

Jeff Kayser

Principal Consultant, TOP Award Winner 2013



Strengths

Skills Summary

Oracle Database 5 – 11gR2, Oracle Application Server 3.0 – 10gR3, Oracle Fusion Middleware 11g, Oracle Business Intelligence Enterprise Edition 10g and 11g, Oracle Business Intelligence Applications, Oracle Demantra, Oracle Hyperion 11.1.1 – 11.1.2, Oracle Data Integrator 10.3 – 11.1, Oracle E-Business Suite 4 – R12, Oracle Enterprise Manager 10g-12c: implementation, administration, upgrades, platform migrations, multi-tier configurations, clustering, load balancing, patching, cloning, configuring for resilience, backup and recovery planning and implementation (including both RMAN and OS-level database backups), disaster recovery planning, capacity planning, performance tuning, monitoring, maintenance, data warehousing, database and schema design, integration with version control systems, change management, documentation, troubleshooting and issue resolution. Expertise in Oracle security, security audits, and SOX compliance. Credited in Oracle Security bulletins for October 2006, October 2008, and July 2013 for discovering and reporting security vulnerabilities to Oracle Corporation. Implemented Imperva SecureSphere Web Application Firewall to protect internal and client websites from malicious traffic.

Oracle E-Business Suite modules: Applications Core Technology, Systems Administration, ADI, Alerts, OAM, Workflow, Jinitiator, Self Service Applications, Financials, Manufacturing, Human Resources, Payroll, iProcurement, Localizations, Noetix Views.

Tools: SQL, PL/SQL, Pro*C, Oracle Text, interMedia, NLS, Embarcadero DB*Artisan and ER/Studio, CA ERwin, TOAD, Enterprise Manager, XML Spy, XML Publisher, Portal, UNIX shell programming, C programming, awk.

Operating Systems: Windows NT/2003 server, VMware, Sequent, Sun Solaris, HP-UX, HP AlphaServer Tru64, Oracle Enterprise Linux, Red Hat Linux, SuSE Linux.

Backup systems: VMware backup and recovery, Oracle Secure Backup, EMC (Legato) Networker, native UNIX and Linux backups, Symantec Backup Exec, Zmanda.

Management Experience: Experience in leading DBA teams, including mentoring other DBAs.

Summary

Jeff is a Principal Consultant with Jibe. He was awarded a Jibe Consulting TOP Award for 2013. He has over twenty years of Oracle E-Business Suite DBA experience. He has implemented, upgraded, and maintained application environments for many organizations, including Nike and Oregon Health Sciences University. He also has experience administering UNIX and Linux systems. Jeff also provides technical and security expertise for Jibe business development. See his personal website [Database Doctor](#) for more details.

Experience

Jibe Consulting, Portland OR

PRINCIPLE CONSULTANT (APRIL 2008 – PRESENT)

Jibe Consulting, Inc (MARCH 2012 – PRESENT)

- Primary Oracle DBA for internal implementation of E-Business Suite R12.1.3, for Oracle Projects and Oracle Time and Labor.
- Implemented DMZ tier / SSL to allow secure external access to system.
- Performed all system hardening. While performing system hardening, discovered and reported an E-Business Suite security issue. Vetted issue with Oracle Support. Issue was fixed in the July 2013 security bulletin. Wrote MOS note: Potential Logging of E-Business Suite Passwords (Doc ID 1579709.1) to fix post-patch security issues. See also: CERT Vulnerability Note VU#826463
- Implemented Oracle Identity Management stack for E-Business Suite R12 SSO capability. Tech stack includes WebLogic 10.3.5, OID 11.1.1.5, OAM 11.1.1.5, OHS 11.1.1.5, WebGate 11.1.1.5, and AccessGate 1.1.1.4. Integrated OID with MS Active Directory and configured OID to delegate password authentication to MS Active Directory. Configured OAM for Windows Native Authentication (via Kerberos) to allow zero-sign-on capability. Once logged into the Windows domain, you can browse to E-Business Suite, and you are automatically logged into your corresponding E-Business Suite account.
- Implemented custom OBIEE 10g application for decision support. Write PL/SQL packages to support OBIEE integration with Microsoft Active Directory.
- Created templates for generating E-Business Suite cloning documentation from configuration files, so other DBAs could perform reliable clones.
- Implemented Oracle Enterprise Manager 12c.
- Java 7 related updates to E-Business Suite
- Write docs to implement certificate-based authentication for SSH

