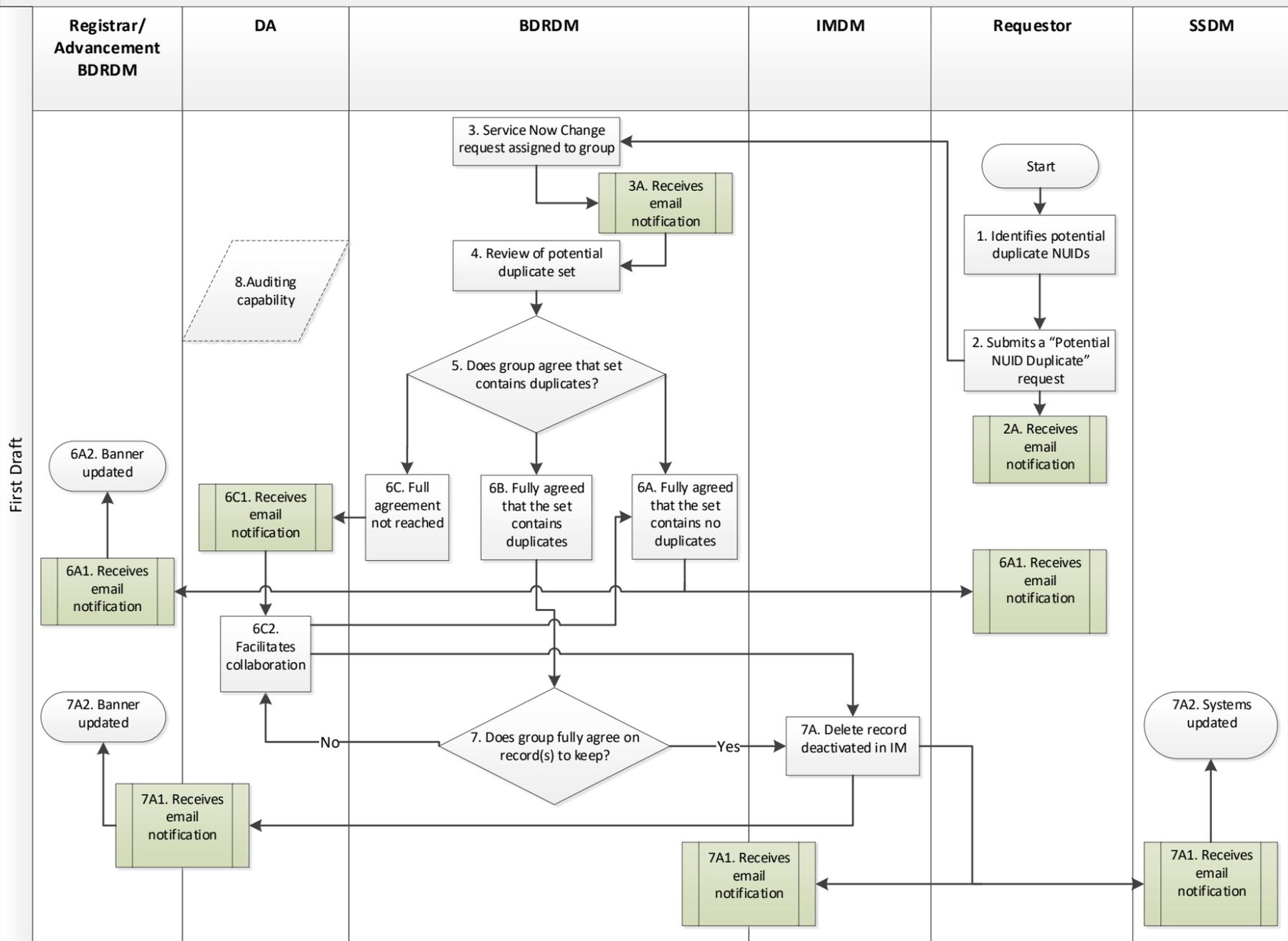


# Banner and Banner fed systems Potential Duplicate NUID Resolution Process



1	<b>Requestor</b> finds potential duplicate records in Banner or Banner fed systems.	Any university employee can find potential duplicate(s) and request identity resolution.
2	<b>Requestor</b> submits a "Potential NUID Duplicate" request	ServiceNow Change Request is to be submitted by Requestor to troubleshoot person identity.  The following information on each potential duplicate record to be manually entered by requestor in a table on the Service Now CHG Request: - NUID (required) (in appropriately formatted field for NUID), - First Name, - Last Name (required), - Date of Birth, - Home Address Zipcode - Last 4 digits of Social Security Number, - Source system, - Keep/delete indicator <u>Please note:</u> A new Service Catalog entry needs to be created in ServiceNow (proposed name - "Potential NUID Duplicate" ).
2A	Requestor receives notification	Notification: Generic format email sent to Requestor that request has been received, and CHG assigned and referenced in email.
3	ServiceNow change request gets assigned to <b>Banner Duplicate Records Data Managers (BDRDM)</b> group	Service Now Change Request assigned to BDRDM group for review and resolution.  <u>Please note:</u> A new group need to be created in Service Now. Proposed group name is <i>Banner Duplicate Records Data Manager (BDRDM) group</i> .
3A	BDRDM receives notification	Notification: Generic format email should be sent to all BDRDM members when ticket is submitted.
4	<b>BDRDM member</b> from each subject area reviews the potential duplicate record set	The members of the group research each set of NUIDs and determines if they include duplicates, and if so, make a determination of which NUID to keep and which to delete in Banner/inactivate in IM.  <u>Please note:</u> Following fields need to be created in ServiceNow on each record : - "KEEP/DELETE" drop-down indicator - "NUID to Keep" field; If record is marked as DELETE, then the NUID of the corresponding KEEP record needs to be entered manually to identify where the DELETE record's information will be merged to. Ideally this field will be in the NUID format.
5	Votes of <b>BDRDM members</b> checked for unanimity on whether or not record set contains duplicates	ServiceNow checks KEEP/DELETE field responses from BDRDM to see if all votes are the same or not.
6A	<b>BDRDM members</b> fully agree that the records in the set are not duplicates	All members of the BDRDM group agree that the potential set of duplicates are different people with different NUID's and not a duplicate.  <u>Please note:</u> When all BDRDM subject areas have voted that the set of records are not duplicates, process auto-moves to Step 6A1.
6A1	<b>Requestor and BDRDM Registrar/Advancement</b> receive email notification	Ticket closed by system.  Notification: Requestor and Registrar/Advancement BDRDM Members receive notification that Banner person identity resolution has been made that they are not duplicate records and request is closed.
6A2	<b>Registrar/Advancement BDRDM member</b> appropriately notates Banner records	Each record is to be noted as not a duplicate (NAD) in Banner according to existing <u>shared data standard</u> .
