

RED HAT
SUMMIT

10 YEARS *and counting*
SAN FRANCISCO | APRIL 14-17, 2014

Delivering Intelligent Systems with Red Hat: Best Practices for Partners

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Agenda

- Who are our Partners?
- From Vendor Support to Strategic Partner
- Charting the course - Motorola Solutions, Inc.
- Release and Life Cycle Planning
- Red Hat Satellite

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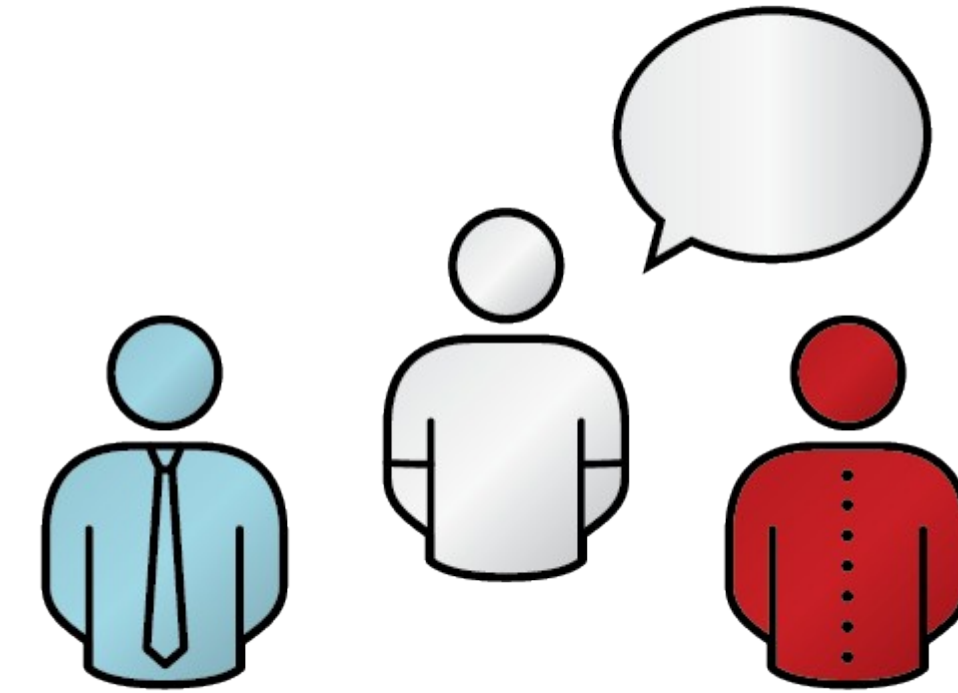
Who are our Partners?

