

Roles and Responsibilities

Organization (Client) Roles

Please note that depending on your package and product type, roles listed may vary.

Implementation Roles

During implementation, the Blackbaud Fundraiser Performance Management (BB FPM) team relies on several roles to help ensure that implementation is executed accurately.

Implementation Project Lead

- Owns the implementation process for the organization
- Attends all implementation meetings with both the data team and leadership team
- Confirms validation process
- Final voice on go/no go

Scheduler -

- Owns the scheduling for the organization
- Has access to all calendars
- Ability to secure resources for shared screen meetings and phone calls (computers, projectors, phones, etc)

Ongoing Roles

In addition to the implementation-specific roles described above, beginning in implementation and continuing throughout the life of the organizational contract, the BB FPM team relies on these additional roles to be filled:

Business Owner - (one)

- Sets overall priorities
- Participates in Executive Preparation

Platform Champion(s) - (one or several)

- Guides staff in use of FPM tools
- Participates in Executive Preparation

System Administrator(s) - (one or several)

- Manages user access and permissions
- Initial data feed contact and data facilitator

Educational Partner(s) - (one or several)

- Supports the learning of staff being introduced to FPM at Go-Live and beyond as new staff join
- Stays current with changes in the platform tool, attends webinars, and tracks announcements on product changes and enhancements and shares information across the organization

Blackbaud Roles

Please note that depending on your package and product type, roles listed may vary.

Implementation Roles

Strategic Consultant (formerly Business Consultant Principal) - Strategy

Business Consultant - Training + Usage

Analyst - Data Implementation, Models and Ongoing Research

Ongoing Roles

Strategic Consultant (formerly Business Consultant Principal) - **Strategy**

Business Consultant - Training + Usage

Need contact information for your Fundraiser Performance Management team? [Contact Support](#)