

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

The following processes apply to

- **Process for the issue of long-term keys** page 2
- **Process for the retrieval of unreturned keys** page 3
- **Process for the loss of keys** page 4

| Shortcut | Meaning |
|----------|------------------------|
| D | Responsibility |
| A | Application |
| E | Decision |
| I | Right for Information |
| K | Controlling / Checking |
| M | Participation |

| Shortcut | Meaning |
|------------|-----------------------|
| SH | Key holder |
| KM | Key manager |
| ISC | Info + Service Centre |
| | |
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| | |

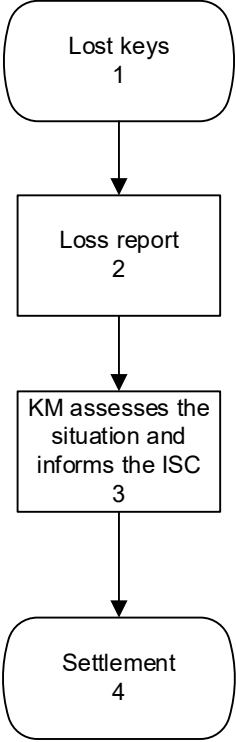
Process for the issue of long-term keys

| Process | Nr. Task | Documents | KH | KM | ISC |
|---|---|--|-------------------------------------|--|--|
| <pre> graph TD 1([Requirement for long-term keys 1]) --> 2[Complete key request 2] 2 --> 3[Review key request 3] 3 --> 4{4} 4 --> R[Reject key request] 4 --> 5[Supply keys 5] 5 --> 6([Issue keys 6]) </pre> | <p>1 The key holder requires keys.</p> <p>2 The key holder or key manager fills out the key request.</p> <p>3 The key manager critically reviews and completes the request.</p> <p>4 The correct request is approved by the key manager and forwarded to the responsible ISC. An incorrect request is rejected.</p> <p>5 The responsible ISC reviews the request and provides the keys.</p> <p>6 The key holder collects the keys in person at the ISC with his ETH card.</p> | <p>Key request (electronic via real estate service portal)</p> <p>Key request (electronic via real estate service portal)</p> <p>Key receipt</p> | <p>R</p> <p>R</p> <p>I</p> <p>R</p> | <p></p> <p>R</p> <p></p> <p>D</p> <p>D</p> <p></p> | <p></p> <p></p> <p></p> <p>P</p> <p>P</p> <p>R</p> |

Process for the retrieval of unreturned keys

| Process | Nr. Task | Documents | KH | KM | ISC | |
|---|----------|---|--|----|-----|---|
| <pre> graph TD 1([Lapsed deadline 1]) --> 2[Keys not returned 2] 2 --> 3[Involvement of KM 3] 3 --> 4[KM contacts KH 4] 4 --> 5[KH updates KM 5] 5 --> 6([Keys returned 6]) </pre> | 1 | The key holder is asked to return his keys. | Information Email 20, 7 and 1 day before deadline | R | | P |
| | 2 | The key holder does not respond to the request of the ISC. | | | | |
| | 3 | The ISC makes contact with the key manager, as, generally speaking, the key manager is better acquainted with the key holder. | | | I | R |
| | 4 | The key manager asks the key holder why he has not returned the keys and requests him to do so. | | P | R | P |
| | 5 | The key holder informs the key manager of the situation. If necessary, the key manager forwards this information to the ISC. | | P | R | I |
| | 6 | The key holder returns his key. | Returned key receipt | R | | P |

Process for the loss of keys

| Process | Nr. Task | Documents | KH | KM | ISC |
|--|--|---|------------------------------------|-----------------------------------|-----------------------------------|
|  <pre> graph TD A([Lost keys 1]) --> B[Loss report 2] B --> C[KM assesses the situation and informs the ISC 3] C --> D([Settlement 4]) </pre> | <p>1 The key holder discovers he has lost his keys.</p> <p>2 The key holder fills out a loss report and passes this on to his key manager.</p> <p>3 The key manager assesses the consequences of the loss (and, if necessary, contacts the ISC) and completes the loss report accordingly. The key manager forwards this to the ISC.</p> <p>4 The keyholder will be charged for lost keys.</p> | <p>Lost key report</p> <p>Lost key report</p> <p>Lost key receipt</p> | <p>R</p> <p>R</p> <p></p> <p>P</p> | <p></p> <p>P</p> <p>R</p> <p></p> | <p></p> <p></p> <p>P</p> <p>R</p> |