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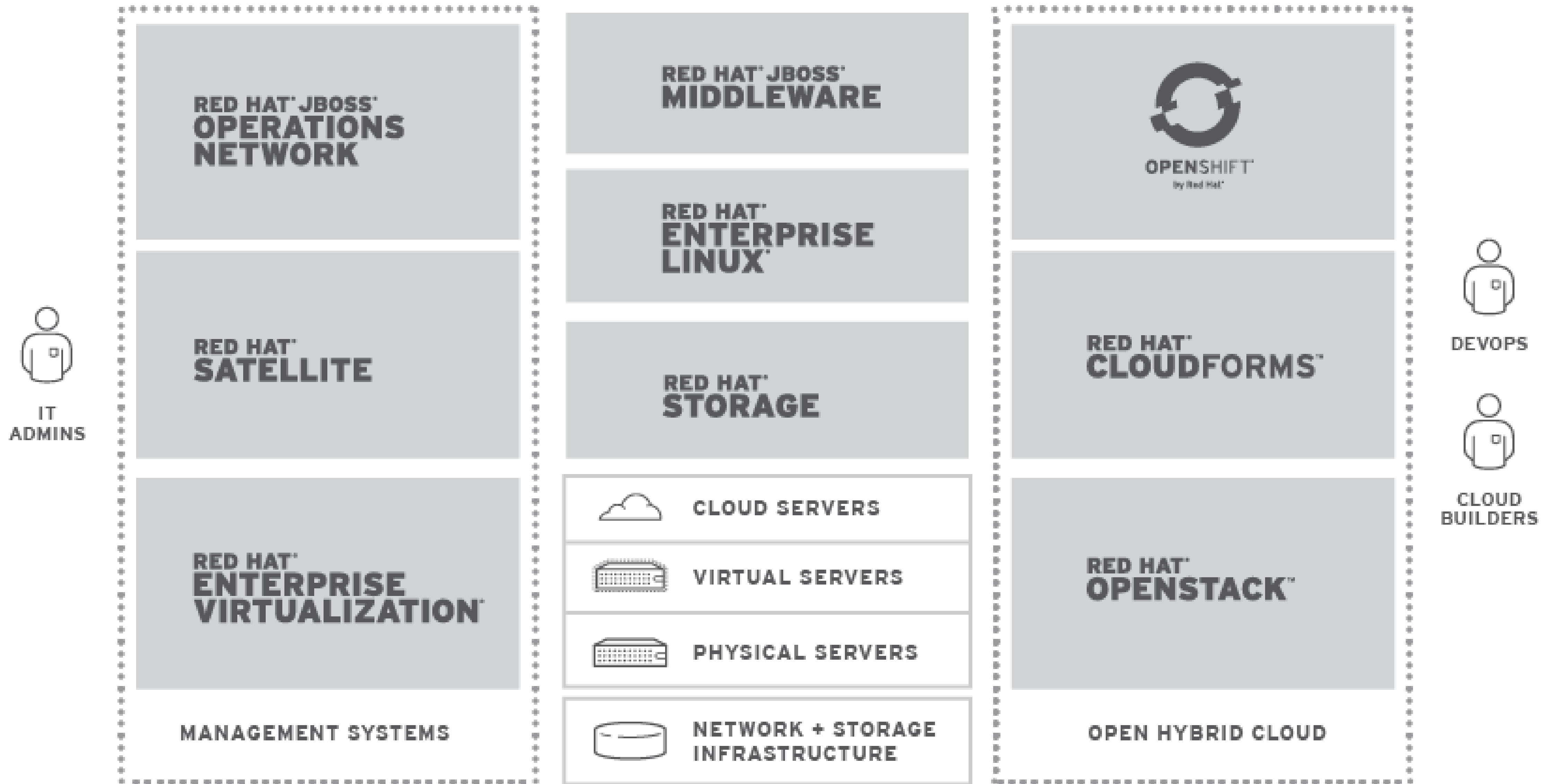
OEM – Hardware

ISV

Embedded



Red Hat Product Portfolio



RH0030

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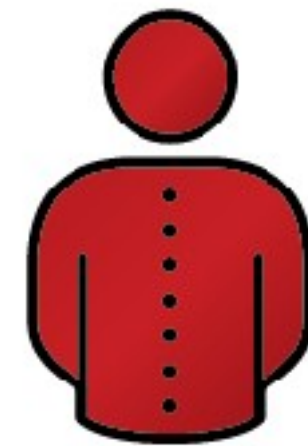
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From Vendor support to Strategic Partner

Introducing Global Support Services
& Technical Account Manager

Global Support Services (GSS) Supporting Success. Exceeding Expectations.

Platform
Middleware
Global



TAM
Technical Account Manager

Cloud
Virtualization
Storage
SAP

TAM Service Engagement Menu



Plan

- Best Practices
- Architecture Reviews
- Product Enhancements
- Early Beta Access
- Specialist Engagements
- Life Cycle Planning

Deploy

- Strategic Cases
- CritSit Management
- Proactive Notifications
- Health Checks
- Multi-Vendor Collaboration (TSANet)

Connect

- Sync-Up Calls
- Customer Communities
- On-Site Visits
- TAM Dashboard
- TAM Newsletter & Webinars
- Named resource to build stronger relationship

