



Procedure	Prevention of Duplicate Records in the Banner ERP System
Volume Number	Procedure 5.2
Managing Office	Information Technology Services (ITS)
Effective Date	09/20/2010
Review History	
Authority	FERPA, Graham-Leach-Bliley Act
Procedure Statement	It is the policy of Alabama A&M University that duplicate records within the Banner ERP system are prohibited. Duplicate records must be correctly identified, marked for deletion, and removed from the system to maintain the integrity of University data.
Purpose	To ensure employees understand the importance of preventing duplicate records within Banner and to state the importance of proper cleanup of duplicate records in order to protect and maintain data integrity. Duplicate records can occur when minimal to no searching is done before creating a new person record or during a data upload process.
Procedure	<p>It is the policy of Alabama A&M University (AAMU) that duplicate records within the Banner system are prohibited. The creation of a duplicate record within the Banner system causes a tremendous amount of work for various staff. A duplicate record within the Banner system is referred to as a "duplicate PIDM"--the duplication of the same record in Banner tables – this is a serious problem. The PIDM (<u>P</u>erson <u>I</u>dentification <u>M</u>aster) is the internally assigned system number that connects all the data that is associated with a Banner ID Number. Duplicate PIDMs can occur for many reasons, including:</p> <ul style="list-style-type: none"> • failure to perform a complete search • error keying in data in INB (Internet Native Banner) • error keying in data over the web (Self-Service Banner) • feeds to Banner from governmental agencies, testing agencies, etc. <p>All AAMU Business Units that create records in Banner must ensure that all new Banner users within their unit receive training on Banner navigation, querying and searching within Banner. This training shall demonstrate effective search techniques to minimize duplicate person creation. All employees responsible for entering data into Banner should be given a copy of the Banner Data Standards and shall follow the rules for data entry as defined in the Data Standards. To prevent Duplicate Records, Users should follow the procedure below:</p> <p>Search first. Before you create a new record for a person or organization, you must conduct a complete ID and name search to make sure that person or organization has not already been entered in the Banner database. Each user must conduct a thorough search to prevent entering a duplicate record. Duplicate records create problems in multiple parts of the system and take many hours of staff time to locate, merge data, and remove.</p> <p>Never Use:</p> <ul style="list-style-type: none"> • the pound sign (#) within the address; it causes a problem with the Banner letter generation function. • the percent sign (%) and the underscore (_); both are used as wildcard characters in Oracle SQL queries. • the asterisk (*), the ampersand (&), the brackets ([]), the braces ({}), and the question mark (?) in creating a record; these characters have special meaning with the Oracle TEXT product.

	<ul style="list-style-type: none"> • the left single quote (`), also known as the grave accent. The IRS and the Social Security Administration forbid the use of these characters in a name. • Abbreviations: If there is enough space, do not use abbreviations. When an abbreviation is required, use the abbreviated form set out in these <i>Data Standards</i>. If you cannot find a needed abbreviation in these <i>Standards</i>, contact the University's Data Administrator for the proper abbreviation to use. Do not follow an abbreviation with a period. <p>Follow data entry rules. Some data fields have specific data entry rules. See that data element's specific section for its data entry rules. Except where specifically noted, avoid abbreviations.</p> <p>Punctuation: With few exceptions, do not use punctuation in the name fields or the address fields. Hyphens, periods (<i>e.g.</i>, St. John), and apostrophes (right single quote marks or acute accent marks only) may be used in the name fields when part of the legal name. However, do not use periods after a first or middle initial. Further, you may use a slash or a hyphen in address fields when required for clarity. (See Name Standards and Address Standards in the AAMU Data Standards Manual for more information.)</p>
<p>Procedure: Discipline / Personnel Actions</p>	<p>Employees who create duplicate PIDMS may be required to assist in the clean-up of the duplicate record. It should be noted that infrequent creation of a duplicate PIDM will not be cause for individual disciplinary action. AAMU and the Banner Team understand that sometimes information from students and/or vendors are incomplete, which could cause the unintentional duplicate PIDM. However, continued disregard for proper searching procedures that routinely create duplicate PIDMS will result in the following disciplinary sanctions for failure to comply with this policy:</p> <ol style="list-style-type: none"> 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 will be required to attend additional Banner training. 3. If after additional training has been completed, and the employee continues to create duplicate PIDMs, the employee's security access will be reduced (suspension of INB create/update and/or access to electronic processes that load applicants) and further disciplinary action may occur.
<p>Definitions</p>	<p>PIDM: A unique identifier that Banner uses to associate all distinct records. This identifier does not display on Banner forms.</p> <p>Duplicate PIDM: Two or more PIDM records intended for the same person, 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.</p> <p>Banner Power Users: The Banner Power Users are key personnel in Alabama A&M University administrative departments who are responsible for the maintenance, reports, training of employees within their unit, troubleshooting and setup in conjunction with the ITS Banner staff.</p>
<p>Related Procedures</p>	<p>Volume 5: Procedure No. 5.3 Requirements for Cleaning Duplicate Records</p>