) workorder - Attach multiple completed forms in your ReaDY Request if needed**

8.4 **Form Filling Procedure (KCRF):**

- 8.4.1 **Agency Information**: **(*Line Item 1)*** Each block of information must be completed. It is recommended to ***prefill this area*** and save it with exception of the request date. This block has a drop-down menu that can be filled on the actual request date. ***Save this as your pdf template.***

- 8.4.2 **Keys/Cores or Desk/Cabinet Key Information: (Line Item 3)**
  This area is required for the Security Systems office to correctly cut and issue keys and/or cores to specific individuals. This ensures proper tracking and that employee key return policies are adhered to and observed.
  Fill out all necessary blocks:
  - **Select item i.e., Key, Core or Desk key**
  - **Enter Key Code**
  - **Enter Room Number**
  - **Key Holder Name**
  - **Provide (Driver's License # Last (4) digits only): (Passports, Federal or State ID's (also Last (4) Digits) with a photograph are acceptable forms of identification.**

- 8.4.3 **Special Instructions or Requests for Information: (Line Item 3)**
  Use this area to describe a requirement or special need as it applies to your key request**.**

- 8.4.4 **Processing multiple Key-Core Forms:**
  - When using the **(ReaDY Application Portal)** you can attach multiple Key-Core Forms. **All (6) available line items** must be first used on a form before filling out and attaching another form.
  - If some of the blocks are not filled appropriately on the form(s) they will be rejected, and a new ***ReaDY request*** will need to be started and corrected forms attached.

- 8.4.5 **Example form:**
  - The most current image of the form used for requesting keys or cores will be attached here to view. As revisions occur, they will be reflected at this part of the document. ***(See Page 5. Below)***

KEY

KEY & CORE REQUEST FORM
North Carolina Department of Administration
Division of Facility Management-Security Systems
984-236-0460

CORE

IF YOU HAVE LOST OR HAD A KEY STOLEN FILL OUT THE LOST KEY FORM FIRST TO GET A REPLACEMENT

1. AGENCY INFORMATION - REQUESTOR

BUILDING COORDINATOR:		REQUEST DATE	
DEPARTMENT – DIVISION:		BUILDING NAME	
MSC# and Zip Only:		TELEPHONE #	

REQUESTOR		BUILDING NAME	
AGENCY		ADDRESS	

2. EMPLOYEES WILL BE INFORMED TO FOLLOW AND ACCEPT THE GUIDELINES BELOW BEFORE KEYS CAN BE DISTRIBUTED

a) FMD Security Systems is the only authorized agency to duplicate keys for State Government Facilities
b) The Building Coordinator is the ONLY individual authorized to order keys
c) The Requesting Party is RESPONSIBLE for the CONTROL and USE of each key
d) In the event of the termination of the person assigned the key, the key shall be returned or If key is changing hands Security Systems MUST be notified to re-assign the key to the new personnel
e) The Building Coordinator shall process the electronic form by utilizing the (ReaDY Application Portal)
f) "Save As" a .pdf document and attach the form in the (ReaDY Application Portal) before submitting request
g) All improperly filled out forms will be rejected. A new ReaDY Request will then need to be created
h) More than (1) form can be used for (1) workorder - Attach multiple completed forms in your ReaDY Request if needed

3. ENTER REQUESTED KEY INFORMATION BELOW:

ITEM	KEY CODE	ROOM NUMBER	KEY HOLDER NAME	DL LAST 4 OR NC STATE ID #	SECURITY SYSTEMS USE ONLY
☐ Key ☐ Core ☐ Desk Key					
☐ Key ☐ Core ☐ Desk Key					
☐ Key ☐ Core ☐ Desk Key					
☐ Key ☐ Core ☐ Desk Key					
☐ Key ☐ Core ☐ Desk Key					
☐ Key ☐ Core ☐ Desk Key					
	SPECIAL INSTRUCTIONS:				

YOU WILL SIGN FOR KEYS AND CORES AT PICKUP

SIGNATURE: Date:

TYPE NAME:

Revision 4 - 03/04/2021

EXAMPLE