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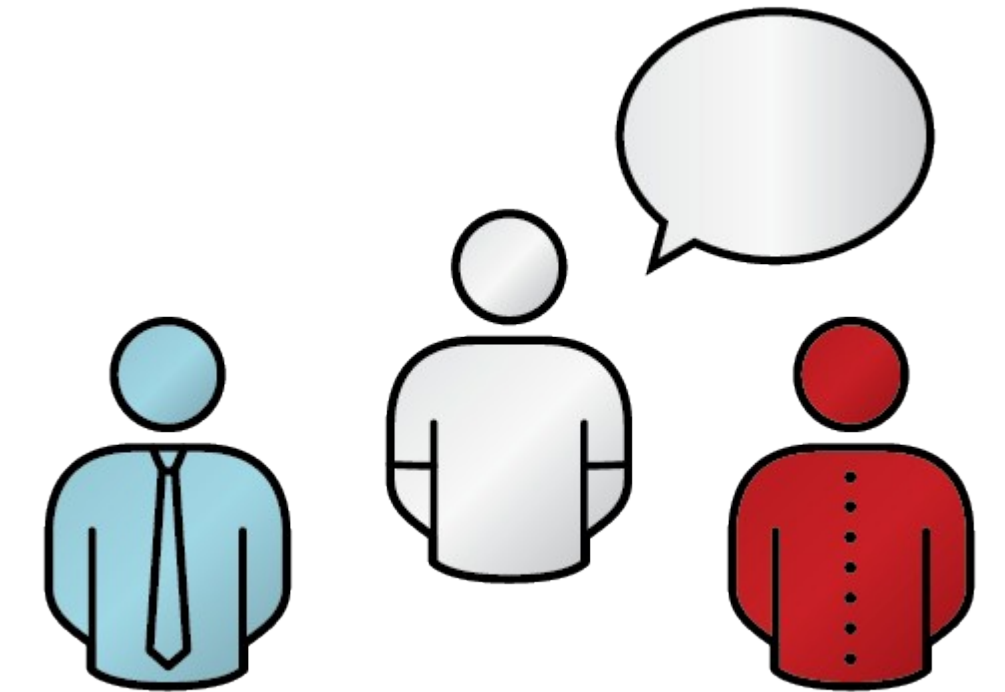
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Charting the course

Building our relationship

Product Profile

- Overview description
- Product family?
 - Sub-projects
 - Components
- Support Team
 - Common Platform Architecture
 - Key staff, PM, Tech leads



- Hardware
 - Commodity
 - Proprietary
 - Drivers
- Notable performance characteristics
- DEV/QA/GA release schedule

Motorola Shared Systems Platform and Architecture

We are responsible for aligning server products across multiple businesses within Motorola Solutions

- to use a common Red Hat Enterprise Linux platform.
- to Install/Upgrade/Patch via a common framework.
- to follow common Information Assurance practices.

Example Motorola Solutions uses of RHEL include:

- Voice and Data Transport
- Call Controllers
- Configuration Managers
- Fault Managers

We are Building a Relationship beyond Break-Fix

Key Aspects of our TAM Interaction Include:

- Communicating and Sharing Unique Product Requirements
- Coordinating our Product Life Cycles
- Staying Informed

Unique Product Requirements

Solutions Style Products

- Our Customers want a Radio System, an LTE Data Service, etc.
- Many of our products are Mission Critical, not just Business Critical.
- The system must deploy/operate/upgrade with minimal IT Admin intervention.

Voice and Data Services Require Determinism with “Medium” Latency

- Example: 99.999% of packets shall forward in less than 10 milliseconds.
- Requirements must be met in a Virtualized Environment.

Strive to meet the Latest Security Guidelines

- Security Patching is required with no internet connectivity permitted.
- Important to us: FIPs 140-2 Level 1, NSA Suite-B, TLS 1.2, ECDSA.
 - Thank you to Red Hat for the security enhancements into RHEL 6.5.

Life Cycle Coordination Strategy

During Planning – Start at current minor version available.

- Identify and communicate any new technologies intended to be used and when
- Get input on best practices, prototype with a Solutions Architect if necessary.

During Development - Keep in touch with our TAM

- Log and track RFEs/Bugs
- Get involved in the Beta programs to work-ahead on the next minor version.

During System Test – Plan for current minor + Errata

- As bugs are found, communicate severity and time-frames clearly.
- If the next minor RHEL version arrives in time, integrate the next minor.
- Update all RPMs to the latest available Errata RPMs

Life Cycle Coordination Strategy

New Customer Systems

- Latest RHEL Minor Version + Errata aligns with the Motorola System Software.

Upgrading Customer Systems

- Upgrade RHEL and the Motorola System Software to match a New System.

Security Patching Existing Systems

- Customer's can enroll in the Motorola Security Update Service (SUS)
- Update to the Latest RHEL Minor Version + Errata on a planned quarterly basis.
 - Exceptions based on special needs. For official legal details please see http://www.motorolasolutions.com/US-EN/Services/Run/Security/Security_Update

Keeping up to date has challenges

Plan to regression test and post patch touch-up

- As part of the Motorola SUS, we have a dedicated lab hosting our prior releases that are tested with the latest Errata each quarter.
- It is common to find a difference in behavior that requires a small change to our software.

