

Barbara Matthews
7417 College Street
Lima, NY 14485
(585) 624-2402
barb@oncalldb.com

OnCallDBA, Lima, NY

Principal Consultant and Founder

1999-Present

With more than 20 years of experience working with Oracle software, I specialize as a technical lead for E-Business Suite implementations and upgrades, performing Technical Assessments of customer systems that focus on setup, maintenance and performance issues with the Oracle's E-Business Suite of Applications, and working on the DBA team supporting installations and upgrades.

My particular expertise is in research – I facilitate and expedite problem resolution by working with testers to troubleshoot technical issues, and I work with Oracle Support to provide information they need to resolve Service Requests (SRs). I map out patching requirements for upgrades, and I track patches through the project lifecycle to ensure that every viable patch is applied and tested thoroughly, and that decisions to apply or not apply a patch are documented and can be defended. I build the detailed patching plans for new RPCs and PSUs, and then work with the Lead DBA to apply those patches.

In addition, I work as a writer/editor/publisher of technical information, including websites, newsletters, presentations, papers, and books. OnCallDBA clients include TruTek, OATC, Just a DBA, Triora Group, and Solution Beacon.

I research, test and document everything I do thoroughly, so that knowledge can be transferred to clients for their ongoing efforts.

Red River Solutions, Dallas, TX

Senior Oracle Consultant

2010-2016

I performed detailed Technical Assessments of Oracle E-Business Suite database/applications environments. Assessments included automated data collection from customer systems, analysis of the results, and a detailed technical report offering recommendations.

Red River Consultant at Carnival Cruise Lines

April 2012-May 2016

As a member of the DBA team, I determined the patching strategy for bringing this client's Release 11i instance current for Oracle's Mandatory Release 11i Extended Support Baseline Patches. I built the patch plan that included all pre-requisites, patches and post-patches for the database and applications, worked with the Lead DBA to apply the patches, and coordinated testing.

After the Extended Support project, I assisted the client with their successful reimplemention from Release 11i to Release 12.1.3 of the E-Business Suite. This was a large, multi-national upgrade that consolidated the client's E-Business Suite implementation to one instance supporting multiple languages. As a member of the DBA team, I migrated customizations to the test environments (manually at first, and later using an in-house-developed configuration management tool), and coordinated all patching, including Oracle's add-on localization patching, between the various environments. I also supported the Lead DBA doing backups, cloning, and patching. I worked extensively with developers and testers to resolve issues with Oracle Support.

I researched every patch considered by functional and technical leads and provided a detailed report for testers identifying what the patch would change with recommendations about whether to apply it or not, ensured that every selected patch was tested, and if it resolved the issue, tracked the application of the patch through the various test instances. I used the client's in-house ticket tracking system to record the rationale for decisions to ensure audit compliance and document the configuration history for the project.

I applied my knowledge of business requirements to better balance the functional priorities of the test team with the technical issues faced by the DBA team. Based on my prior experience with Oracle Support, I proactively gathered diagnostics information for SRs for the test team, implemented and coordinated testing of Oracle's Get Proactive diagnostic scripts, and documented a process for reporting the OPP (Output Post Processor)/XML reports issues to reduce the turnaround time with Oracle Support.

TruTek, Salt Lake City, UT

1999-present

Project Manager - I assisted TruTek with managing and documenting E-Business Suite Technical Assessments, and worked on First Pass Upgrades with clients upgrading from Release 11i to Release 12.x. First Pass Upgrades are short (2-4 weeks) onsite engagements with clients who perform a preliminary upgrade against their own data, with guided assistance for their DBAs. The client DBAs perform the upgrade following TruTek's upgrade project plan, while TruTek troubleshoots issues and documents the entire upgrade process, tailored to the clients' particular systems. I also market TruTek's training and consulting, including responding to Requests for Proposal. In addition, I manage TruTek's website, blog and e-store, and edited/wrote/published their monthly technical newsletter and edited technical papers, presentations and books.

Just a DBA, Dallas, TX

2009-2010

Technical Consultant - I performed Technical Assessments of customers' E-Business Suite environments. I also collaborated on papers, presentations and magazine articles.

Triora Group, Dallas, TX

2008-2009

Technical Lead - Assisted Triora Group with Oracle E-Business Suite Technical Assessments of hardware, software, and network environments. I specialized in Oracle Applications Concurrent Manager setup, administration, and tuning. In addition, I managed Triora's website and blog, and edited/wrote/published their monthly technical newsletter and edited/wrote technical presentations and papers.