CLIENT 1 (OCTOBER 2013 – PRESENT)

- Onboard and implement standard monitoring and maintenance processes
- Identify hacking attempts on externally-visible servers.
- Implemented Oracle Enterprise Manager 12c.
- Implement new RMAN backup processes to improve database recoverability and stability of Oracle RAC databases.
- Write onboarding docs to transition support to rest of team.
- Implement certificate-based authentication for SSH.
- Fix Linux multipath I/O configuration on Oracle servers (with both EMC Powerpath and native Linux multipathing).

CLIENT 2 (DECEMBER 2011 – JUNE 2013)

- Onboard and implement standard monitoring and maintenance processes
- Implemented Oracle Enterprise Manager 12c.
- Rewrite E-Business Suite cloning documentation so other DBAs could perform reliable clones.

CLIENT 3 (DECEMBER 2012 – PRESENT)

- Onboard and implement standard monitoring and maintenance processes.
- Implement RMAN backup processes for all Oracle databases.
- Write onboarding docs to transition support to rest of team.
- Implement Oracle FMW Discoverer 11.1.1.6.
- Java 7 related updates to E-Business Suite and Discoverer
- Created templates for generating E-Business Suite cloning documentation from configuration files, so other DBAs could perform reliable clones.

- Review security of systems and make plan for improvements.
- Create plan for data center move of Oracle servers.

Client 4 (SEP 2012 – DECEMBER 2012)

- Complete tech stack upgrade of E-Business Suite 11i.
- Upgrade Oracle RDBMS from 9.2.0.8 to 11.2.0.3.

CLIENT 5 (APRIL 2012 – PRESENT)

- Onboard and implement standard monitoring and maintenance processes
- Stabilized systems after computer center move
- Implement RMAN backup processes for all Oracle databases.
- Create E-Business Suite cloning documentation so other DBAs could perform reliable clones
- Review security of systems and make plan for improvements.

Client 6 (MARCH 2012 – APRIL 2012)

- Installed Oracle Hyperion Planning 11.1.2.1 and Oracle Data Integrator 11.1.1.3.

CLIENT 7 (FEBRUARY 2012 – PRESENT)

- Onboard and implement standard monitoring and maintenance processes
- Write onboarding docs to transition support to rest of team.
- Wrote scripts to automate cloning of E-Business Suite
- Perform analyze and make recommendations to work infrastructure performance issues.

CLIENT 8 (AUGUST 2011 – FEBRUARY 2012)

- Upgrade Oracle User Productivity Kit (UPK)
- Assist with E-Business Suite R12.1.3 upgrade
- Upgrade Oracle RAC to 11.2.0.2.
- E-Business Suite RAC Failover configuration
- Oracle RAC troubleshooting

Client 9 (FEBRUARY 2011 – JANUARY 2013)

- Primary Oracle DBA for ERP implementation, including Oracle E-Business Suite R12.1.3, Oracle Demantra, Oracle Hyperion Planning 11.1.2.1, and Oracle Data Integrator 11.1.1.3.
- Integrated Oracle Hyperion with MS Active Directory.
- Performed some VMware and all Linux administration.
- Implemented Oracle Enterprise Manager 12c.

Client 10 (SEPTEMBER 2011)

- Implemented Oracle Hyperion Essbase 11.1.2.1.
- Integrated Oracle Hyperion with MS Active Directory.

Client 11 (March 2010 – Present)

- Built Oracle Fusion Middleware 11g environment, including Oracle JRockit JDK, Oracle WebLogic Server 11g, Oracle SOA Suite 11g, Oracle Service Bus 11g, Oracle Enterprise Repository 11g, Oracle Service Registry 11g, and Oracle AIA Foundation Pack 11g.
- Implemented Hyperion Planning 11.1.1.3 with Oracle RDBMS and Essbase DBMS on Windows 2003 and Linux on VMware.
- Built E-Business Suite HCM R12.1.3 environment.

