

**Bowling Green State University**  
**BG@100 Action Item**  
**ESC Submission: June 16, 2008**

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**Identification Information:**

<i>Reference Number</i>	CSS-A015
<i>Functional Area</i>	Campus Community
<i>Title</i>	Duplicate Record Report
<i>ESC Submission</i>	June 16, 2008
<i>ESC Decision Requested By</i>	June 16, 2008

**Issue Description:**

Duplicate record management within an enterprise system is critical to the data integrity, student and employee services and reporting structure for BGSU. The underlying premise of PeopleSoft is that one person shall have only one unique EMPLID number within PeopleSoft. One person with two EMPLID numbers represents a duplicate record.

PeopleSoft does not deliver a duplicate record report. A duplicate record report may be a variation of the search/match criteria which returns potential duplicates that require further review by administrative offices. This report will be an essential tool for administrative offices to effectively manage and eliminate duplicates in PeopleSoft.

**Background Information:**

Currently, administrative offices on campus identify duplicate records; this may be through a duplicate report from a FOCUS job or from user identification during business processing. Once duplicates are identified, the offices with associations to those records will review the records involved, clean up the data needed (if possible), collaborate with other affected offices (if any), and send information to Registration & Records to mark or delete the duplicate record (as appropriate). Registration & Records manages the business process to delete a duplicate ID from SIS.

Typically in SIS, the duplicate record will not pose as much of a threat to the successful delivery of services as presented by the PeopleSoft system. The delivery of services to constituents is separated by various administrative systems across campus and on the occasion of a duplicate record with critical student data behind the incorrect record; the duplicate can be identified and corrected in an efficient manner. This method of individual administrative offices running separate duplicate reports will no longer be an effective method of duplicate identification.

In PeopleSoft it is critical to the successful delivery of student services, reporting functions, and human resource functions that duplicate records be addressed in a timely and cost effective manor. Unmanaged duplicate records gradually become more entrenched in the system and can become student records with enrollments, financial aid awards or billing activities that are tied incorrectly to the incorrect BGSU IDs. The integration of PeopleSoft with both the CSS and

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HCM system further emphasize the need for to manage duplicate records after the conversion of Bio/Demo data in CSS. Because of the integration of all systems and relational databases, the ability to delete or remove duplicate data becomes complicated with both federal reporting requirements as well as state reporting requirements. Identifying and correcting potential duplicates before critical data is built behind a duplicate ID must be a priority for the campus community.

**Alternatives:**

Alternative #1: Use PeopleSoft as delivered and manually identify duplicates.

Alternative #2: Create a duplicate record report that will run weekly by using a variation of the search/match criteria to identify potential duplicates that require administrative office management.

*The following table shows the pros and cons for the alternatives identified above.*

#	Alternative	Pros	Cons	Notes
1	Use PeopleSoft as delivered	<ul style="list-style-type: none"> <li>No customization required</li> </ul>	<ul style="list-style-type: none"> <li>Data integrity</li> <li>Incorrect reporting</li> <li>Improper delivery of student services</li> <li>Duplicate IDs will only be identified by chance, when a staff member happens to notice them.</li> <li>Unmanaged duplicate records become entrenched in the system and could create students with enrollments, financial aid award or billing activities</li> </ul>	

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*The following table shows the pros and cons for the alternatives identified above.*

#	Alternative	Pros	Cons	Notes
2	Create a duplicate record report	<ul style="list-style-type: none"> <li>• Data integrity of PeopleSoft</li> <li>• Manage duplicate records with early identification to prevent improper delivery of student services</li> <li>• Reduce staff time needed for duplicate management</li> <li>• Prevent duplicate record from becoming entrenched in the system</li> </ul>	<ul style="list-style-type: none"> <li>• Requires customization of PeopleSoft</li> </ul>	

**Costs - Alternative #1:** None

**Costs - Alternative #2:**

Estimated Hours for Original Implementation	121 Hours	
Estimated Cost for Original Implementation	\$18,150	Use \$150 times hours
Estimated Hours per Each Upgrade	16 Hours	
Estimated Cost per Each Upgrade	\$800	Use \$50 times hours

**Schedule Considerations:**

Needed immediately following Bio/Demo conversion in September 2008

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**Recommendation:**

Alternative 2 - Create a duplicate record report

**Recommendation Supported By:**

<b>Name</b>	<b>Project Role</b>
Deahtra Johnson	Admissions Consultant
Robbie deLeur	Financial Aid Consultant
Cecilia Castellano	Associate Director of Admissions
Eric Zahnle	Functional Lead, Graduate College
Chris Cox	Director, BG@100
Bill Gerwin	Director, BG@100

**ESC Decision:**

Bruce Petryshak for Alternative #2  
Linda Dobb for Alternative #2  
Shirley Baugher for Alternative #2  
Ed Whipple for Alternative #2  
Sheri Stoll for Alternative #2

**ESC Decision Date:** June 16, 2008