IST 722- DATA WAREHOUSE PROJECT REPORT

Fudgemart Data Warehouse

Team Members: Aditya Chauhan Anisha Sudhesh Kumar Khushabh Thakar Niti Saluja

PROJECT CHARTER

Objectives:

We have been presented with a conglomerate, Fudgemart Inc., consisting of two subsidiary companies, Fudgemart and Fudgeflix.

Fudgemart- It is an online retailer with 6 departments, 53 primary products being sold across them with 33 employees working these 6 departments.

Fudgeflix- It is an online DVD by mail and video on demand service providing users with 7185 movies across 485 different genres.

Currently Fudgemart and FudgeFlix have two independent databases along with a third supporting database. Fudgemart has commissioned the creation of a centrally integrated DW/BI solution from scratch, which will involve:

- staging the required data
- performing ETL
- transferring the data onto the warehouse
- using BI tools to generate actionable insights

Business case:

The Data Warehouse is being created in order to enable the seamless integration of the two given databases into a single data warehouse, compatible with Business Intelligence tools. Essentially, this is done in order to achieve Subject- orientation, Non-volatility, Integration, and Time- Variance, hence fulfilling the very need for a Data Warehouse.

Project plan:

Functional requirements:

Our main intention of this project is to various business questions revolving around Fudgemart and Fudgeflix, some of them being:

- Understanding how marital status and income levels affect customer behavior under different product departments
- Identifying regions that have a higher difference between requested and shipped dates, to improve functioning in those areas
- Evaluating customer trends to see which customers fall into the category of high spenders per year for both Fudgemart and Fudgeflix
- Assessing quality of various products to suggest best vendor to purchase the product from
- Understanding details like movies watched, number of movies shipped, which can help us make recommendations
- Understanding positive and negative views for both business fronts
- Revenue generated by each of the individual subscription plans

• Evaluating the top 10 movies by year, ranked by average customer reviews

Business Processes:

The business processes we have chosen are as follows:

- Shopping behavior: Shopping behavior of different customers based on the product categories. The customers can be grouped by the marital status and income. This helps us understand how the departments cater differently to different sections of people, and if certain products need to be ordered more than others.
- Delivery efficiency: Determining the shipments which have a lot of difference between the requested and shipped date, based on their zip codes. This will help us understand areas where the delivery process needs to be improved.
- Revenue reporting: Evaluating the customer trends to see which customers fall into the
 category of high spenders per year for both Fudgemart and Fudgeflix. This will
 eventually help us provide customer vouchers, extra discounts and loyalty points to
 loyal customers in order to make sure they remain faithful to the brand in the long
 term.
- Account reporting: This helps us understand the details of a particular customer, like
 the movies watched, the number of movies to be shipped. This will help us make
 suggestions based on the movie genre and optimize the shipping process in case many
 movies are to be sent to the customer.
- Product quality: Assesses the quality of a particular product provided by different vendors in order to suggest the best vendor to purchase the product from. This gives the customer a better idea of the service provided by the different vendors, and facilitates the process of choosing the most suitable one.

Tasks Performed:

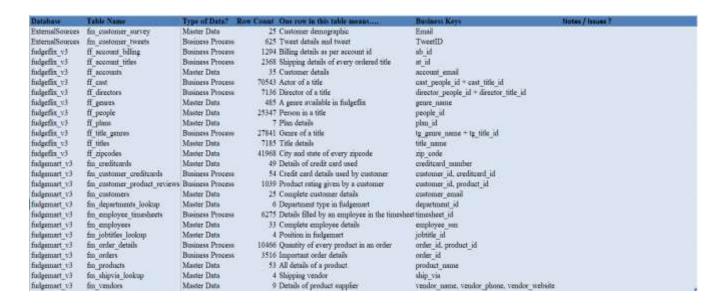
The various tasks performed in order to accomplish the project are as follows:

- Creation of High level dimensional model
- Creation of Detailed level dimensional model
- Execution of ETL in SSIS
- Creation MOLAP cubes using SSAS and using PowerBI to generate dashboards

Roles:

- Aditya Chauhan: Dimensional Modeling, ETL in SSIS, Data Warehouse on SQL Server, Business Intelligence
- Anisha Sudhesh Kumar: Dimensional Modeling, Data Warehouse on SQL Server, Business Intelligence
- Khushabh Thakar: Dimensional Modeling, Data Warehouse on SQL Server, Business Intelligence
- Niti Saluja: Dimensional Modeling, ETL using SSIS, Data Warehouse on SQL Server, Business Intelligence

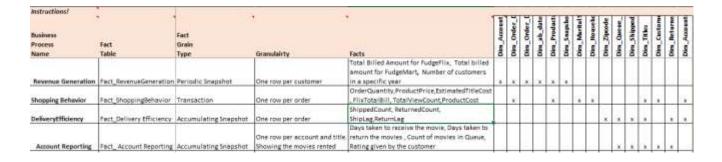
• Data Profiling:



High-level Dimensional Modeling:

We created a High-level dimensional model for two of our business processes: FactShoppingBehavior and FactDeliveryEfficiency, and defined the grain type, granularity, facts and dimensions composing each of the business processes.

Bus Matrix:



Attributes and metrics

Attributes and me	261103			
Instructions!	•	•	,	,
Dimension /	Attribute /		Alternate	Sample
Fact Table	Fact Name	Description	Names	Values
Fact_RevenueGeneration	Total Billed Amount for FludgeFlix	Sum of the billed amount of each account		
		Sum of the ordered amount(Qty*Retail		
	Total Billed Amount for Fudge Mart	Price) for each customer		
	Number of Customers of Fudge Mart in a sp			
	Number of Customers of Fudge Flix in a spe			
Fact_ShoppingBehavior	Order Quantity			
	ProductPrice			
	EstimatedTitleCost			
	FlixTotalBill			
	TotalViewCount			
	ProductCost			
Fact_DeliveryEfficiency	ShippedCount			
	ReturnedCount			
	ShipLag			
	ReturnLag			
Fact_ Account Reporting	Days taken to receive the movie			
	Days taken to return the movies			
	Count of movies in Queue			
	Rating given by the customer			
Dim_Account_Biling	ab_date			
	ab_billed_amount			
Dim_Order_Details	order_qty			
Dim_Products	Product_Name			
	Product_Department	Category of the Product		Clothing, Household
	Vendor_ID			
	Vendor_Name			
	Product_Retail_Price			
		Used to track the date when the revenue		
		generated was recorded for fudgeflix and		
Dim_Snapshot Year		fludge mart		
Dim_Zipcode	Zipcode city			
	Zipcode State			
		Date when the movie was		
Dim_Queue Date		requested/ordred by the customer		
		Date when the movie was returned back		
Dim_Returned_Date		by the customer		
Dim_OrderDate				
Dim_Shipped Date				
Dim_Titles	Title_Name			
	Title Type			
	Title_avg_rating			
	Title_release_date			
	Title_rating			
Dim_Customers	Customer_First_Name			
	Customer_Last_Name			
	Customer_Email			
	Customer_Address			
	Customer_Zipcode			
	Customer_Phone			
	Account_opened_on			
	Maritial Status			Single/Married
	Household Income			
	Gender			
Dim Accounts	Account_First_Name		İ	
	Account_Last_Name			
	Account_Email			
			+	
	IAccount Address			
	Account_Address Account_Zipcode			