Solution Beacon, Seattle, WA

2007

Practice Manager, Research - I coordinated Solution Beacon's communications via newsletters, website, webinars, workshops, user group presentations, conference presentations, training and technical books. I managed a team in researching and describing E-Business Suite Release 12 features and presented webinars and workshops around the country. We also co-authored the book *The Release 12 Primer – Shining a Light on the Release 12 World* in partnership with the OAUG (Oracle Applications User Group). I edited and wrote articles for Solution Beacon's monthly newsletter and edited Karen Brownfield's and Susan Behn's comprehensive *ABCs of Workflow*. I participated on Technical Assessments of clients' E-Business Suite environments and edited Assessment publications.

OnCallDBA Consultant at Flowserve, Springville, UT

1998, 2001

Project Manager/Database Administrator - I first assisted Flowserve in migrating from NCR to Sun Solaris, upgrading to Oracle Applications 10.7 with RDBMS Version 7.3.4, and trained a new DBA to support the

system. Later, I assisted Flowserve in migrating from Oracle Applications 10.7 with RDBMS Version 7.3.4 to Oracle Applications 11.5.5 (11i) with RDBMS Version 8.1.7.2 on Sun Solaris.

TruTek Consultant at Ultradent, Salt Lake City, UT 1999-2002

Database Administrator – I upgraded Ultradent’s test instance from Oracle Applications 11.0.3 to Oracle Applications Release 11.5.5 (11i) with RDBMS Version 8.1.7.3. I provided Applications System Administration and Database Administration support for Oracle Applications Version 11.0.3 using Oracle RDBMS 8.1.7.3 on HP UX Version 11. Support requirements included database and applications performance tuning, database and applications upgrades.

OnCallDBA Consultant at Novell, Orem, UT 1999-2000

Database Administrator/ Applications System Administrator - I provided Database Administration and Application System Administration support for Novell’s worldwide implementation of Oracle Applications Release 11.0.2, using Oracle RDBMS 8.0.4 on HP UX Version 11. My primary focus was on performance tuning for the concurrent manager, as well as training and mentoring Novell’s Applications System Administrators.

Novell, Orem, UT 1996-1999

Database Administrator - I implemented Oracle Financials Version 10.7 with Oracle 8.0 on HP UX Version 11, which required migrating from a highly customized Version 9, and trained and mentored the Applications System Administrators. I implemented Siebel’s sales automation system worldwide, originally on Netware 4, then migrated to NT 4. I provided Oracle DBA support for three production installations in Australia, the Netherlands, and Utah and trained a second DBA to share responsibility for the database.

Valtek (now Flowserve), Springville, UT 1994-1996

Oracle Database Administrator and Oracle Applications System Administrator - I implemented Oracle Applications Version 10.4.2 using RDBMS Version 7.3.4 on NCR UNIX hardware. I managed the environment and trained and mentored replacement DBA/Unix System Administrator/Applications System Administrators.

Xerox Corporation, Rochester, NY 1987-1994

Manager, IS&T Financials Team - I led a team of developers in building applications for Xerox’s financial community.

Team Lead for Xerox’s Proposal/Order to Collection Interoperability Evaluations - The team evaluated and tested hardware and software proposals from vendors including Sun, Digital Equipment and IBM to provide a technology base to be used throughout Xerox in implementing systems. A key focus was to determine how to integrate solutions like Oracle on middle-tier platforms with Xerox’s legacy IBM mainframe applications and data.

Team Lead for Xerox’s Strategic Marketing Database - The SMDB was an Oracle database used by our sales force to distribute potential and current customer opportunities among internal and external sales channels.

Books and Articles

Edited TruTek’s *the little r12.1 and r12.2 upgrade* books, with Mike Swing from Trutek, 2010-2017.

Edited OATC’s *StreetSmarts Oracle E-Business Suite Series*, with Michael Barone and Bill Dunham from OATC, 2013-2016.

Edited *The ABCs of Workflow for E-Business Suite Release 11i and Release 12* with Solution Beacon, 2008.

Co-authored *The Release 12 Primer – Shining a Light on the Release 12 World*. Published 2007 with Solution Beacon, 2008.

Co-authored *Installing, Upgrading and Maintaining Oracle E-Business Suite Applications Release 11.5.10+* with Solution Beacon, 2007.

Co-authored *Installing, Upgrading and Maintaining Oracle Applications 11i*, 2003.

Presented *How to Manage the Concurrent Manager (or “How to Herd Cats”)* and many other E-Business Suite technical presentations at numerous OAUG and International Oracle User Week (IOUW) conferences.

Wrote *Administering Oracle Applications (or “Herding Cats Made Easy”)*, 2000.

Education and Organizations

Oracle Ace, 2012, Applications & Apps Technology

Secretary, 2008-2015, OAUG Upgrade SIG

Board Member, 2007, OAUG DBA SIG

MBA Information Systems, 1987, State University of New York at Albany

BS Business/BA English, 1984, State University of New York at Albany