The Times, They Are A Changing - Evolution of the DBA Role

HOT TOPIC MEDLEY TRACK

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DEVELOPERS'
CONFERENCE
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Session Host: Heather McLean

Safe Harbor Statement

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Customization of Blackbaud Solutions

As a Blackbaud customer, your Authorized Support Contacts retain the responsibility for providing internal support for Customizations of your Blackbaud solutions by:

- Providing direct support to answer questions regarding Subscription functionality, internal business practices, and troubleshooting processes to Your Non-Authorized Users

- Providing direct support to answer questions regarding Customization specifications, features, intended usage, and Error correction and troubleshooting processes to Your Non-Authorized Users

Hello! I'm
Jessie Salpeter

Pronouns: She/Her/Hers

HOMETOWN: BETHESDA, MD

AT NPF: 4 YEARS

- Started career in acknowledgements, database administration and gift processing, moved into operations.
- Know this much 🤏 SQL, HTML, zero other coding languages
- Strive to make things smarter, faster and efficient
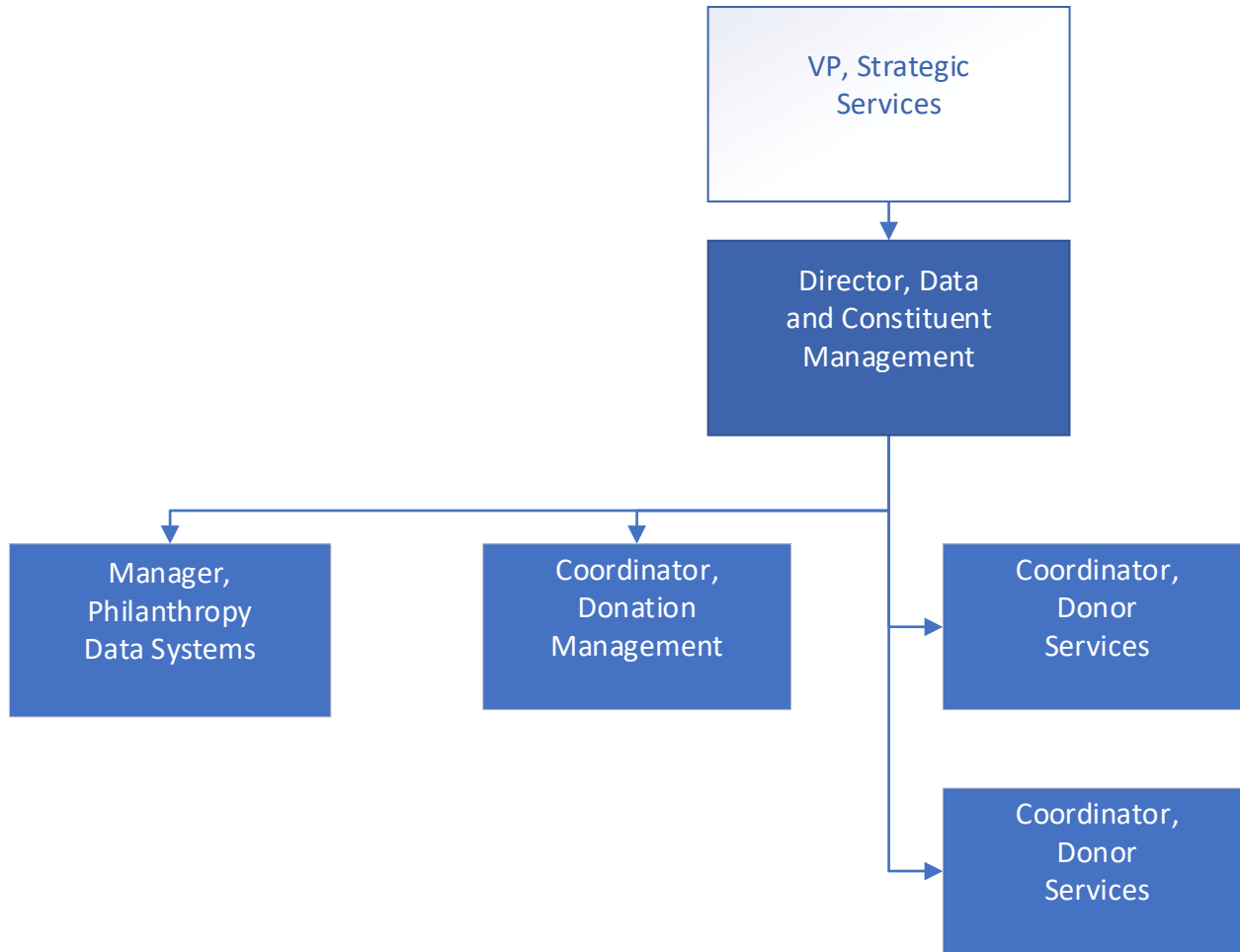- Travel fanatic
- Obsessed with my fur babies

linkedin.com/in/jessiesalpeter

National Park Foundation

- Official nonprofit partner of National Park Service

- Based in Washington DC

- Established 1967

- Number of Employees: ~100

- Current Annual Budget: ~$100M

My Team

Back in the day . . .

- NPF started comprehensive campaign to raise money for the National Parks in 2014.

- Aim was to raise $500M in 5 years (which we surpassed).

- Grew substantially, from $20M/year to nearly $100M/year, and tripled in staff size

- At end of campaign, we were still functioning as mom and pop shop

- So many manual processes!