Client 12 (JUNE 2010 -- PRESENT)

- Migrated E-Business Suite 11i environments from AIX to Linux.

- Assisted in migrating MGI system to Jibe hosting facility.
- Ongoing management for Oracle databases and E-Business Suite.

Client 13 (January 2009 – Present)

- Implemented Imperva SecureSphere Web Application Firewall to protect Lemelson website.
- Implemented mod_security Web App Firewall to protect Lemelson website.
- Migrated all Lemelson Oracle systems to servers hosted by Jibe Consulting.
- Migrated systems include E-Business Suite R12.0.4, OracleAS 10gR2 Discoverer, and a custom Application Express knowledge management system called KMS.
- Implemented hot RMAN and cold OS backups of all Oracle environments, including a Zmanda backup and recovery system.
- Assisted in migrating the Lemelson website to a server hosted by Jibe Consulting.
- Upgraded E-Business Suite from R12.0.4 to R12.1.3.
- Upgraded Oracle RDBMS from 10.2.0.4 to 11.2.0.3.
- Upgraded Oracle Discoverer from 10g to 11g.
- Analysis, planning, and execution for cloning, patching, and upgrades.
- Troubleshooting, root cause problem analysis and issue resolution.
- Supporting 2 databases and other applications on 3 Linux servers.

Client 14 (AUGUST 2009 – PRESENT)

- Audited Windows/Oracle databases for transition to Managed Services.
- Implemented RMAN backup processes and monitoring infrastructure.
- Analysis, planning, and execution for cloning, patching, and upgrades.
- Performed security analysis and made recommendations.
- Troubleshooting, root cause problem analysis and issue resolution.
- Supporting 4 databases on 4 Windows Server 2003 machines (both 32-bit and 64-bit).

Client 15 (April 2009 – January 2010)

- Performed database security audit of 5 production databases.
- Assisted in remediation effort.

Client 16 (DEC 2008 – PRESENT)

- Implemented Grid Control.
- Implemented new Paypal SDK for credit card processing.
- Supporting 2 E-Business Suite databases on 2 Linux servers.

Client 17 (AUGUST 2008 – PRESENT)

- Oracle database, OS, and VMware performance tuning.
- Assisted implementing E-Business Suite DMZ tier with SSL security.
- Migrated OBIEE / OBIA system from Windows to Linux 64-bit.
- Implemented Oracle Hyperion 11.1.2.1 and Oracle Data Integrator 11.1.1.3.
- Integrated Oracle Hyperion with MS Active Directory.

Client 18 (April 2008 – Present)

- Monitoring environments via Grid Control.
- Audited database backups and security. Created and implemented plan for improvements.
- Analysis, planning, and execution for cloning, patching, and upgrades.
- Troubleshooting, root cause problem analysis and issue resolution.
- Supporting 10 databases (including a 2-node RAC cluster) on 10 Red Hat Enterprise Linux servers.
- Systems include E-Business Suite R12.0.6, OracleAS 10gR2 Discoverer, Enterprise Manager, and other applications.

- Led team to upgrade E-Business Suite to R12.0.6.
- Implemented E-Business Suite R12.0.6 in a DMZ, and also implemented SSL.
- Assisted in implementation of E-Business Suite iStore module.
- Implement Oracle Hyperion 11.1.2.3

Client 19 (DEC 2008 – DEC 2009)

- Completed implementation of Grid Control.
- Implemented hot RMAN and cold OS backups of all Oracle environments.
- Provided DBA support during E-Business Suite go-live.
- Implemented Workflow Mailer for outbound and inbound notifications.
- Audited database resilience and security. Created and implemented plan for improvements.
- Analysis, planning, and execution for cloning and patching.
- Troubleshooting, root cause problem analysis and issue resolution.
- Supporting 5 databases on 4 Linux servers, including split apps/db tier configurations.
- Systems include E-Business Suite R12 and Enterprise Manager.

