2-223-03W Specification for key managers

Tasks

— Key managers (KM) are authorised ETH employees who approve key requests for premises in their area of responsibility and the relevant building access.

— KM can approve keys and electronic means of access at different levels of hierarchy in their area of responsibility (cf. document "Konzept Gebäude und Raumschliessung ETH Zürich" (in German))

— KM are also responsible for retrieving keys and lost keys.

Integration into the organisation of key management

— Each organisational unit independently decides upon access to its premises. It takes established safety zones into account for room access in its area of responsibility.

— The principal (usually a professor or the head of an administrative unit) appoints the KM. Every organisational unit has at least one KM.

— After being appointed as a KM, they complete the "Signature card for key managers" form, take it to the responsible ISC and personally introduce themselves.

— The KM are responsible for assigning the allocation of access rights in their organisational unit.

— In the event of any ambiguities, the KM contact the responsible ISC.

— The Info + Service Centre (ISC) of the Facility Management department is responsible for managing, issuing and retrieving keys.

— The KM actively contact their responsible ISC.

— If the KM relinquish their role, they must inform the responsible ISC in good time.

Knowledge of their own organisation

— The KM are aware of the areas, buildings, rooms and spaces and their respective uses and safety classifications in their area of responsibility.

— The KM are acquainted with the groups of people in their area of responsibility. They are particularly aware of the groups of people who use rooms that are in particular need of protecting (e.g. clean rooms and computer centres).

— The KM know the most important functions and processes of their organisation.

Knowledge of the key management process

— KM perform their role in the following processes (cf. applicable documents):

- Issue of long-term keys

- Loss of keys

- Retrieval of unreturned keys

— The KM make sure that the request for a long-term key is complete and correct.

— The KM add a suitable end date[1] to the key request. Typically, that is:

- two weeks after the end of the semester for students.

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[1] The system automatically enters an end date for laboratory and office keys for employees with permanent or temporary contracts.

- two weeks after the end of a project for keys for special rooms (laboratories etc.) that are required in the framework of a temporary project.

— The KM consider the suitable allocation of access rights. To do this, they particularly take into account:

- Requested room access: The key holder needs to access the requested room in order to carry out his tasks.

- Special requirements that must be considered for access to the room (e.g. laboratory skills, safety equipment...). The key holder must be qualified to use the room.

- Key hierarchies: The key holder should be given sufficient means of access, and no more.

- Duration of the allocation of access rights: The key holder should only be given the access right for as long as is necessary.

— Key managers may not authorise keys for themselves

— The KM have an overview of the key requests they have issued. The KM can obtain a list of the key requests that they have issued from the ISC.

— The KM are available to the ISC for any questions it may have about processing key requests.

— The KM review the necessity of requested extensions and report these to the ISC.

— The KM support the ISC in the process of retrieving keys:

- At the request of the ISC, the KM ask the key holder to return the keys.

- In the event of an additional overdue notice the KM contact the key holder and inform the ISC of the situation.

- Rather than accepting keys themselves, the KM direct the key holder to the ISC.

— The KM are informed of any lost keys in their area of responsibility. The KM assess the consequences of the loss and, if necessary, discuss further steps with the head of the organisational unit.

— The KM complete lost key reports submitted by the key holder and forward lost key reports to the ISC.

— The KM are obligated to carefully deal with data acquired in the course of their operations.

Special aspects

— External companies also use ETH Zurich space and rooms (e.g. spin-off companies in TechnoPark Zurich). An ETH internal employee takes on the role of KM for external companies.

— As an exception, units that have a close relationship with ETH (such as ETH Alumni and catering companies) can designate their own KM. They bear the same responsibilities as an internal ETH KM.

— As a basic principle, the handling of keys in connection with rental spaces for third parties is regulated separately within the framework of rental agreements.

Applicable documents

2-223-02W   Code of conduct for handling ETH keys, cards and badges

2-223-04W   Process description for key management for key managers

Set of slides (01 March 2018): Information for key managers; Facility Management department

Further information

www.ethz.ch/key