- Systems didn't talk to each other

- Needed to upgrade backend operations out of necessity

- NPF finished comprehensive campaign in 2018

We finished! Now what?

- Migrated to NXT/Azure

- Data architecture restructuring

- Integrations between systems

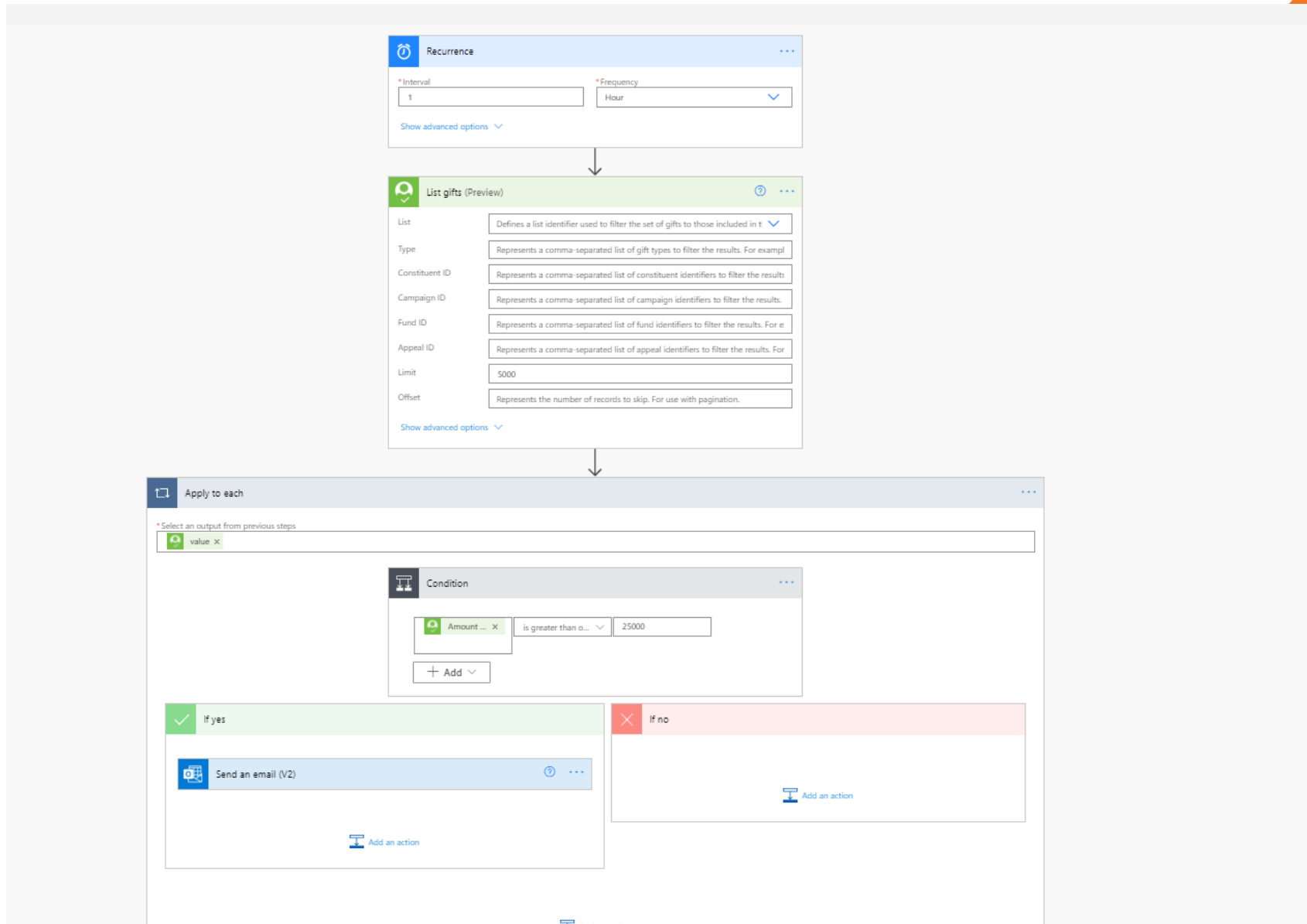- Full evaluation of how our small but mighty team defines our work and how our time is spent

How Power Platform Saved Us Time

How Power Platform Saved Us Time

Power BI Works Too!

Looking Ahead

Goal – work smarter and faster, reduce dependency on manual processes while improving data quality.

- Focus on the larger ideas, take 50,000 foot looks at all processes and connect dots across units whenever we can.

- Spend less time on "Excel gymnastics", focus more on policies and procedures, timely gift entry, and answering donor inquiries.

- More thinking "wouldn't it be great if… " and how technology can get us there.

- Sustainer enhancements

- Donor Intake Form

Lessons Learned

Need to haves:

- Good data foundation and data architecture

- Clear sense of what you're trying to solve now, and what you will need to solve in the future

- Get addresses for as many records as possible

- Use the merge tools available.

- Don't be afraid to try new things, test new strategies

- Utilize partners and their knowledge.

- Think about goals and time savings for automatic processes.

- If possible, get a test database to try new and different things out

Thank You!

- Want my Flows? Go to [Blackbaud Community Power Platform Showcase](#) to download the flows I shared today.

- Connect with me on Blackbaud Community!

- Connect through LinkedIn: [linkedin.com/in/jessiesalpeter](#)

Thank you!

#bbdevdays