

<b>Department of Administration</b>	<b>Facility Management Division Standard Operating Procedure SOP</b>				
<b>Key and Core Request Form, (KCRF).</b>  <b>These are the Instructions for Building Coordinators to complete and submit a Key and Core Request Form (KCRF) to Security Systems.</b>	NUMBER	REV	EFFECTIVE DATE	PAGE <b>1</b>	OF <b>4</b>
	SUPERSEDES	PREPARED BY		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:**

<b>Date</b>	<b>Revision No.</b>	<b>Change</b>	<b>Reference Section</b>
02/15/2019	Original Version		New

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 **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. February 2007) and send it in the appropriate word format.

## 6.0 **DEFINITION:**

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

## 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 and emails regarding doors and devices which require key access.
  - 7.2.2 Schedule pick up times for keys and/or cores.
  - 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 email 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 email [Security.Systems@doa.nc.gov](mailto:Security.Systems@doa.nc.gov)
  - 7.3.3 Forwarding emails and/or notifying employees when keys are ready for pick-up.
  - 7.3.4 A document example is supplemented with this document.

## 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 word document”**. This must be in the appropriate MS Word Format. Handwritten, scanned or any other type of document (.pdf 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.*
  - *The “code” does not apply to cabinet and furniture lockset keys.*
- 8.3 **Filling out the Key and Core Request Form (KCRF)**
- **8.3.1 Section 1-9 General Instructions (read carefully):** The instructions will inform the Building Coordinator what information needs to be populated on the form in order to be processed by the Security Systems office.
  - **8.3.2 Section 10 – Billing Information:** This header requires all 10 fillable blocks be completed. This is what is required to process **(KCRF’s)**.
  - **8.3.3 Section 11 – Keys/Cores or Desk/Cabinet Key Information:**  
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 line items here.
  - **8.3.4 Section 12 – Special Instructions or Requests Information:**  
Use this area to describe a requirement or special need as it applies to your key request.



**KEY AND CORE REQUEST**  
 North Carolina Department of Administration  
 Division of Facility Management  
 Security Systems  
 919-733-1800

Revised February 2007

INSTRUCTIONS TO AGENCY REQUESTER

1. Duplication of Best keys and cores by outside vendors is prohibited.
2. Only designated Agency Requesters can submit a Key and Core Request.
3. The Agency Requester is responsible for issue of keys to the personnel listed below.
4. Notify Security Systems when any Best key is re-issued to another person.
5. Open this Microsoft Word document for your request and save it with a unique file name.
6. Incomplete forms will be returned without action to the sender.
7. Each field in Item 10 below requires an entry.
8. Additional information on Items with asterisks in the field label can be obtained by placing the cursor in the data field and pressing F1.
9. Attach the document to an email message and email the request form to [Security.Systems@doa.nc.gov](mailto:Security.Systems@doa.nc.gov).

10. COMPLETE THIS PORTION FOR BILLING PURPOSES.

<u>DATE OF REQUEST:</u> <input type="text"/>	<u>BUILDING NAME:</u> <input type="text"/>
** <u>SEND INVOICE TO (NAME):</u> <input type="text"/>	<u>DEPARTMENT/DIVISION:</u> <input type="text"/>
** <u>ELECTRONIC MAIL ADDRESS:</u> <input type="text"/>	** <u>MAIL SERVICE CENTER ADDRESS:</u> <input type="text"/>
** <u>OFFICE TELEPHONE NUMBER:</u> <input type="text"/>	<u>CITY, STATE, ZIP:</u> <input type="text"/>
<u>OFFICE FACSIMILE NUMBER:</u> <input type="text"/>	** <u>COMPANY AND CENTER NUMBERS:</u> <input type="text"/>

11. COMPLETE THIS PORTION FOR DOOR KEYS/CORES OR DESK/CABINET KEYS:

ITEM Check only one item on each line	KEY CODE**	ROOM NUMBER	ISSUE TO	DRIVER LICENSE OR NC IDENTIFICATION NUMBER	SECURITY SYSTEMS USE ONLY
<input type="checkbox"/> Key <input type="checkbox"/> Core <input type="checkbox"/> Desk Key	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/> Key <input type="checkbox"/> Core <input type="checkbox"/> Desk Key	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/> Key <input type="checkbox"/> Core <input type="checkbox"/> Desk Key	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/> Key <input type="checkbox"/> Core <input type="checkbox"/> Desk Key	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/> Key <input type="checkbox"/> Core <input type="checkbox"/> Desk Key	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/> Key <input type="checkbox"/> Core <input type="checkbox"/> Desk Key	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/> Key <input type="checkbox"/> Core <input type="checkbox"/> Desk Key	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

12. SPECIAL INSTRUCTIONS OR REQUESTS\*\*:

Signature of Person Receiving Keys or Cores

Date Received

**THIS SECTION IS FOR SECURITY SYSTEMS USE ONLY**

WORK ORDER NUMBER		COMPLETION DATE	
MANHOURS		MATERIALS COST	
COMPLETED BY			