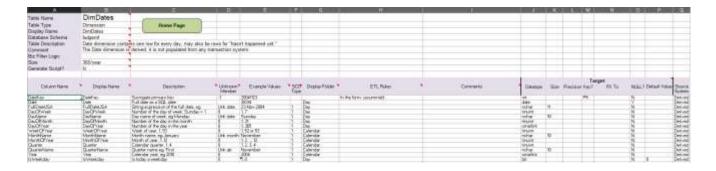
Issues list:

		Task /		8	Identified		Reported	Respo	n-	•	3	Date	- 67
Issue #	-	Topic -	Issue	×	Date	÷	Ву	sible		Status	Priority	Closed	•
	1	Limited Data	There are very few customers common in both Fudge Mart and Fudge Flix. Due to the limited data, analysis would be difficult		2/13/201	8.	Team 7			WIP	Medium		
	2	Incorrect Dates	The Queue Date and Shipped Date have redundant values with no exact timestamp. Du- to this we are unable to track the amount of time required to return the movie	е	2/13/201	.8	Team 7			WIP	High		

Detail-level Dimensional Modeling:

The Detail-level Dimensional Modeling sheet was used in order to define each of the dimensions and facts. This macros file defined by Kimball Group, helped us generate the SQL codes for the same, which in-turn helped us create the star schema for our business processes.

DimDates:



<u>DimFudgeProduct:</u>



<u>DimFudgeTitles:</u>



DimFudgeCustomer



DimFudgeAccounts



FactShoppingBehavior

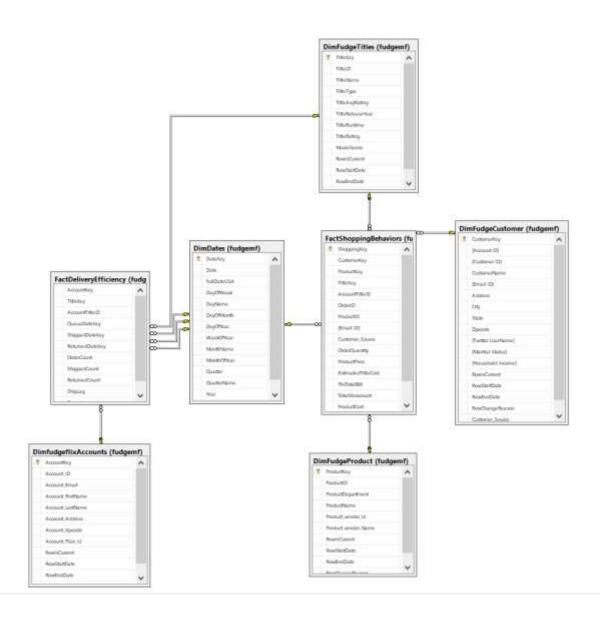


<u>FactDeliveryEfficiency</u>



DATA WAREHOUSE ON SQL SERVER

The Detail- Level Dimensional Modeling sheet is used to create the dimensions and facts on the SQL Server. Our Dimensional Schema:



ETL USING SQL SERVER INTEGRATION SERVICES

Source to Target Map:

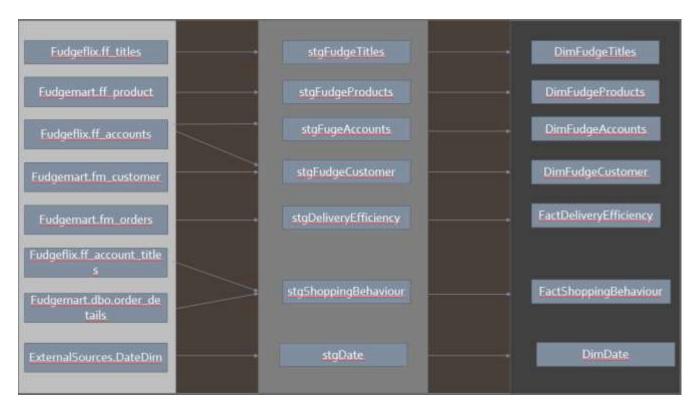
The main objective of the S-T-M is to document ETL processing done using tools. The processes documented :

OLTP Source -> ETL Stage -> DW

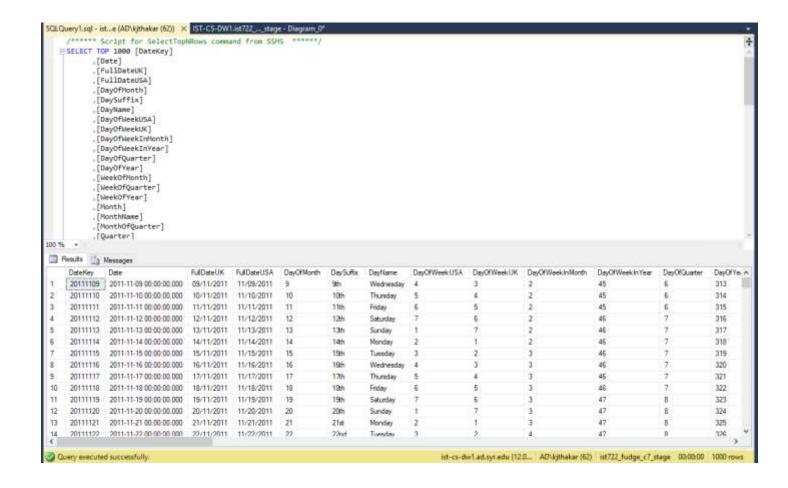
Source to target map

Stage:

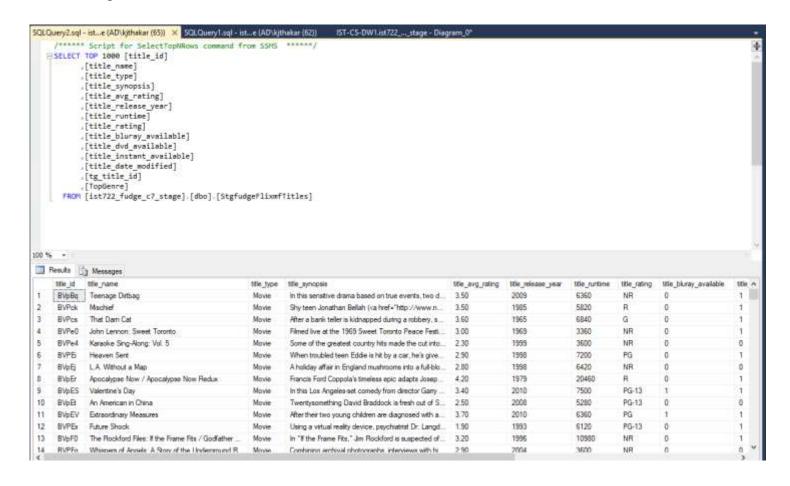
We staged OLTP source data from Fudgemart, Fudgeflix, and external sources. Staging data allows us to address data sizing issues and freeze data to a point in time during the initial development.



Stage Date Dimension:



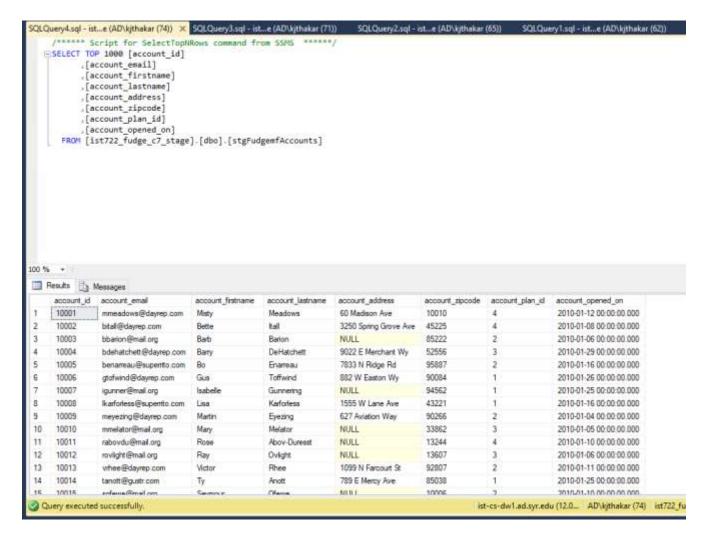
Stage Titles table:



Query executed successfully.

```
SQLQuery3.sql - ist...e (AD\kjthakar (71)) × SQLQuery2.sql - ist...e (AD\kjthakar (65))
                                                                                  SQLQue
     /***** Script for SelectTopNRows command from SSMS ******/
   ■ SELECT TOP 1000 [ab id]
            ,[ab_date]
            , [ab account id]
            ,[ab_plan_id]
             ,[ab billed amount]
        FROM [ist722 fudge c7 stage].[dbo].[stgFudgemfAccountBilling]
100 % +
Messages
      ab id
             ab date
                                    ab_account_id
                                                   ab_plan_id
                                                               ab_billed_amount
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             2010-01-01 00:00:00.000
                                    10016
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                                    10031
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             2010-01-01 00:00:00.000
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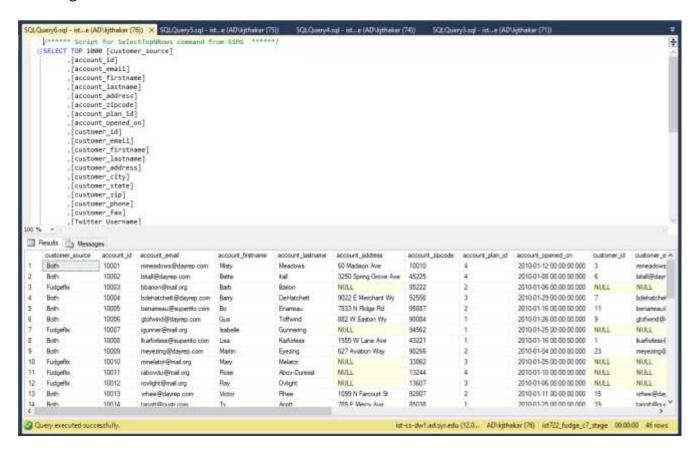
Stage Accounts table:



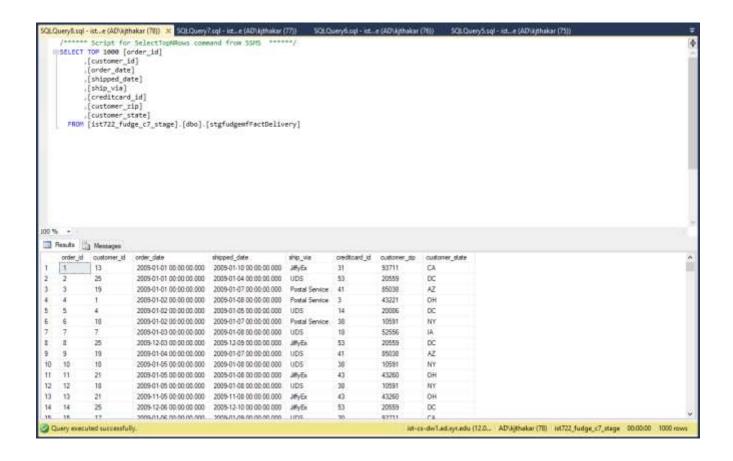
Stage Account Titles:

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SQLQuery5.sql - ist...e (AD\kjthakar (75)) × SQLQuery4.sql - ist...e (AD\kjthakar (74))
                                                                                     SQLQuery3.sql - ist...e (AD\kjthakar (71))
      /***** Script for SelectTopNRows command from SSMS ******/
   □SELECT TOP 1000 [at id]
             ,[at_account id]
             ,[at title id]
             ,[at_queue_date]
             ,[at_shipped_date]
             ,[at_returned_date]
             ,[at_rating]
        FROM [ist722_fudge_c7_stage].[dbo].[stgfudgemfAccountTitles]
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 Query executed successfully.
                                                                                                                   ist-cs-dw1.ad.syr.
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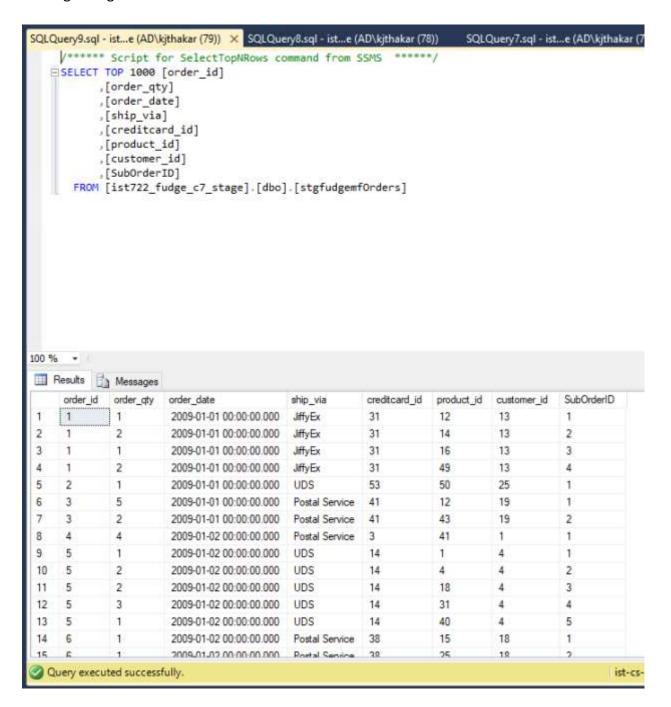
Stage Customers:



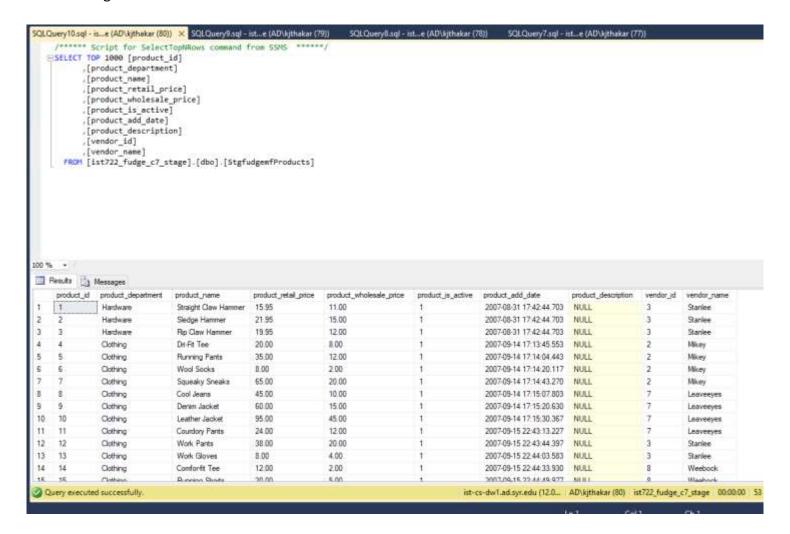
Stage Fact Delivery:



Stage Fudge Orders:



Stage Products Table:



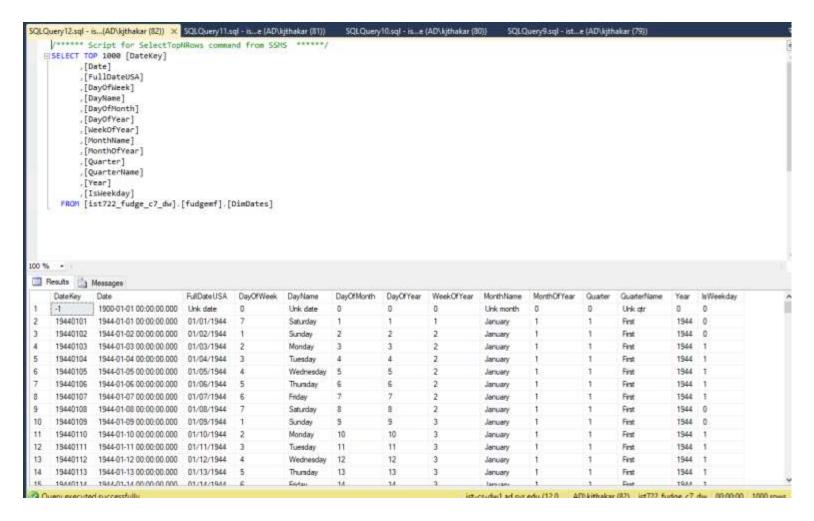
Stage Order Table:

Query executed successfully.

```
SQLQuery11.sql - is...e (AD\kjthakar (81)) × SQLQuery10.sql - is...e (AD\kjthakar (80))
                                                                                        SQLQuery9.sql - ist...e (A
      /***** Script for SelectTopNRows command from SSMS ******/
    SELECT TOP 1000 [order id]
             ,[customer id]
             ,[order date]
             ,[shipped_date]
             [ship via]
             ,[creditcard id]
        FROM [ist722 fudge c7 stage].[dbo].[stgsrcOrder]
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                              2009-12-06 00:00:00.000
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                                                                                Jiffy Ex
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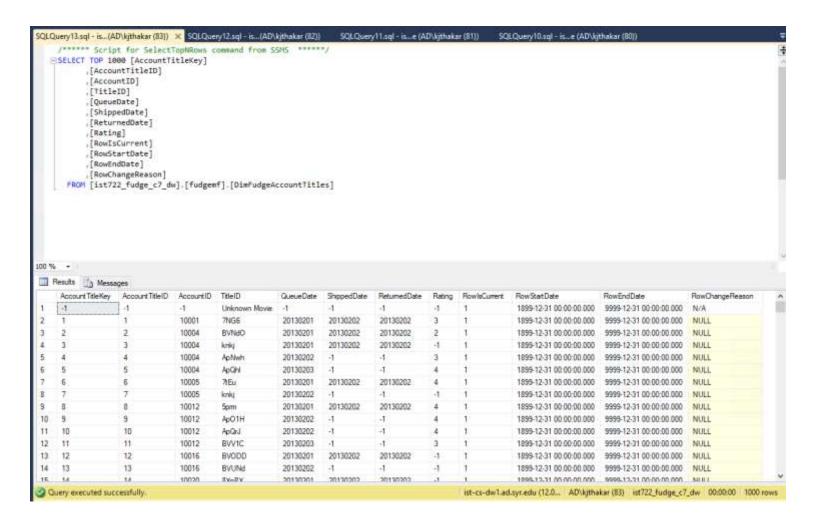
LOADING STAGE DATA TO DATA WAREHOUSE

We use a similar ETL for loading the data to the Data Warehouse, like we used for Staging.

