



## Lock & Key Services

Keith A. Shockley  
Director Administration & Operational Support Services

Theresa A. Thayer  
Systems Manager

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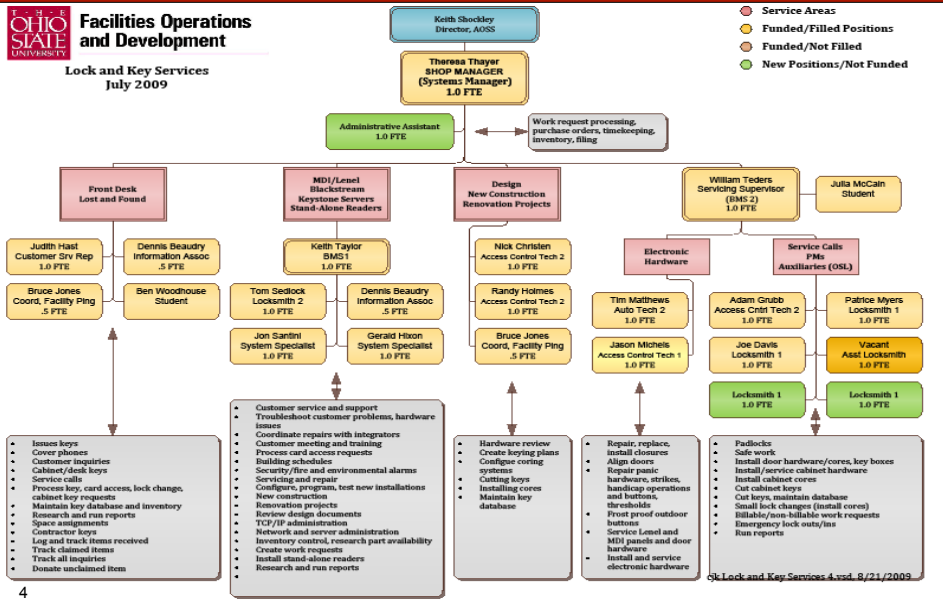
## Lock & Key Services Merger

- During the past year, we have been planning for the merger of the Key/Card Control Center and the Lock Shop to become Lock & Key Services. This new delivery model became effective July 1, 2009.
- The goal of the merger is to create a more efficient delivery model for improved customer service and pooled resources. This will allow our customers to call upon one office for building access services from start to finish.

# Lock & Key Services Merger

- Theresa A. Thayer has become the Manager of Lock & Key Services, reporting to Keith Shockley in Administration.
- The current location of the shops has not changed as part of the merger. Key/Card Control Center's front desk will become the customer service desk for Lock & Key Services at 292-1415. The customer service desk will handle phone calls, drop-offs, pick-up and delivery, customer requests and inquiries, etc.
- Lock & Key Services hours of operation are Monday through Friday, 7:30 a.m. to 4:30 p.m., with lock technicians' shifts ending at 3:30 p.m.

# Lock & Key Services Organizational Chart



## Services

- Project Review and Support – new builds, renovations
- BASIS stand-alone systems
- Security system, card access, and building schedules (MDI/Lenel)
- Hardware modifications
- Lock Changes
- Padlocks and Safes
- Database and network security management
- Issuing and tracking keys
- Preventive Maintenance – Operations support
- Customer requests

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## How This Will Benefit You

- Improving customer service
- One point of contact
- Improving internal and external communications
- Efficiencies
- Streamlining work processes
- Improving technology services

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**Thank You**

QUESTIONS?

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