



Centralized Key Facility Brief: Structure and Function

Synopsis:

Currently the university divides responsibility for key and lock support among three main divisions- Auxiliary Services, the Medical Center and the Physical Plant Division. Even though these separate key shops fulfill the same fundamental role, they each have unique record-keeping, policy and work processes. Principal among disadvantages in the present arrangement are the lack of uniform standards, disparate record keeping, and poor tracking / recovery of university keys.

Solution:

To correct the problems in standards, practices and increasing costs, the new model will be to combine these three units into one single entity, a Central Key Facility. By unifying these groups under a new process better long term records will be produced as well as reducing the overall cost of key operations. Key assignment records will be input at the department level, distilling down an unmanageable amount of keys into smaller, controllable portions. To facilitate this control, key records will be maintained in a single key database (Db), accessible by the departments.

How it will work:

The implementation of this model will take place in three phases, built around capturing current keys into an inventory scheme and identifying outstanding key issues.

Phase One- Survey

A department employee/organizational chart is developed; using this structure the current key assignment for an individual would be pulled from the existing Db and broken down by department. From this survey we can establish an initial key accountability and identify the designated Departmental Key Liaison.

Phase Two- Key Assignment

From the abovementioned reconciliation, a departmental key 'picture' is developed. At this stage keys become associated to the department; though individual key accountability is still maintained through the Departmental Key Liaison- who has access to their departmental records, eventually to be found in the central key database (application in development: target date Summer, 2006).

Phase Three- Central Key Shop

With the previous phases in place key and lock orders for the department would come from the Liaison; new orders are filled from a central location and lock maintenance issues which cannot be dealt with by first tier maintenance staff would be escalated to the Central Key Facility staff.

Responsibilities of the Central Key Facility

Once established, the Central Key Facility will fill departmental orders for keys, cores and conduct periodic Db inspections as well as physical audits. Below is an example of how the shop would function.

An example of the key ordering process:

The History Department Key Liaison determines they need an additional 15 day keys for graduate teaching assistants to access their offices. The Liaison places an online order for the keys to that particular area. The Central Key Facility fills the order; charges the departmental account; updates the central Db to reflect the addition of 15 keys to the department and readies the keys to be delivered by the Campus Postal Service.

The Liaison, upon receiving the keys, updates his/her particular department's key inventory in the Db to reflect individual assignment (or in the case of IRIS, updates the 'Property on Loan' section of the personnel record) and stores the remainder onsite.

Summary:

This plan accomplishes several goals regarding keys- reconciling the current inventory, allowing individual department's greater control over their area and reducing the overall cost of key operations. This new arrangement also increases individual accountability by decentralizing the record-keeping process, while establishing a single inventory Db of distributed keys.

On the following pages are two preliminary process models of the plan.

SVH



Departmental Key Organization



Key Shop and Department develop an organizational chart of current employees and assigned keys; The subsequent list is used to confirm current inventory as well as identify Key Officers within the Department.



Academic/Departmental Key Officer confirms key record and sends updated organizational list to the Central Key Shop- new Key requests can be made at this time.

Department only has access to their inventory within the Db



All department inventories viewable by the Central Key Shop



Academic/Departmental Key Officer receives any new keys via campus mail and distributes them to Faculty/Staff- updates Db to reflect key assignments; Unassigned Keys are stored onsite



Upon employee separation, Academic/Departmental Key Officer recovers keys and updates Db to reflect new key status

Key Shop remotely oversees Db inventory and conducts physical audit as needed or as scheduled.



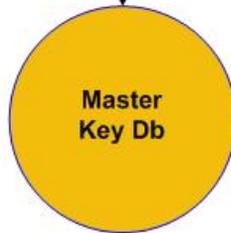
Departmental Key Request Process



Academic/Departmental Key Officer requests new Keys for Inventory-
 1 Master
 2 Sub- Masters
 32 Day Keys

Central Key Shop cuts keys and adds them to the Master Key Database:

Department is charged as a unit for Key related work; Authorization required for Master and Sub-Master keys.



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