

Changes on BB DATA accounts; creation to a self-service model

Article Number

000075899

Description

Context:

When a client enables Blackboard Data, they are now given up to 20 individual user accounts, each linked to an email address and owned by an individual at the institution. This replaced the previous approach where the client was given a single “BB DATA_USER” account. These accounts can log in to both the “Developer Tier” (a per-institution Snowflake Reader account) and the reporting UI (<http://data.blackboard.com>), but they cannot be used to connect programmatically to Snowflake.

Clients often want to do this in order to connect a BI tool (e.g. PowerBI) or another database tool (e.g. for ETL purposes), and so for this reason we offer a “service” account. Until now, this had to be requested via a support ticket and then actioned by the Blackboard Data development team. As of today, every Blackboard Data client now has a service account created, and it can be enabled by logging into <http://data.blackboard.com> and going to the new “Settings” tab (screenshot below). The account is disabled until the password is reset, and the password will expire and must be reset every 365 days. Existing service accounts are still active and can be managed in the same interface.

This means that clients can now self-serve the service account without having to log a ticket.

The screenshot shows the Blackboard Data Settings page. The left sidebar contains navigation options: Home, Reporting, Data Dictionary, Settings (highlighted), and Privacy & Security. At the bottom of the sidebar is a Sign Out button. The main content area is titled 'Settings' and contains a section for 'Snowflake Account Settings'. Below this section is a table with the following data:

Service Account Name	Service Account Status	Password	Days Until Expiration	Expiration Date	
SVC_BLACKBOARD_DATA	Disabled	No	0	-	Change password

Note that this approach will also be used in regions where reporting is not yet deployed (Sydney, Singapore and Canada); in these regions, clients can now login to <http://data.blackboard.com> but for now will just see the Settings, Data Dictionary and Privacy & Security tab, minus the Reporting tab. As mentioned previously, we are currently targeting H1 2022 to deploy reporting to these regions, and I'll keep you updated with progress on this.

KB Product

All Products

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Summary

In the past, clients with BBDDATA access would need to create a support ticket for adding new users to get access to BBDDATA. However, that process has now changed so clients are able to manage the accounts creation on their own.

Title

