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# Integrating User Community Content with Systems Management

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#### 24,000 Red Hat Enterprise Linux Systems = \$54Million Initial + \$9 Million/month Ongoing











# Problems with the Death Star

- Network links are unreliable
- Tragedy of the commons
- Moral hazard
- Not using local expertise
- No Darth Vader





# Wouldn't it be Great?

- Benefits of Centralized
  - Repeatable
  - Stable
  - Discoverable
- Benefits of Local
  - Democratize expertise
  - Work in limited connectivity
  - Work without the "mother ship"





## Where have we seen this before?

- Benefits of Centralized
  - Repeatable
  - Stable
  - Discoverable
- Benefits of Local
  - Democratize expertise
  - Work in limited connectivity
  - Work without the "mother ship"





# How does Red Hat compete?





# The Community!





Employees

# Linux Kernel Contribution







# 600% More Efficiency





















#### **Open Source Mitigates Risk**

Coverity has tracked the code quality of open source software since 2004. **Proprietary software, on average, has 20,000 to 30,000 defects per million lines of code.** This has been true since 1960.

2004 Linux has 985 defects in 5.7 MLOC, or **99.3% lower than a** proprietary system.

2005 Linux grew 4.7%, but **defect density went down 2.3%.** 

2006 Funded by DHS, Coverity adds the LAMP stack and **32 OSS** projects, and defect density stayed the same.

2008 Now covers 250 projects, with 434 defects per MLOC. Worst performer has 1237 defects per MLOC.

2009 Now covers 280 projects, with **defect density down 16%.** 





#### Modular by Design Small Pieces, Loosely Coupled

"a change to one element in Mozilla is likely to impact three times as many other elements as a similar change in Linux. We conclude that the first version of Mozilla was much less modular than a comparable version of Linux."

MacCormack, Rusnak, and Baldwin. "Exploring the Structure of Complex Software Designs: An Empirical Study of Open Source and Proprietary Code" http://opensource.mit.edu/papers/maccormackrusnakbaldwin2.pdf

"Mozilla, after its release as open source, was rapidly and successfully redesigned to become much more modular - at least as modular as Linux, in fact.... **the differences in code appear to result from differences in organization.**"

Nick Carr, http://www.roughtype.com/archives/2006/01/open\_sources\_du.php





#### **Collaborative Maintenance** Everyone Makes Less Work for Everyone

"The Linux kernel is one of the largest and most successful open source projects that has ever come about. The huge rate of change and number of individual contributors show that it has a **vibrant** and active community, constantly causing the evolution of the kernel in response to number of different environments it is used in. This rate of change continues to increase, as does the number of developers and companies involved in the process; thus far, the development process has proved that it is able to scale up to higher speeds without trouble."

Kroah-Hartman, Corbet, McPherson. "Linux Kernel Development" www.linuxfoundation.org/sites/main/files/publications/whowriteslinux.pdf



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#### What if our customers adopted this model?









	DIGITAL DISTRIBUTION PLATFORM
Operating Enviroments	



	DIGITAL DISTRIBUTION PLATFORM
Operating Enviroments	



# Users empowered to Innovate



# Users empowered to Innovate



# Real Results

- System deployment
  - Before: 3 administrators, 3 days
  - After: 1 administrator, 15 minutes
- System reporting
  - Before: Cumbersome manual task
  - After: Custom reports to validate
- Collaboration
  - Before: Disparate mailing lists, emailing scripts and kickstart files
  - After: Easy to retrieve latest files and see discussions, contribute changes









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NORI D



An announcement of a computer application software or operating system vulnerability notification in the form of alerts, bulletins, and technical advisories identified by DoD-CERT, a division of the United States Cyber Command.



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OVAL is the common language for security experts to discuss and agree upon technical details about how to check for the presence of vulnerabilities on computer systems



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The Retina Vulnerability Scanner is used to measure compliance with Department of Defense (DoD) **Computer Emergency Response** Team (CERT) Information Assurance Vulnerability Management Notices.



