BLACKBAUD UNIVERSITY

BLACKAUD CRM: DATA WAREHOUSE REPORTING

MODALITY

» Instructor-Led Event

DURATION

» 2 Days

DELIVERY METHOD

» Customer On-Site
» Blackbaud On-Site Locations

PREREQUISITES

Recommended but not required:

» Blackbaud CRM: Ad-Hoc Queries and Reporting
» Blackbaud CRM: SQL Server Reporting Services Reports In CRM

COURSE OVERVIEW

A data warehouse helps you take in and understand complicated data, particularly when assessing added performance gains, trends, and historical analysis. In this course, learn fundamental concepts, theories, and mechanics to start utilizing a data warehouse. You also explore more complicated topics such as best practices, deployment, administration, and multi-dimensional reporting using native CRM tools, SQL Server Reporting Services (SSRS), and Microsoft Excel.

TARGET AUDIENCE

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

LEARNING OBJECTIVES

- Explain the fundamentals of data warehousing and the Kimball approach to data warehouse design
- Describe data warehouse architecture and how different SQL Server components (SSRS, SSIS, SSAS) integrate together
- Utilize Blackbaud documentation and resources
- State best practices for deployment and administration
- Build multi-dimensional reports and pivoting data using OLAP Explorer, SSRS, and MS Excel
- Create SSRS reports using the SQL Data Warehouse

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 a SQL Server 2008 or comparable database platform
- SSRS or other reporting technologies (Crystal Reports, MS Access, Oracle Report Builder, etc.)

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