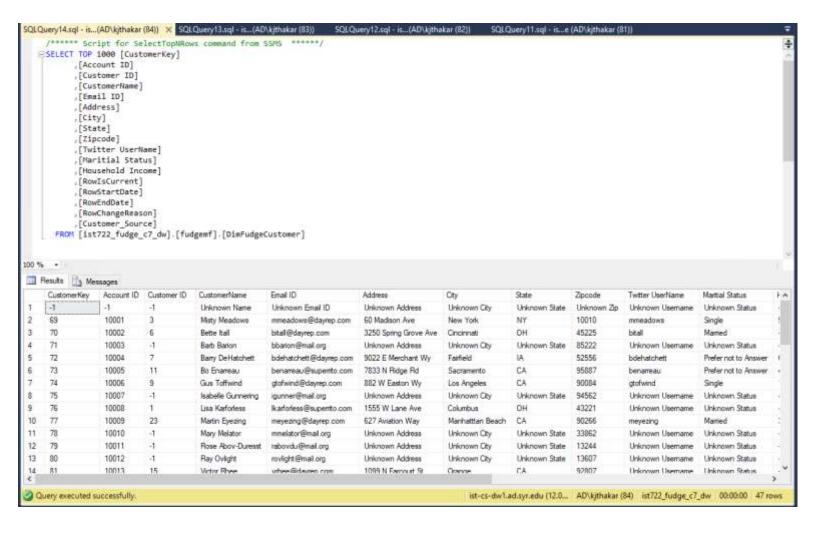


Dim Dates:

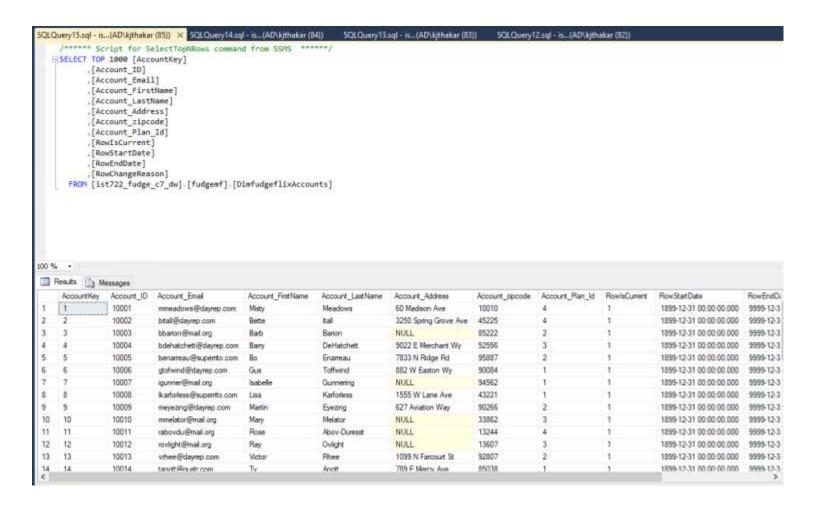
Dim Account Titles:



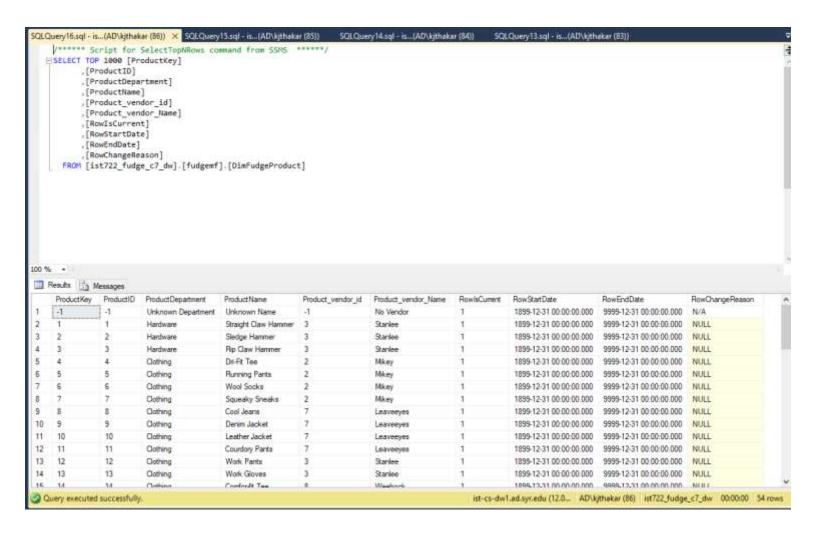
Dim Customer:



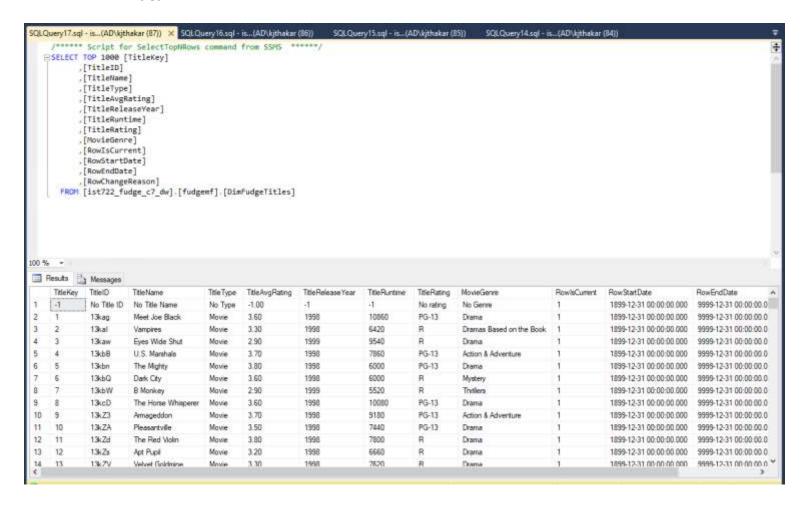
Dim Accounts:



