



Procedure	Requirements for Cleaning Duplicate Banner Records
Volume Number	Procedure 5.3
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. This procedure defines the process for cleaning / removing Duplicate Records from the Banner system. Duplicate records must be correctly identified, marked for deletion, and removed from the system to maintain the integrity of University data.
Purpose	To ensure Banner Users in the administrative units, particularly those units that create records within Banner understand the process associated with removing duplicate records from the Banner System. These procedures apply to University Policy for the Prevention of Duplicate Records (Procedure No. 5.2).
Procedure	<p>It is the policy of Alabama A&M University (AAMU) that duplicate records be correctly identified, marked for deletion, and removed (if legally possible) from the system in a timely fashion to maintain the integrity of University data.</p> <p>Purging duplicate PIDM's or "containing" (isolating) duplicate PIDMs that cannot legally be purged, requires a planned and coordinated effort that must occur on a regular basis. This effort must be coordinated among the functional areas which are stewards of the Banner modules of Finance, Student, Financial Aid, Alumni, and Human Resources. Each of the functional areas appoints a representative to the Data Management Committee (DMC) and the DMC is responsible for overall quality of data in Banner. The purpose of the DMC is to <i>better</i> educate users to Prevent the creation of duplicates. However, once they are created, it is important to quickly Identify all of the duplicates, Determine which one is valid, and then Move the valid information to the "good" record. Once all information has been moved, the "bad" record will be expunged from Banner. In some cases, duplicate records will have to be maintained in the system, especially when employment, tuition payments or payroll records are attached. When duplicate PIDM records cannot be system-purged, they will be "contained" so further use of the unusable record will be severely limited (<i>i.e.</i>, W-2 Form).</p> <p>The DMC must be involved on an ongoing basis to resolve duplicate PIDM entries before further use of the duplicate record(s) prohibits its being purged from the system. It is recommended that the DMC meet on a weekly bases if Duplicate PIDMs have been reported.</p> <p>On a weekly basis a series of scripts will run against key Banner tables to identify potential duplicate PIDM records. A Duplicate PIDM Report of potential duplicate PIDM records, sorted by Last Name, then first Name, will be created. The report will</p>

	<p>identify the modules in which the possible duplicate records exist (Location Management, Recruiting, Admissions, Academic History, Billing, Payroll, Alumni, Students, etc.). Based on the report, which will be distributed electronically, the concerned departments will coordinate the effort through the DMC to determine if there are actual duplicate records. If so, the DMC will coordinate the cleanup effort and begin the process that includes:</p> <ul style="list-style-type: none"> • adding ";DONOTUSE" at the end of the last name field to alert users to not make any additional data entries to the record, • disabling the PIN of the duplicate record so it cannot continue to be accessed over the web, • placing a hold on the duplicate record to prevent further transactions from occurring against the record, • marking duplicate vendor PIDMs with ";DONOTUSE", and • moving the data from the duplicate (in-error) record to the correct record. <p>Once all data is moved to the correct record, the in-error PIDM will be purged from the data base, if legally possible. NOTE: the IT organization will assist in moving data however it should be noted that sometimes the best method is for the data to be moved manually.</p>
<p>Definitions</p>	<p>Banner: The Banner database is an Enterprise Resource Planning (ERP) system used by Alabama A&M University to maintain all administrative data.</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>Duplicate Reporting Cycle: The potential duplicate report will be run the first of every month. These reports will be automatically emailed to the Banner Power Users of the affected departments or the Chair of the Data Management Committee.</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. 5.2 Prevention of Duplicate Records in Banner</p>