Client 20 (April 2008 – Present)

- Monitoring environments via Grid Control.
- Audited database backups and security. Created and implemented plan for improvements.
- Troubleshooting, root cause problem analysis and issue resolution.
- Supporting 12 databases on 5 Red Hat Enterprise Linux servers and 3 Windows Server 2003 servers.
- Systems include Enterprise Manager, decision support databases, and other custom applications.

Client 21 (April 2008 – Present)

- Manage 2 11i E-Business Suite environments, Discoverer, and Grid Control living on 4 Linux servers.
- Audited database backups and security. Created and implemented plan for improvements.
- In the process of implementing new hot RMAN and cold OS backups of all Oracle environments.
- Analysis, planning, and execution for cloning, patching, and upgrades.
- Troubleshooting, root cause problem analysis and issue resolution.

Client 22 (July 2009 – Present)

- Perform administration for 3 databases on servers hosted by Jibe Consulting.
- Upgraded Oracle databases to 11gR2.
- Implemented Oracle Enterprise Manager 12c.

Client 23 (April 2008 – Dec 2008)

- Consolidated all monitored environments under one Grid Control.
- Audited database resilience, backups, and security. Created and implemented plan for improvements.
- Analysis, planning, and execution for cloning, patching, and upgrades.
- Troubleshooting, root cause problem analysis and issue resolution.
- Supporting 9 databases on 10 Windows Server 2003 servers, including split apps/db/web tier configuration.
- Systems include E-Business Suite 11i, OracleAS 10gR2 Discoverer, and Enterprise Manager.

Client 24 (April 2008 – Nov 2008)

- Supported Oracle Secure Backup system.
- Implemented OracleAS 10gR2 Discoverer.

Jibe Research and Development (ongoing)

- Resolve data conversion issues for migrating RT ticketing database from MySQL to Oracle.
- Implemented E-Business Suite HR Org Chart extensions
- Implemented Imperva SecureSphere Web Application Firewall to protect Jibe internal and Jibe client websites
- Implemented OracleAS 10.1.3 Business Intelligence Enterprise Edition and Business Intelligence Application 7.9.5.
- Champion for VMWare adoption.

Systems Management Inc, Portland OR

SENIOR ORACLE APPLICATIONS CONSULTANT (FEBRUARY 2007 – APRIL 2008)

Client 25 (October 2007 – March 2008)

- Installed Oracle E-Business Suite R12 and Enterprise Manager Database Control on Oracle Enterprise Linux platform.
- Established Oracle backup infrastructure, including flash recovery area, transaction logging, Oracle RMAN and Oracle Secure Backup implementation, and performed test backups and recoveries.
- Performed E-Business Suite Administration, including AutoConfig configuration, cloning with RapidClone, upgrading to RUP 12.0.3, patching, administration of Concurrent Managers, user account management, printer management, and security hardening.
- Assisted other team members with debugging, root cause analysis, tracing, performance tuning, customizing, and issue resolution.

Client 26 (July 2007 – August 2007)

- Installed 10gR2 database on Windows Server 2003 platform. Upgraded to 10.2.0.2.
- Installed OracleAS 10gR2 Metadata Repository, infrastructure tier, and Portal middle tier. Performed configuration and patching.
- Implemented SSL, and configured multiple web sites to use SSL.

Client 27 (April 2007 – June 2007)

- Installed Metadata Repository on Oracle 10gR2 RAC on Red Hat Linux x86-64 platform.
- Installed OracleAS 10gR2 clustered infrastructure tiers (for LDAP, SSO, etc.), and implemented directory synchronization with legacy SunOne LDAP directory server.
- Installed and clustered OracleAS 10gR2 Portal middle tiers. Configured Web Cache clustering, and integrated with F5 Big IP load balancer.
- Installed OracleAS 10gR3 middle tiers. Installed and clustered BI Publisher. Worked through issues with load balancing and clustering. Performed failover testing and issue resolution.

