Multiple Identifiers @ Georgia Tech

Data Warehouse

? 800-XX-XXXX
    870-XX-XXXX
    67X-XX-XXXX

October 2001
Topics

- Multiple ID Committee
- Committee Tasks
- Multiple Identifier History
- Multiple Identifier Problem Elements
- Typical Scenario
- Process Improvements Initiated
- Recommended Solutions
- Action Steps
November 2000 - Initial meeting held to discuss Multiple Identifiers @ Georgia Tech

- Rosalind R. Meyers  AVP Auxiliary Services
- Chuck Donbaugh  AVP Human Resources
- Joel Hercik  AVP Financial Services
- Gordon Wishon  AVP/Associate Vice Provost-OIT
- Lori Sundal  Assoc Dir-OIT Entrprs Info Sys
- Glenn Boyett  Dir-IT/Auxiliary Services
- James Pete  Dir-Buzz Card Center
- Chris Smith  Project Director II/OIT-EIS
- Cecil Duvall  Dir-HR Information Services
- Sonny Monfort  Project Director II/OIT-EIS
- Marie Mons  Assoc Dir-Stud Fin Pln
Multiple ID Committee – Cont.

**Working Committee formed:**
- Lori Sundal (Committee Chair) - Assoc Dir-OIT Entreprs Info Sys
- James Pete - Dir-Buzz Card Center
- Sonny Monfort - Project Director II/OIT-EIS
- Jo McIver - Registrar
- Glenn Boyett - Dir-IT/Auxiliary Services
- Dan Looby - Systems Analyst IV/OIT-EIS
- Cecil Duvall - Dir-HR Information Services
- Marie Mons - Assoc Dir-Stud Fin Pln
- Monica Rowland - Dept Manager II/OIT-CSC
- Steve Goeke - Systems Analyst II/OIT-EIS
- George Smedberg - Project Director II/OIT-EIS
Multiple ID Committee Tasks

- Developed white paper to define problem
- Established weekly meetings
- Initiated Process Improvements

Participation in BOR Initiatives
- Implementation Committee Concerning Social Security Numbers
  - Betsey Neely, Associate Vice Chancellor for Legal Affairs, Chairperson
  - Jo McIver, Committee Member
  - Dan Looby, Technical Sub-Committee Member
- Georgia Best Model Development Project (Banner Re-Implementation Initiative)
Multiple Identifier History

- Functional offices such as the Registrar and Payroll were self-supporting
  - Employed independent software applications
    - Readily able to identify and serve their “customer”
  - Issues were communicated and worked manually by affected offices
  - The need to share information was not as “pressing” of an issue
Multiple Identifier Problem Elements

- Movement towards system integration (albeit separate functional applications) via the Data Warehouse Concept
- Unique system identifiers per functional application
  - Banner - PIDM
  - PeopleSoft - EMPLID
- Data Warehouse
  - Unable to consistently identify an individual in multiple roles as the same person
    - Unique identifier is the SSN
Business processes

- Three campus offices assign “temporary” identifiers for individuals without an SSN
  - Admissions/Registrar (800-XXX-XXXX)
  - Payroll (870-XXX-XXXX)
  - BuzzCard Center (899-XXX-XXXX)
    - Visiting Faculty/Scholars
    - Georgia Tech Affiliates

- Functional offices require customers to conduct business via the SSN
Typical Scenario

1. International Student Applies to Georgia Tech
   - Generated ID 800-XX-XXXX
   - PIDM
   - Banner

2. International Student is Employed
   - Assigned ID 870-XX-XXXX
   - EMPLID
   - PeopleSoft

3. International Student Applies for SSN
   - Assigned SSN 67X-XX-XXXX
   - Data Warehouse

800-XX-XXXX
870-XX-XXXX
67X-XX-XXXX
Multiplicity Factor

Data Warehouse

BuzzCard

Library

Magic (e-mail)

SAC

Andover

800-XX-XXXX
870-XX-XXXX
67X-XX-XXXX

BuzzCard

Library

Magic (e-mail)

SAC

Andover
Process Improvements Initiated

- Provided a mechanism for BuzzCard Center and OHR to utilize Banner temporary identifiers.

- Created reports that enabled BuzzCard Center, OHR, and Registrar’s Office to more readily identify problem records.

- Modified Data Warehouse “loads” to include PeopleSoft future dated employment records.

- Reconciled and corrected problem data between the PeopleSoft and Banner databases.
Recommended Solutions

Process Improvements

- Establish a PeopleSoft “person” record for pending employees.

- Establish a PeopleSoft “person” record for any non-student for which GT provides a service (excluding SAC Affiliates).

- Define a collaborative mechanism to facilitate id/name changes at the BuzzCard Center, OHR, and the Registrar’s Office.
Recommended Solutions – Cont.

- **Creation of a Single Campus Identifier within the Banner System for all Students, Faculty, Staff, and GT Affiliates.**
  - **Why Banner?**
    - Banner is the origination point for all student records.
    - Banner contains a majority of the faculty.
    - Banner has the capacity to generate an unique identifier that is not related to SSN.
  - **Why a Single Identifier?**
    - Ability to correctly identify an individual across multiple systems.
    - Enable Campus Departments to provide reliable customer service.
  - **Assumed RISKS with the continued usage of SSN as the Georgia Tech Campus Identifier.**
Action Steps

- Establish Working Committees to begin implementation of the Process Improvements.
  - An OHR Committee
  - ID/Name Change Communication Committee

- Approval to move forward with the creation of a Single Campus Identifier.
  - Develop detailed Project Plan with time-line.
  - Develop cost estimate for implementation.
    - Need to Re-Card the entire Georgia Tech Community.