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CVE IAVA OVAL SRR Retina

Satellite

Puppet

SCAP

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Secstate

Kickstart - Automated unattended installation of Red Hat Enterprise Linux

Cobbler – Rapid network installation environment (PXE/Profiles/DHCP/DNS)

YUM repository/channels – Repository of packages and organization





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#### **Open Source Configuration Management**

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#### Security Content Automation Protocol

- Common Vulnerabilities and Exposures
- Common Configuration Enumeration
- Common Platform Enumeration
- Common Vulnerability Scoring System
- Extensible Configuration Checklist Description Format
- Open Vulnerability and Assessment Language



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User tools for SCAP





We focused here

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(3/10): puppet-stig-1-35.noarch.rpm	i	42	kB	00:00
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#### Retina Network Security Scanner

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# Example Configuration

USER=`whoami`

BASEDIR="svn.forge.mil/slim/base"

HOMEDIR="/home/\$USER/\$BASEDIR"

TRUNKCHANNELS="rpm/trunk/channels"

RPMSOURCE="rpm/src"

TRUNKKICKSTART="kickstart/trunk"

SATSERVER="hostname.domainname.com"

SVNSERVER="https://svn.forge.mil/svn/repos/slim/slim/base"

RELEASEPHASE="dev test prod"

OPERATINGSYSTEM="rhel5 rhel6"

ARCHITECTURE="x86\_64 i386"

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SOFTWARECHANNELS="nagios puppet oval vm-tools"

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# Building a Profile

for rel in \${RELEASEPHASE}:do for os in \${OPERATINGSYSTEM}:do for arch in \${ARCHITECTURE}:do for kickstart in `ls \$HOMEDIR/\${rel}/\${os}/\$TRUNKKICKSTART/\${arch}/`;do if [ -d \$HOMEDIR/\${rel}/\${os}/\$TRUNKKICKSTART/\${arch}/ ];then KICKSTARTNAME="\${rel}-\${os}-\${arch}-\${kickstart}" # This is setting up the expansion of a variable in the source config.cfg file # above. \${!KEY} below. KEY="KEY \${rel}\${arch}\${os}" if [[ `ls \$HOMEDIR/\${rel}/\${os}/\$TRUNKKICKSTART/\${arch}/\${kickstart}` != "" ]];then spacecmd -v --username="\$SATUSER" --password="\$SATPASSWORD" -kickstart delete "\$KICKSTARTNAME" spacecmd --username="\$SATUSER" --password="\$SATPASSWORD" -kickstart import -n "\$KICKSTARTNAME" \ -f "\$HOMEDIR/\${rel}/\${os}/\$TRUNKKICKSTART/\${arch}/\$kickstart" -d ks-rhel-\$arch-server-5 -p 'Password' -v 'none' || error\_exit "Line \$LINENO: Could not create Kickstart \ \${rel}-\${arch}-\$TRUNKKICKSTART" spacecmd --username="\$SATUSER" --password="\$SATPASSWORD" -kickstart\_addactivationkeys \ "\$KICKSTARTNAME" "\${!KEY}" fi;