Nike, Inc., Beaverton OR

ORACLE DBA MANAGER, GLOBAL MODEL SYSTEMS GROUP (FEBRUARY 2003 – SEPTEMBER 2006)

- Managed the Oracle DBA group that supported 15 production and 20 test Oracle E-Business Suite environments, located in North, Central and South America, Asia, Australia and South Africa on about 20 Sun SPARC Solaris servers.
- Provided proactive daily monitoring to detect errors in the OS, disk volume management, database, and backups. The backup monitoring was especially crucial, because some sites did not have dedicated operations staff.
- Implemented a system to capture snapshots of database structure information, allowing us to track changes over time.
- Converted sites to run online backups, and to use SDLT tapes. Perform test recoveries – we cloned production to build test environments (from production backup tapes) about twice a year.
- Performed all database security work. This included security audits, implementing security baselines, implementing randomly-generated database passwords, password strengthening, account management processes, read-only accounts for user access, SQL*Net security, web server security to comply with Sarbanes-Oxley and other audits.
- Discovered some Oracle security vulnerabilities (in the RDBMS, HTML DB, and E-Business Suite), and reported them to Oracle.
- Performed disk and tape capacity planning estimates, so we could project when we would need to add disk and tape.
- Consolidated Hong Kong environment to Nike's Asia HQ. Consolidated all divested E-Business Suite systems to a large server in Memphis.
- Helped pinpoint intermittent network problems (one affecting Oracle E-Business Suite connections, and one affecting SSH connections).

Nike, Inc., Beaverton OR

ORACLE DBA CONSULTANT, GLOBAL MODEL SYSTEMS GROUP (JUNE 2002 – AUGUST 2002)

- Assisted Nike in upgrading their Oracle E-Business Suite 10.7 NCA installations from Oracle RDBMS 7.3.4 to 8.1.7.

Oregon Health Sciences University, Portland OR

ORACLE DBA CONSULTANT, ITG GROUP (MARCH 2000 – MAY 2002)

- Implemented Oracle RMAN backup product, and helped integrate the RMAN backups into OHSU's Legato Networker enterprise backup system.
- Performed the first installation of Oracle E-Business Suite 11i at OHSU in July 2000. I was the technical lead for OHSU's first test 11i upgrade.
- Assisted in the Oracle E-Business Suite upgrades from 10.7 to 11.0.3, with the final production upgrade in June 2000. 11i tech-stack expert in the OHSU Production 11i upgrade in November 2001.
- Worked with Oracle to resolve issues with all parts of the 11i technology stack, including the database engine, interMedia, SQL*Net, the Apache web server, Apache Jserv, Apache Jserv load balancing, Developer 6i, Forms load balancing, Jinitiator, Apple MRJ, TCF, etc.
- Developed a cloning process since OHSU wanted to create test environments, but Oracle 11i lacked cloning capability. Documented the cloning process, so

less-experienced Oracle DBAs could literally "cut-and-paste" commands to clone an 11i environment.

- Installed iProcurement and Self Service products, resolving many web-tier issues. Worked with Oracle to resolve many issues with the early version of iProcurement, including iProcurement problems relating to different browsers.
- Worked with Oracle to resolve client connectivity issues, including support of multiple versions of Jinitiator, Apple's MRJ, and Java security issues.
- Discovered security issues with the 11i Apache web server, and reported the issues to Oracle. Developed interim workarounds to mitigate the security issues.
- Mentored junior Oracle DBAs on the OHSU Oracle DBA staff.

Nike, Inc., Beaverton OR

ORACLE DBA CONSULTANT, GLOBAL MODEL SYSTEMS GROUP (MARCH 1998 – MARCH 2000)