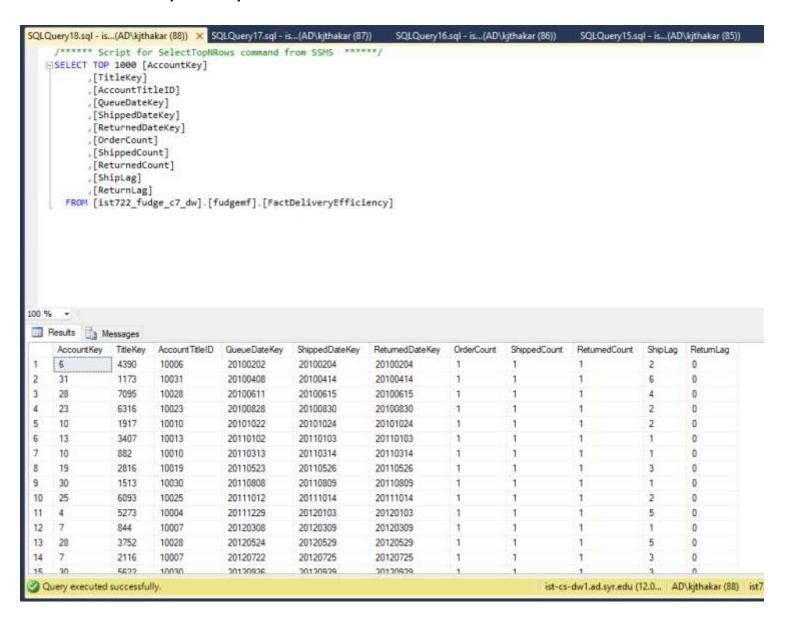
Dim Products:



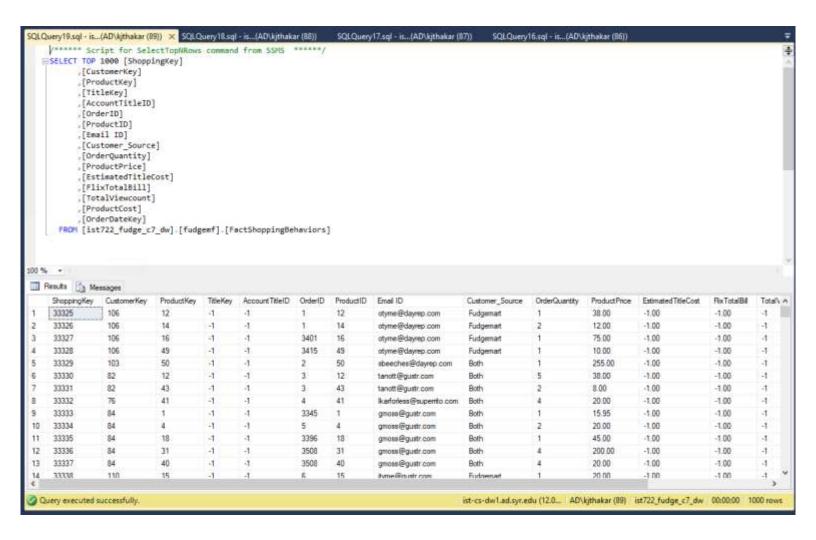
Dim Titles:



Fact Delivery Efficiency:



Fact Shopping Behaviours:



Data Governance:

- If the zip code and the state do not match, we then use zip code to generate the state data.
- For all the cell phone numbers, we should clean all the symbols, such as +, (), and -.
- We should establish hierarchies of department product, so end users can analyze data more easily.

Data Quality Rules:

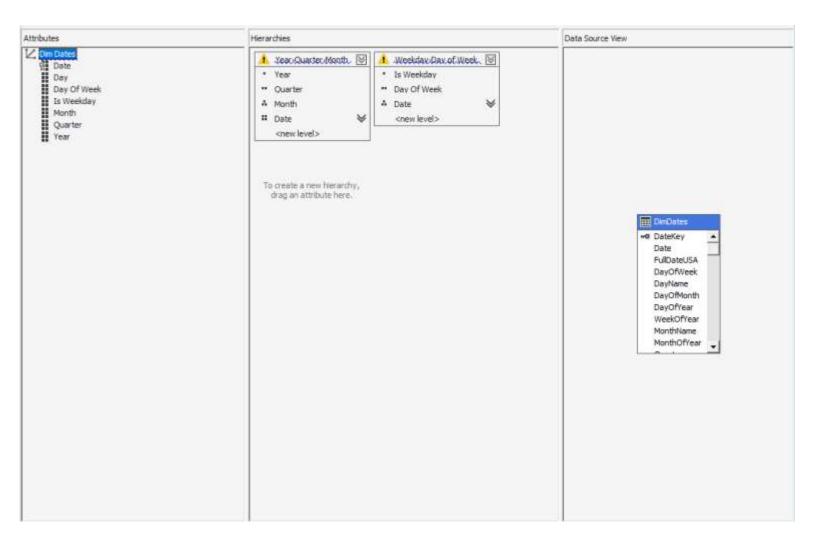
- DQ rule #1 accurate: OrderDateKey and ShippedDateKey should not later than today's date. (reject)
- DQ rule #2 completeness: SourceSystem should not contain missing values. (warn)
- DQ rule #3 accurate: SalesPrice and Quantity should be greater than or equal to 0. (reject)
- DQ rule #4 precision: ClientState can only have two letters. (fix by using zipcode)
- DQ rule #5 completeness: ClientFirstName and ClientLastName must not be null. (reject)
- DQ rule #6 consistency: OrderDateKey, ShippedDateKey, and ExpiryDate should have consistency, such as 20090101. (fix)
- DQ rule #7 timeliness: ShippedDateKey can only show up after OrderDateKey exists. (reject)

SQL SERVER ANALYSIS SERVICES

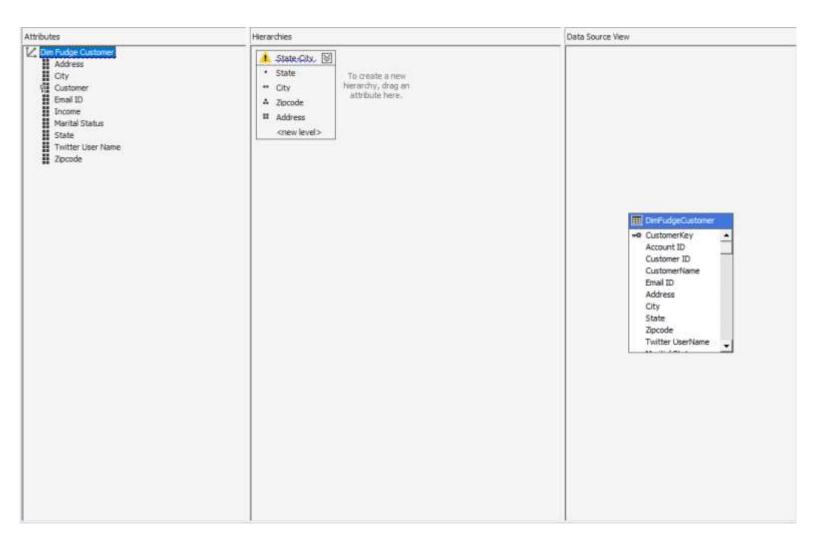
We use the SSAS for building a multidimensional database (MOLAP) from our dimensional database (Data Warehouse). The Final end result will be a user facing data structure called as a cube. This cube has different decided dimensions along the edges, which can be used to drill across data for analytical tasks.

