

Policy

Duplicate PIDM Clean Up

Date: January 17, 2013

Purpose: It is the policy of Otis College that duplicate records be correctly identified, marked for deletion, and removed from the Banner Student Information System to maintain the integrity of College data.

Scope: This policy covers all faculty and staff that create and/or modify data in the Banner Student Information System used at Otis College.

Definitions: **PIDM:** A unique identifier that Banner uses to associate all distinct records. This identifier does not display on Banner forms and is not normally visible to users.

Duplicate PIDM: Two or more PIDM records intended for the same person or vendor, thus creating two distinct set of records. This can lead to multiple incomplete records and no complete record. i.e. employee records under one PIDM and academic records under another PIDM for a former student who is now an employee, or academic history records under both PIDMS and an incomplete transcript for both PIDMS. The term "duplicate PIDM" is actually a misnomer but it is accepted Banner terminology and we will continue to use it.

Duplicate Reporting Cycle: The potential duplicate report will be run the first of every month. These reports will be automatically emailed to the IS Banner Team. The Duplicate Report will look for the following matching keys:

- Last Name + First Name + Middle Name
- SSN
- Last Name + Birthdate
- (First Name + Last Name) + ((State + Zip) or (City + Nation))

Note: Name matches ignore case, spaces and non-alphabetical characters

Discussion: Duplicate PIDMs are a problem because they allow different business offices to operate in a silo. For example, suppose a General Person (GP) record is used by HR to process payroll and a different GP record is used by the alumni office. In effect, the same person is being treated in the system as two different people and any coordination between HR and alumni will be impossible for this particular person until the duplicity is resolved.

The trick to minimizing the problems with duplicate PIDMs is to **not enter duplicates in the first place!** Common matching is the most important tool you will use to help prevent this. If duplicates exist, the trick to minimizing the problems associated with cleanup is **identifying and eliminating the duplicates as early as possible.** Delay in processing them often results in multiple associations to the erroneous or duplicate GP record within Banner. More associations within Banner will make the cleanup more complex.

Involvement or Discipline for Employees who routinely Create Duplicate PIDMs.

The creation of a duplicate PIDM causes a tremendous amount of work for Otis Information Systems staff. Employees who create duplicate PIDMS may be required to assist in the cleanup of the duplicate record. It should be noted that infrequent creation of a duplicate PIDM will not be cause for individual disciplinary action. Otis College and the IS Banner Team understand that sometimes information from students and/or vendors is incomplete, which could cause the unintentional duplicate PIDM.

However, continued disregard for proper searching procedures (see Procedure – Banner Common Matching) that routinely create duplicate PIDMS will have the following results:

1. The employee is contacted if a duplicate PIDM is created. The employee is reminded to use proper searching procedures. The employee may be requested to assist in the cleanup of the duplicate PIDM.
2. If the employee creates more than one duplicate PIDM in a duplicate reporting cycle the employee's supervisor will be contacted and the employee may be required to do Banner Online Web Based Training.
3. If after additional training has been completed, and the employee continues to create duplicate PIDMs the employee's access to SPAIDEN or similar form will be removed.

Details:

The following steps will be used to eliminate duplicate PIDMs:

1. Identify two duplicates. End users or the IS team may run across duplicates in the course of their daily work activity or the IS Banner Team might run a specific process to list duplicate PIDMs that need to be investigated. If an end user discovers a potential duplicate PIDM(s) they must notify the IS Banner Team immediately via a TrackIt work order *immediately*.
2. For each pair of PIDMs to compare, the IS Banner Team will use the PIDM or X Number to compare their database status.
3. Generally, three rules can be used to determine which number to keep ("good PIDM") and which to discard ("bad PIDM"):
 - a. The number with the fewest tables (GP tables excluded) is the one that should be marked as a duplicate ("bad PIDM"). This action reduces the complexity associated with switching data from one number to another.
 - b. If the number of non-GP tables is roughly equal, the lowest PIDM / X Number should be retained ("good PIDM").
 - c. If the person has already been assigned an Otis ID Card or otherwise had their X Number communicated to them, this should also enter into the decision. In general, it shouldn't override the other criteria because it is simpler and cheaper to inform the student of the mistake and assign a new Otis ID Card. However, it could tip the balance one way or the other on an otherwise close call.
4. Mark the true duplicate or bad PIDM (*i.e.*, the GP record that you will **not** be keeping) with "DUPLICATE - DO NOT USE" as part of the last name. This

will prevent Banner users from associating any other records with the bad PIDM and hopefully encourage them to use the good PIDM exclusively.

- a. **Note:** This is the only time the Last Name field is allowed to have anything other than the last name in that field.
5. The form SPAIDEN (or similar Banner form) will be used to transfer the most recent name, address, identification, demographic, emergency contact, e-mail, and other GP data to the good PIDM. Activity dates will be used to make a determination about which data elements reflect the most recent information for that person. It is extremely important that correct SSN be transferred to the good PIDM if it doesn't already exist there.
6. A Banner comparison utility will be used by the IS Banner Team to determine what tables have been associated with the bad PIDM.
7. Banner forms will be used to transfer appropriate data elements from the bad PIDM to the good PIDM. The comparison utility will be used to track the cleanup progress. The GP tables can be omitted from this step since the data was transferred in Step 5 above. **It is critical that every single table be accounted for in the list for the PIDM that will be deleted. Otherwise, data will be lost!**
8. After each cleanup cycle the comparison utility will be run and the process above will be repeated until a clean run of the comparison utility is achieved.

Revisions: 1/17/2013 - Created