- Assisted Nike in upgrading 15 E-Business Suite environments from 9.4.2 (not Y2K compliant) to 10.7 NCA. Environments were located in North, Central and South America, Asia, Australia, and South Africa.
- Supported additional E-Business Suite and decision support environments inherited from Nike Europe, bringing total number of supported environments to 150 databases on 40 servers world-wide.
- Participated in the world's first production 10.7 NCA upgrade, Nike Mexico, April 1998. Worked with Oracle to diagnose and fix memory leak problems with the AR module which had crashed the forms server. Developed interim workaround script to keep the Forms server running.
- Was the lead DBA for the Domestic upgrade, which had the largest user population (about 250 users). Implemented load balancing for three front-end web/forms servers.
- Helped guide (and participate in) many of the remaining 10.7 NCA test and production upgrades. Mentored less experienced Oracle DBAs, and guided their work efforts.
- Created an Oracle software repository. Built baseline software bundles which could be replicated to target environments. Documented a "cookie-cutter" approach for building environments, which made it easier for less experienced DBAs to assist in upgrades.
- Developed process for auditing patching, so we could see if we missed applying patches in any environment.
- Implemented Oracle database monitoring, UNIX system monitoring and alert log monitoring.
- Developed process to audit nightly backups, system logfiles and disk mirroring subsystems for all of the GMS servers. This was critical, because the corresponding UNIX groups (outside of GMS) did not have adequate monitoring in place, and the unaudited systems and backups were not as reliable as necessary.

ProDX, Portland OR

ORACLE DBA CONSULTANT (JULY 1997 – MARCH 1998)

Client 28 (November 1997 – March 1998)

- Provided DBA support for Oracle E-Business Suite 10.7 Smart Client implementation.

Client 29 (July 1997 – November 1997)

- Helped migrate OLTP and DSS databases from Compaq Proliant servers (running SCO UNIX) to Sequent Numa-Q machines.
- Discovered database servers running unmirrored, and helped get them mirrored.
- Provided continuity for DBA role, after their other DBA left unexpectedly.

SafeCard Services, Tigard OR

VICE PRESIDENT OF DATABASE SERVICES (FEBRUARY 1995 – JANUARY 1997)

- Implemented database infrastructure to support new business units.
- Implemented ETL process to capture mainframe Adabas OLTP transactions and replay them on an Oracle DSS database.

Sequent Computer Systems, Inc., Beaverton OR

ORACLE DBA MANAGER (MAY 1991 – FEBRUARY 1995)

- Managed the Oracle DBA group for Sequent's internal I.S. organization.
- Supported 25 Oracle databases (totaling about 100GBs) connected through an international WAN, which had to be available 7x24.
- Numerous Oracle RDBMS and E-Business Suite upgrades.
- Recognized by Oracle for exceptional contribution for Release 9 Oracle Application software quality.
- Participated in Oracle E-Business Suite 10 Alpha and Beta programs.

Computer Management Services, Inc., Portland OR

COMPUTER PROGRAMMER, ORACLE DBA (MAY 1981 – MAY 1991)

- Programming in various capacities. Oracle programming, DBA and Oracle E-Business Suite administration from 1989 onward.

Education

Willamette University, Salem OR

1978 – 1981, B.A. in Mathematics with a minor in Physics

Professional Certification

- December 2013: Oracle Enterprise Manager 12c Certified Implementation Specialist
- November 2011: Oracle Enterprise Manager 11g Certified Implementation Specialist

Professional Continuing Education

- November 2012: Oracle Unified Method.
- May 2012: Oracle Hyperion 11.1.2.2 installation and upgrades.
- March 2008: Oracle Database 10g: RAC for Administrators Ed. 2
- October 2006: Attended Jonathan Lewis's 3-day Oracle performance tuning class titled "Optimizing Oracle Performance by Design".
- Ongoing: Oracle conferences, user group meetings, and independent research.

Publications and Awards

- Jibe Consulting TOP Award 2013

- [NWOUG 2013 paper "How to Protect your Oracle Database From Hackers"](#)
- Credited in Oracle Critical Patch Update Advisory notes for discovering and reporting security vulnerabilities to Oracle.
 - [CERT Vulnerability Note VU#826463](#)
 - [Potential Logging of E-Business Suite Passwords \(Doc ID 1579709.1\)](#)
 - [Oracle Critical Patch Update Advisory - July 2013](#)
 - [Oracle Critical Patch Update Advisory - October 2008](#)
 - [Oracle Critical Patch Update - October 2006](#)
- Co-author of the paper "Configuration and Administration of Large Oracle Databases" presented at the 1992 IOUW conference.
- Recognized by Oracle for exceptional contribution for Release 9 Oracle Application software quality (during the Release 9 Beta program in 1992).