



University of Massachusetts Amherst

Facilities & Campus Services 
Administrative Services

January 29, 2015

From: Larry Snyder, Associate Director, Administrative Services, Facilities & Campus Services

Subject: Key Request Processing

Purpose: To document the process by which Key Requests are entered into Tririga and progressed through Facilities & Campus Services (F&CS), providing timely notifications, reporting, and work task close-out.

Action: All requests for keys are received by the F&CS Solutions Center (formerly known as the Service Desk) where they are entered into the Tririga Work/Asset Management System as Work Tasks.

Solutions Center staff will generate a Work Task for each individual for whom a key is requested. The Work Task shall contain:

In the General section of the Work Task –

The Building Name and “Make Key or Keys” as the Task Name.

The task Description field shall contain the Task Name (may be copied/pasted), the name of the person to whom the key will be assigned (“Key Recipient”), their Campus ID number, their position title and department; Key number (if known or provided); room number(s) the key is needed for; Police Case number (if necessary/provided); and the person submitting the request with their phone number (“Requestor”).

In the Details section of the Work task –

The Request Class field shall be “Key Request”.

The Primary Work Location shall be the building in which the key is requested for.

The Primary Crew shall list the BM Lock Shop.

In the Requestor Information Section of the Work Task –

Requested By should default to the person inputting the work task in the Solutions Center

Requested For field should contain the Requestor's name who is requesting the key (the person with authority to request keys - this may not be the end user)

Email address should be the Requestor's email address.

Work Phone should contain the Requestor's telephone number.

In the Responsible Organization section –

Name should be the CLKSM – BM Lock Shop – Locksmith

Organization Type should be Workgroup.

Once all the above fields are completed, click the “Activate” button, then “Save” or “Save & Close” the Work Task.

The Lock Shop now has the Work Task assigned to cut the key(s). Tririga notifies the Lock Shop automatically.

The Lock Shop cuts the key(s) as requested, records the key in the KeyWatcher program, prints the Key Authorization Form, attaches the key to it and submits the form and hard copy of the work task back to the Solutions Center for pick-up by the Key Recipient. Keys will be available for pick up at the Solutions Center during the hours of 7 am to 6 pm daily.

Upon receipt of the Authorization Form, key(s), and Work Task, the Solutions Center shall open the Work Task in Tririga and check the “Keys Ready For Pickup” box in the Keys section of the Work Task and Save (or Save & Close) the Work Task. This action sends an email to the Requestor that the key(s) is ready for pickup. If the Requestor is someone other than the Key Recipient then the Requestor should inform the Key Recipient that the key is ready for pick up. The Key, Authorization Form and Work Task hard copy are then filed in the secure Key box in the Solutions Center area.

When the Key Recipient picks up the key, they must present proper University identification and sign the Authorization Form. The Solutions Center personnel then open the Work Task in Tririga, uncheck the “Keys Ready For Pickup” box, input date picked up, and close the Work Task by using the “Task Complete” function/button.

The Solutions Center staff shall access the “Keys Ready for Pick-up” section of their Tririga Home portal and review the list on a weekly basis to determine requestors who have been notified that the requested key(s) is ready but has not been picked up after being notified one month prior. This is accomplished by sorting the list by the “Initial Key Notification Sent” column and selecting all those Key Work Tasks with a date of one month prior to the current date. Once all appropriate Work tasks have been selected (box next to Work Task checked), clicking on the “Send Key Notification” button will send another notification to the requestor. If the key(s) have not been picked up one month after the second notification, the key(s) shall be returned to the Lock Shop for disposal and the requestor will be notified that their key is no longer available for pick up. If the key is still needed, a new key request will need to be submitted.