Software Developer Kit (SDK)
Scope of Support

Purpose of the Scope of Support

This document describes the Scope of Support available from Blackbaud to clients utilizing the Solution Developer Kit (SDK) to customize Blackbaud applications via the Infinity platform. These applications include, but are not exclusive to, Blackbaud CRM, Blackbaud Direct Marketing, and Blackbaud NetCommunity.

The SDK is a set of value-add tools, utilities, and framework components that are intended to provide a productivity boost when implementing common Extensibility feature patterns on an Infinity system.

- Complete data dictionary/database schema documentation in hypertext help format
  - Includes version comparison documentation (what’s new, what changed)
- Search feature
- Copy Code functionality
- Intellisense and documentation when authoring specs
- Documentation for previously released versions
- Reference-able assemblies
  - Blackbaud.AppFx.Server.dll
  - Blackbaud.AppFx.Browser.exe
  - Blackbaud.AppFx.Controls.dll
  - Blackbaud.AppFx.XmlTypes.dll
  - Blackbaud.AppFx/WebAPI.dll (for use outside of our shell)
- Sample code that illustrates calling Blackbaud’s web service API code from a variety of sources.
  - Widgets
  - Web API sample
  - Linux/Apache (php) demo files
  - Adobe Flex (Flash)
  - VBScript demo

Blackbaud strongly encourages the use of SDK tools as it is designed to aid development and make the platform more robust.
Assistance for **Infinity** development covers three general areas of custom product development: **product extensibility, database development, and custom reports**. Support is intended to assist in these areas as they pertain to Blackbaud products and is not intended for general programming assistance. In addition to the application-specific scope, SDK Support can provide:

**Explanation of the concepts and theories behind Blackbaud extensibility:**

- Provide guidance and direction on best practices for Blackbaud Enterprise extensibility development. Support is intended to provide assistance to clients in the development process, not provide fully functioning, stand alone solutions at the client’s request.
  - Discuss and evaluate possibilities for custom creation that works best with the clients database structure and business processes
- Load and deploy Catalog specs
  - Support assumes that clients are aware of the status of Catalog specs that have already been deployed in their environments
- Assist in diagnosing issues in client created custom parts
  - Support will provide direction for resolution, but cannot rewrite code to the extent of returning a complete deliverable per client specifications
- Explain the functionality of the Blackbaud Enterprise Web Services
- Explain the functionality in creating custom report specs
- Use referenced Blackbaud Enterprise programming elements
- Examples provided in Visual Basic 2008

**Explanation of the concepts and theories behind Blackbaud database structure:**

- Answer questions on how the Blackbaud created tables and their fields relate to each other.
- Assist with usage of Blackbaud created and maintained database objects within the Blackbaud Enterprise database
- Provide guidance and direction on best practices for Blackbaud Enterprise database development.
- Support is intended to provide assistance to clients in the development process and does not provide fully functioning, stand alone solutions at the client’s request.
- Verify the connection of your database using an ODBC connection
- Examples provided by Blackbaud support will be T-SQL compliant

**Explanation of the concepts and theories behind using Microsoft SQL Server Report Writing Services 2005 & 2008 to create custom reports:**

- Assist in troubleshooting expressions, variables, and parameters created using Visual Basic 2005/2008 syntax
- Deploy reports within Blackbaud applications via the Infinity platform using the Blackbaud SDK specific
- Report and Database object catalog items
- Provide guidance and direction on best practices for Blackbaud Enterprise custom report development.
- Support is intended to provide assistance to clients in the report development process and does not provide fully functioning, stand alone reports at the client’s request.
- Answer specific questions concerning the accessing of data from Blackbaud created databases
- Assist with creating and troubleshooting Data Sources and Datasets
- Answer specific questions concerning the formatting and display of data from Blackbaud created databases extraction

Additionally, support for **Business Intelligence** provides guidance on reporting off of the Data Marts residing within the Business Intelligence solution. Specifically, Business Intelligence Support can assist with:

- Answer specific questions on how the tables and fields relate to each other in the data warehouse
- Troubleshooting errors in the Integration Services packages during the ETL process
• Troubleshooting errors when processing Analysis Services cubes
• Answer how-to questions about creating pivot reports using Excel
• Troubleshooting reports that are not running properly
• Answer how-to questions about creating a report using Reporting Services within the Reporting Services Scope of Support

Successful installation and use of Business Intelligence require certain third-party products to be installed and running correctly first. Business Intelligence Support is unable to assist in the installation or troubleshooting of these products, including but not limited to:

• Microsoft SQL Server 2005 SP2 or higher
• Microsoft Analysis Services 2005 or higher
• Microsoft Reporting Services 2005 or higher
• Microsoft Office 2007 or higher

In addition, Blackbaud assumes your familiarity with Microsoft SQL Server 2005 or higher, Structured Query Language and the tools used to create and modify SQL statements, Analysis Services cubes, Integration Services packages, Reporting Services reports, and Pivot Tables. If your organization does not employ the services of a SQL database administrator, or if your database administrator requires support for SQL administrative operations or other procedures such as adding additional fields or calculations to the solution, Advanced Business Intelligence Services are available on an hourly basis. For more information, or to initiate an Advanced Business Intelligence Services request, email solutions@blackbaud.com.

Areas outside this scope but available as a service:

• Installation and/or troubleshooting SQL Server issues
• Training and/or instruction on programming languages Serving as consultant or project manager beyond specific one-off questions pertaining to a particular process
• Microsoft SQL Server Report Writing Services allows developers to create custom assemblies to create custom report expressions, functions, fields, etc. The creation, installation, administration and usage of custom assemblies in a report are not covered by this scope.

Infinity Software Developers have direct access to a special team of select, senior Solution Engineers that can be reached in any of the following ways:

• Case Central: casecentral.blackbaud.com
• Email (by product): SDKSupport@blackbaud.com
• Phone: 1-800-468-8996 (enter site id at the prompt)
• Fax: 1-843-216-6100

This Support Solution is not included with the Blackbaud Enterprise Advantage Partner maintenance and support solution, does not pertain to Blackbaud developed customizations, and is only available at an additional cost, renewable on an annual basis.

Recommendations and prerequisites:

Client Developers should have the following skills:

• Fluent in any .NET language
• Experience with Microsoft SQL Server 2008
• Experience with reading, authoring, and editing XML documents
• Experience working with Microsoft SQL Server Reporting Services
• Experience with design and implementation of relational databases including using transact SQL to build stored procedures and user defined functions.
• Excellent analytical and problem solving skills
• Experience designing and building reports on the Microsoft Reporting Services platform

Client Developers should have following Blackbaud Enterprise Solution knowledge:
• Customization knowledge including but not limited to creating a new table, table extension, data list, data form, data view form, output format files, custom business rules, rule base constituency codes, database schema, and using the catalog browser.
• Core product knowledge including but not limited to CRM, Major Giving, Revenue, Events, Volunteer, Fundraising, Batch, KPI, Import, Query, Export, Administration functions, and Page Designer.
• Implementation knowledge including but not limited to client and site specific business practices, configuration, and policy and procedures.
• Where possible, involvement with project during scope and implementation process. Where developers are not available during the scope and implementation process developers should have access to all pertinent documentation created during the initial scope and implementation process.

Note: Blackbaud support is unable to answer questions regarding specifications, features, intended usage and the operation of client developed customizations, including reports. It is the sole responsibility of the client to create, maintain, and disseminate this information.