6B	<b>BDRDM members</b> fully agree that the records in the set are duplicates	All voting members of the BDRDM group agree that the potential set of duplicates is the same person with different NUIDs assigned.
6C	<b>BDRDM members</b> cannot fully agree on whether set contains duplicates, or which NUID to keep if they do agree the set contains duplicates	Members cannot reach unanimous decision. DA will mediate until a decision is reached.  Notification: To be sent to DA members with CHG Request Number and message that BDRDM has not reached a unanimous decision.
6C1	<b>DA</b> receives notification	Notification: To be sent to DA members with CHG Request Number and message that BDRDM has not reached a unanimous decision.
6C2	DA facilitates collaboration	DA facilitates until decision is reached, then will appropriately re-assign task to Step 6A or 7B
7	Votes of <b>BDRDM members</b> checked for unanimity on which record to KEEP	ServiceNow checks "NUID To Keep" field responses on DELETE record from BDRDM to see if all votes are the same or not. KEEP records will not have an "NUID to Keep" value.
7A	<b>IM</b> inactivates DELETE in IM	Identity Master (IM) Management will deactivate record marked as DELETE
7A1	<b>Requestor, SSDM, BDRDM, DA</b> gets email notification	Notification: Requestor, BDRDM, DA and SSDM receive notification that DELETED NUID has been deactivated in IM, and KEEP NUID is now record for individual. CHG Request is closed.
7A2	<b>Registrar/Advancement BDRDM member</b> marks records in Banner appropriately and merges.	Appropriate BDRDM member: - marks bad record as "Do Not Use" according to "Do Not Use" Shared Data Standard. - moves appropriate person/student information into record to keep. - provides correlated "good" keep NUID on 'Bad record' in Banner.
7A3	<b>Source Systems Data Manager group(SSDM)</b> gets email notification	Each member of SSDM group receives Service Now notification that person identity resolution has been made and request is closed. Body of email notification must contain the following information, contain NUID to KEEP and NUID to DELETE.
8	DA runs auditing queries	Create ongoing auditing capability to assure that all tasks in the process completed in a timely manner. Select access to IM is required.

## Name Key

<b>BDRDM Registrar/Advancement member</b>	<b><i>BDRDM members from the Office of the Registrar and Office of Advancement.</i></b> See BDRDM definition below.
<b>DA</b>	Data Administration
<b>BDRDM</b>	<p><b><i>Banner Duplicate Records Data Manager</i></b> - a group of individuals from the following university departments who are responsible for managing duplicate resolution process in Banner.</p> <p>See membership subject areas below:</p> <ul style="list-style-type: none"> <li>- Advancement</li> <li>- HR</li> <li>- Finance</li> <li>- Registrar</li> </ul> <p>- Each subject area will have a primary and secondary representative</p>
<b>IMDM</b>	<b><i>Identity Master Data Manager</i></b>
<b>Requestor</b>	A University employee who found potential duplicate(s) and requests identity resolution.
<b>SSDM</b>	<b><i>Source Systems Data Manager</i></b> - A group of individuals from the following university departments who are responsible for managing duplicate resolution and updating their system appropriately to reflect personal identity resolution outcome.