Thirty-eight duplicates — one cause

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **All 38 turn on one optional field**, which means they are fixed by a setting and not by surveillance.

When the duplicates appear

Moment	Duplicates this month
Handover between departments	**38**
Initial creation	0
Data migration	0
Other	0

The sequence

Step	What happens	Why

1	Department A creates the record	**Without the external identifier — it is optional**
2	Department B looks for the record	**On the external identifier — the only one it knows**
3	Department B finds nothing	The record exists, but not under that field
4	**Department B recreates the record**	**Two records, two histories**

> **Neither department makes a mistake.** A fills in what is asked, B searches on the only field it knows. It is the field being optional that produces the 38, not the officers.

The two ways to fix it

Option	Effect	Nature
Flag each duplicate as it is created	38 flags a month to handle	**A plaster**
Make the external identifier mandatory	**All 38 disappear**	**A setting**

The second option is not the agent's to take: making a field mandatory slows a creation and can block a legitimate case. Weighing that is the department's — the agent's role was to show that 38 monthly duplicates turn on one tick box.

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