fi; done; done; done; done

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#### spacecmd

#### Without

#!/usr/bin/python

#### With

[user@satellite ~]# spacecmd -u username -p password user\_list





C 🖬 🖄 b#ps://nc	ces-sat-01/rhn/software/channels/All.do		A 🗘 🗟 🐴	<b>S</b>
)verview Systems	Errata Channels Configuration Schedule Users Admin	Неф		
-		4 sys	TEMS SELECTED MANAGE	CLEA
oftware Channels	📸 Full Software Channel List 🖗			
All Channels				
Red Hat Channels	All Channels Red Hat Channels Popular Channels My Channels	Shared Channels Retired Channels		
My Channels	The software channels listed below are all of the channels that your org	anization has access to.		
Shared Channels	Filter by Chappel Name:			
Retired Channels Package Search		Show All Child Channel:	s   Hide All Child Ch	nannel
lanage Software	Channel Name	Provider	Packages Sys	stems
hannels	🖶 dev-rhel-i386-server-5	SPAWAR Systems Center Atlantic (NCES)	8452	0
	🗄 dev-rhel-i386-server-6	SPAWAR Systems Center Atlantic (NCES)	2980	0
	🕀 dev-rhel-x86_64-server-5	SPAWAR Systems Center Atlantic (NCES)	11218	22
	🕀 dev-rhel-x86_64-server-6	SPAWAR Systems Center Atlantic (NCES)	3846	0
	prod-rhel-i386-server-5	SPAWAR Systems Center Atlantic (NCES)	2125	0
	prod-rhel-i386-server-6	SPAWAR Systems Center Atlantic (NCES)	2646	0
	prod-rhel-x86_64-server-5	SPAWAR Systems Center Atlantic (NCES)	2820	0
	prod-rhel-x86_64-server-6	SPAWAR Systems Center Atlantic (NCES)	3391	0
	🕀 Red Hat Enterprise Linux (v. 5 for 32-bit x86)	Red Hat, Inc.	8582	0
	Red Hat Enterprise Linux (v. 5 for 64-bit x86_64)	Red Hat, Inc.	11254	0
	🕀 Red Hat Enterprise Linux Server (v. 6 for 32-bit x86)	Red Hat, Inc.	3081	0
	Red Hat Enterprise Linux Server (v. 6 for 64-bit x86_64)	Red Hat, Inc.	3984	0
	🖶 tst-rhel-i386-server-5	SPAWAR Systems Center Atlantic (NCES)	8452	0
	🕀 tst-rhel-i386-server-6	SPAWAR Systems Center Atlantic (NCES)	2980	0
	🖶 tst-rhel-x86_64-server-5	SPAWAR Systems Center Atlantic (NCES)	11082	0



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#### 😫 RHN Satellite - Systems - O... 🗙

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🖉 🔺 🔗 https://pces.sat.01/rbn/systems/Overview.do

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		System 👻	Updates	Errata	Packages	Configs	Base Channel	Entitlement
System Legend		💭 alba.chs.spawar.navy.mil	G	0	1	0	dev-rhel-x86_64-server-5	Management, Provisioning
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🕢 Unknown		D bags.chs.spawar.navy.mil	•	0	0	0	dev-rhel-x86_64-server-5	Management, Provisioning
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Kickstarting		D bake.chs.spawar.navy.mil		0	0	0	dev-rhel-x86_64-server-5	Management, Provisioning
Pending Actions		D bang.chs.spawar.navy.mil		0	0	0	prod-rhel-x86_64-server-5	Management, Provisioning
🔀 Unentitled		💭 chop.chs.spawar.navy.mil	•	0	0	0	prod-rhel-x86_64-server-5	Management, Provisioning
Virtual Host		💭 coal.chs.spawar.navy.mil		0	0	0	prod-rhel-x86_64-server-5	Management, Provisioning
Virtual Guest		💭 coco.chs.spawar.navy.mil		0	0	0	prod-rhel-x86_64-server-5	Management, Provisioning
Non-Virtual System		💭 coin.chs.spawar.navy.mil		0	0	0	prod-rhel-x86_64-server-5	Management, Provisioning
		💭 cold.chs.spawar.navy.mil		0	0	0	prod-rhel-x86_64-server-5	Management, Provisioning
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#### Before we close ... questions?





# How do I do this?

- Pragmatic Approach
  - Find a real problem
  - Find people who care
  - Give them work
- Keep in Mind
  - Communities of Interest
  - Governance Body





#### Seek Professional Help







### Thank You

- http://people.redhat.com/jlabocki/summit/2011/slides.pdf
- https://software.forge.mil
- http://docs.redhat.com/docs/
  - Red Hat Network Satellite Installation Guide
  - Red Hat Network Satellite API Guide
- https://fedorahosted.org/spacewalk/wiki/spacecmd
- Other Interesting Areas
  - https://github.com/matahari/matahari/wiki
  - https://fedorahosted.org/secstate/
  - http://www.open-scap.org/





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