



BLACKBAUD CRM: DATA WAREHOUSE CUSTOMIZATION

MODALITY

- » Instructor-Led Event

DURATION

- » 2 Days

DELIVERY METHOD

- » Customer On-Site
- » Blackbaud On-Site Locations

PREREQUISITES

- » Blackbaud CRM: Software Development Kit – Fundamentals
- » Blackbaud CRM: SQL Server Reporting Services Reports in CRM

COURSE OVERVIEW

In this instructor-led event, learn how to customize the Blackbaud CRM data warehouse. This includes extending existing data warehouse tables with custom fields, creating new tables, functions, stored procedures, database views, and more.

TARGET AUDIENCE

This course is designed for IT professionals and business analysts specializing in report writing and technical support roles.

LEARNING OBJECTIVES

- Create Extensible Markup Language (XML) service revisions to customize the data warehouse
- Build Extract Transform and Load (ETL) processes using SQL Server Integration Services (SSIS) packages to load data into the data warehouse
- Deploy XML service revisions and SSIS/ETL packages to the data warehouse environment
- Identify when to use different data loading techniques for ETL processes for both large and small data volumes
- Use SQL specifications in the Blackbaud Infinity™ Software Development Kit (SDK) to create new view, stored procedures, and functions in the data warehouse
- Explain best practices for design, development, and maintenance of the data warehouse
- Utilize utilities and tools to improve productivity
- Identify more advanced SSIS techniques to assist in incremental refreshes
- Explain the design concepts of OLAP and SQL Server Analysis Services (SSAS)
- Describe the OLAP database structure in the CRM data warehouse

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For additional information, visit www.blackbaud.com/training



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REQUIRED SKILLSET

All participants must have a working proficiency with the following:

- Developing applications using Visual Studio and .NET object-oriented programming techniques
- Extensible Markup Language (XML)
- Creating Data Definition Language (DDL) and Data Manipulation Language (DML) queries within SQL Server or a comparable database platform
- SSRS or other reporting technologies (Crystal Reports, Microsoft Access, Oracle Report Builder, etc.)
- SQL Server Integration Services (SSIS) package development and ETL methodologies

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