The properties of the dimensions can be changed to display something more simpler to the end user and also we can create the hierarchies of data so that it is organized in meaningful sequences and pre-calculate data for performance improvements. The attributes and hierarchies are as follows:

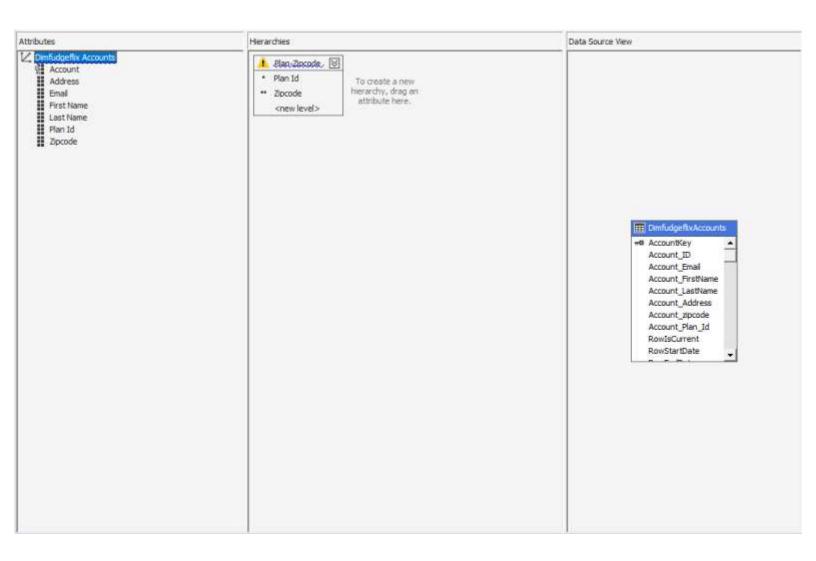
Dimension Dates:



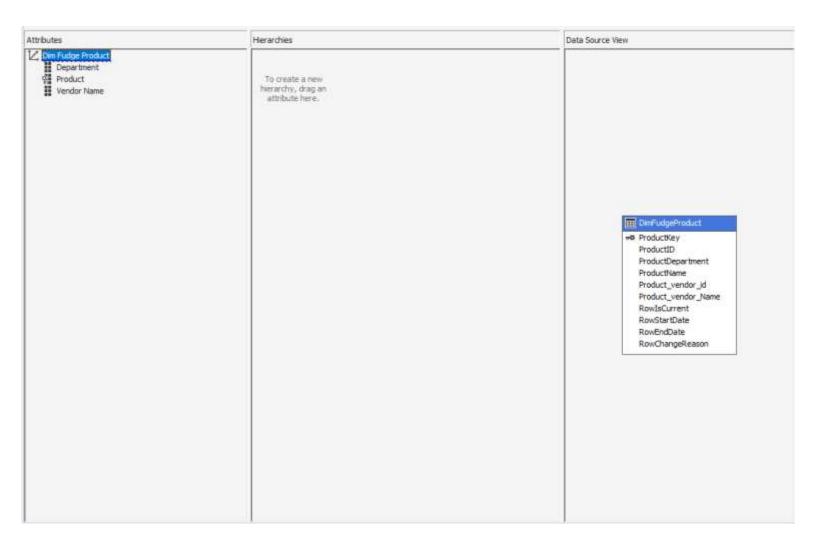
Dimension Customer:



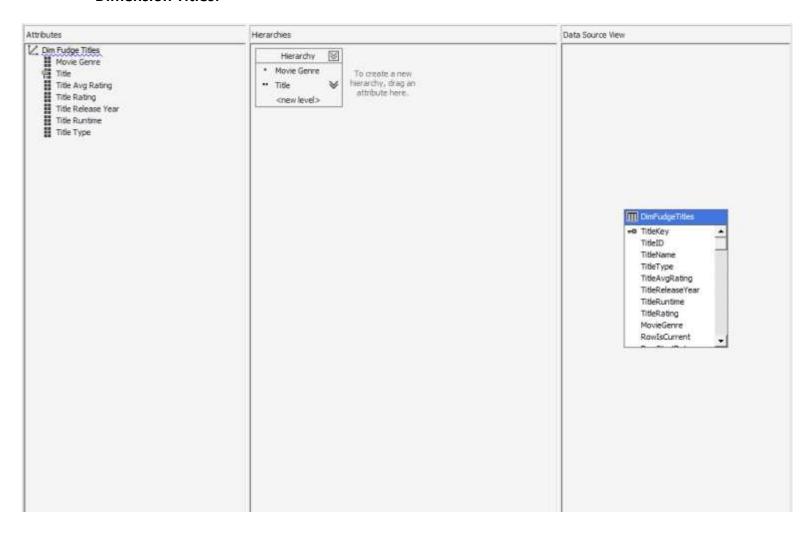
Dimension Accounts:



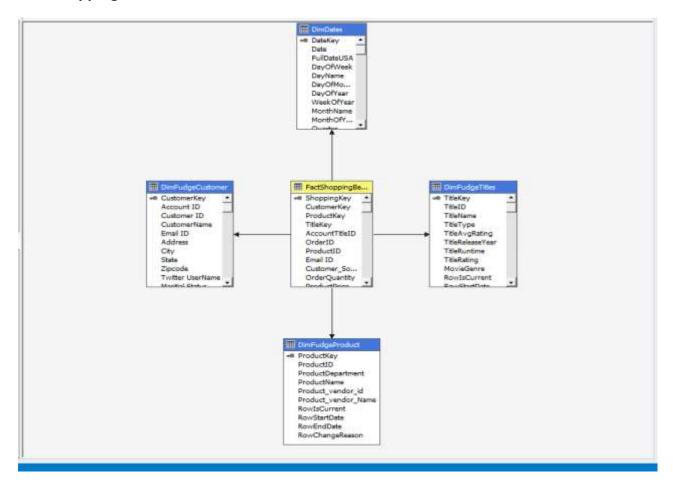
Dimension Product:



