

Title: Duplicate General Person Data Resolution Procedures
Effective Date: November 16, 2011
Issuing Authority: Vice President for Computer and Financial Services and
Chief Information Security Officer

Policy

Not Applicable

Scope

The centralized database of record that tracks individuals or entities associated with Temple University uses a component known as the General Person Module for adding and maintaining records. In the course of adding new records into the database, either manually or by an automated process, duplicate entries occur. Duplicate general person data resolution is a time intensive, costly process for the University and care must be taken when creating new records. These procedures provide users a standardized approach for reporting and resolving duplicate records.

Purpose

These procedures apply to all individuals or entities created using the General Person Module which includes Temple's employees and students, contractors, vendors, agencies, donors, constituents and volunteers. These procedures describe the objectives and policies regarding resolution of identified duplicated records.

Definitions

1. ***Duplicate record:*** when general person data exists in the system under two or more unique TUID's and should only exist under one unique TUID.
2. ***User Created Duplicate record:*** is an extraneous record manually created by a user that is known to be a duplicate to an existing record.
3. ***User Identified Duplicate record:*** is an extraneous record discovered by a user that is known to be a duplicate.
4. ***Process Identified Duplicate record:*** is an extraneous record discovered by an automated process/routine that is suspect as a duplicate.

Guidelines

1. Responsibilities

- a. Executives/Management
 1. Establish policy/procedural objectives
 2. Approve policy/procedures
 3. Provide training

4. Enforce sanctions
 5. Designate Duplicate General Person Records Committee Members
- b. Duplicate General Person Records Committee Members
1. Develop Duplicate General Person Data Resolution policies and procedures
 2. Coordinate and implement policy/procedures across various Temple University departments
 3. Oversee training
 4. Receive and process identified Duplicate General Person Data notifications
 5. Review and Process Duplicate General Person Data consolidation requests
 - a. User Created Duplicate Record(s)
 - b. User Identified Duplicate Record(s)
 - c. Automated Process Identified Duplicate Record(s)
 6. Ensure retention of audit trail of identified duplicate records and record consolidation procedures to meet compliance requirements.
 7. Document the delivery of training
- c. Employee responsibilities
1. Understand and comply with organization's procedures regarding Duplicate General Person Data Resolution

2. Procedures

- a. *User Created Duplicate record/User Identified Duplicate record*
1. When a user creates a duplicate general person record, either by accident or unknowingly but quickly identifies the mistake or when a user discovers a duplicate general person record, the user must immediately submit the problem by logging into TUhelp at <https://tuhelp.temple.edu>
 2. The user must click the Request Help link in the upper left hand corner.
 3. The user should verify their Contact Details.
 4. In the Referral Details section, the user must enter **Dufinder**.
 5. In the Request Details section, the user must enter the following information:

Summary:

Dufinder TUid#1/TUid#2/.../TUid##

Where TUid#1 is the first TUid identified and TUid#2 is the identified duplicate TUid; list all duplicate TUIDs identified

Description:

Provide a detailed explanation as to why you believe these general person records are duplicates. Include the TUIID and Name associated with each general person record in question. Indicate the TUIID that should be retained. If the SSN or Date of Birth is incorrect on the TUIID/record to be retained, indicate which TUIID contains the correct data. **Do not include the SSN and Date of Birth in the TUhelp ticket.**

6. The user must click Submit to report the duplicate entity.
7. The Duplicate General Person Records Committee will review and resolve all Dupefinder TUhelp tickets and appropriate action will be taken for “protecting” or locking the extraneous record(s), merging and purging of records.
8. The Duplicate General Person Records Committee will update and have the TUhelp ticket closed after the appropriate resolution action is taken.

- b. ***Process Identified Duplicate record:*** A daily automated process will identify suspect duplicate records. The Duplicate General Person Records Committee will review these records and appropriate action will be taken for “protecting” or locking the extraneous record(s), merging and purging of records.

3. Training

- a. Training on these procedures, along with Temple University Data Standards will be provided. The following training sessions will be developed:
 1. New staff member training
 2. Recurrent training
 3. Special function training
- b. The training program will include:
 1. Review of Temple University Data Standards
 2. Review of Duplicate General Person Data Resolution Procedures
 3. TUhelp Ticket Processing
 4. Review of Sanctions
 5. Identifying Resolved Duplicate General Person Data