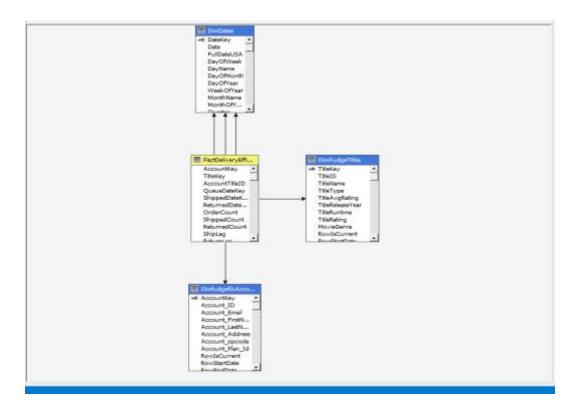
Dimension Titles:



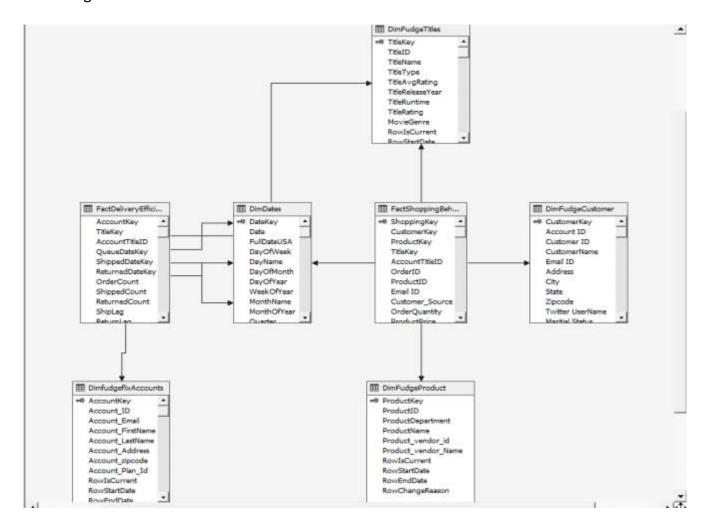
Fact Shopping Behavior:



Fact Delivery Efficiency:



SSAS Diagram



BUSINESS INTELLIGENCE

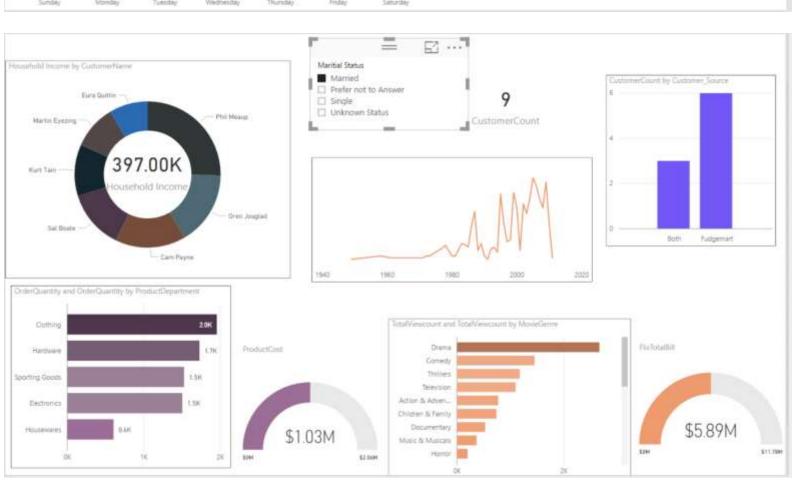
Business intelligence tools, such as Power BI and Excel, allow users to do interactive visualizations with self-service business intelligence capabilities. Our goal is to allow end users to create reports and dashboards, without having to depend on information technology staff. We loaded data from the data warehouse and used visualization charts, such as card, donut chart, stacked bar chart, gauge, line chart, and tree map, to answer the business questions. The sample questions and solutions are as follows:

Knowing your Customers:



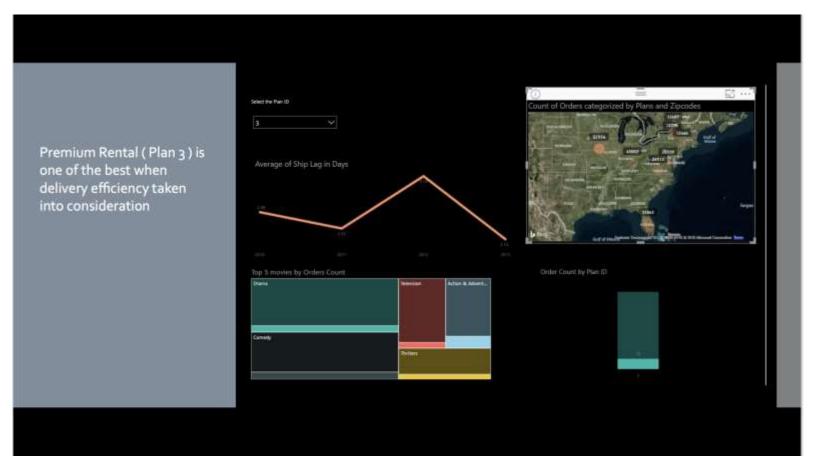
Shopping Behavior:

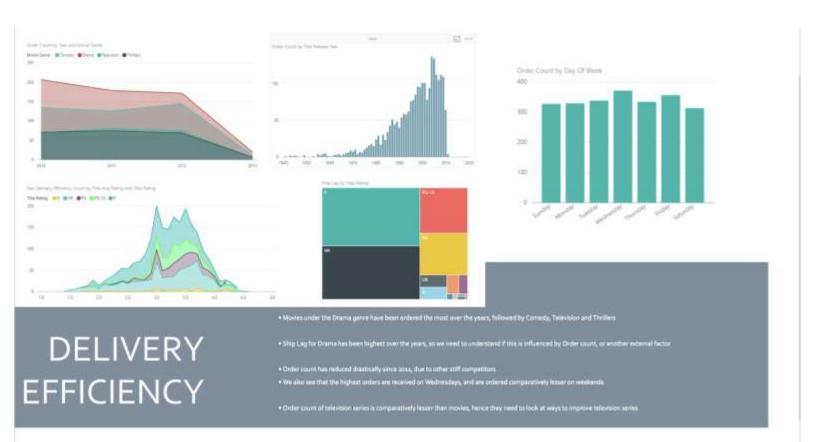




Delivery Efficiency:







SUMMARY

In the beginning, we determined the functional requirements and business processes, and documented all the dimensions and facts in the high-level and detail-level dimensional sheets. We then built the data warehouse on SQL Server and followed the source to target map integrating the data from OLTP sources, including Fudgemart, Fudgeflix, and external sources, to the data warehouse. Moreover, we created cubes in SSAS for further analysis. Finally, we extracted the data from the data warehouse and imported it to Power BI, allowing end users to answer business questions by themselves, which will improve the performance of analysis and save time.

REFERENCE

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