Minor versions do not always align to the program

- The Q1/Q3 RHEL Minor Version cadence works great, release skew breaks this.
- Visibility into RHEL Minor Version release dates is foggy.

Major RHEL version changes requires foresight

- Again, get involved in the Beta.
- Scope the impact and plan to move forward as business allows.

Staying Informed

The TAM Relationship is a great way to:

- connect to Red Hat engineers.
- identify new technologies that can be leveraged by your business.
- share business goals.
- get break-fix support.

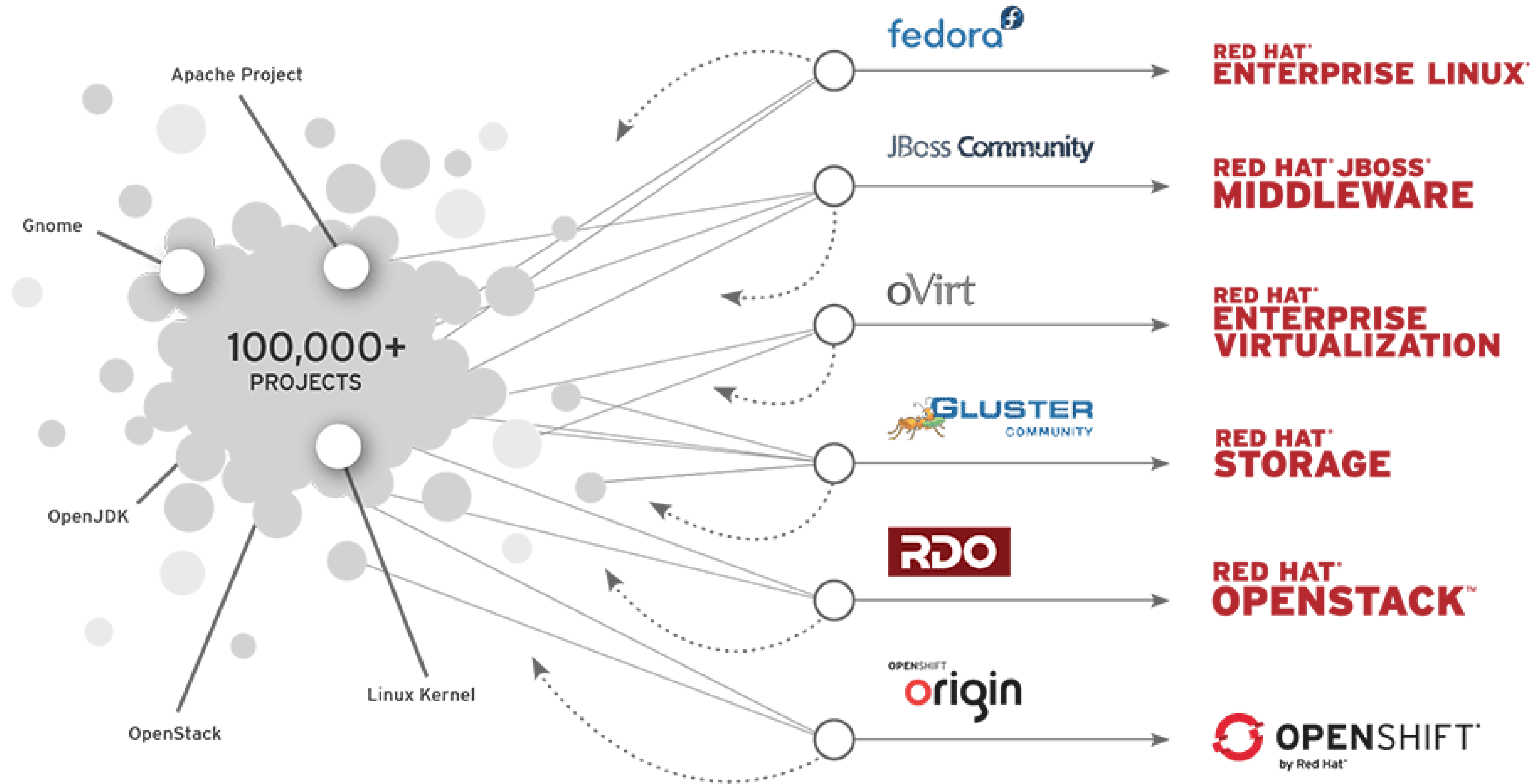
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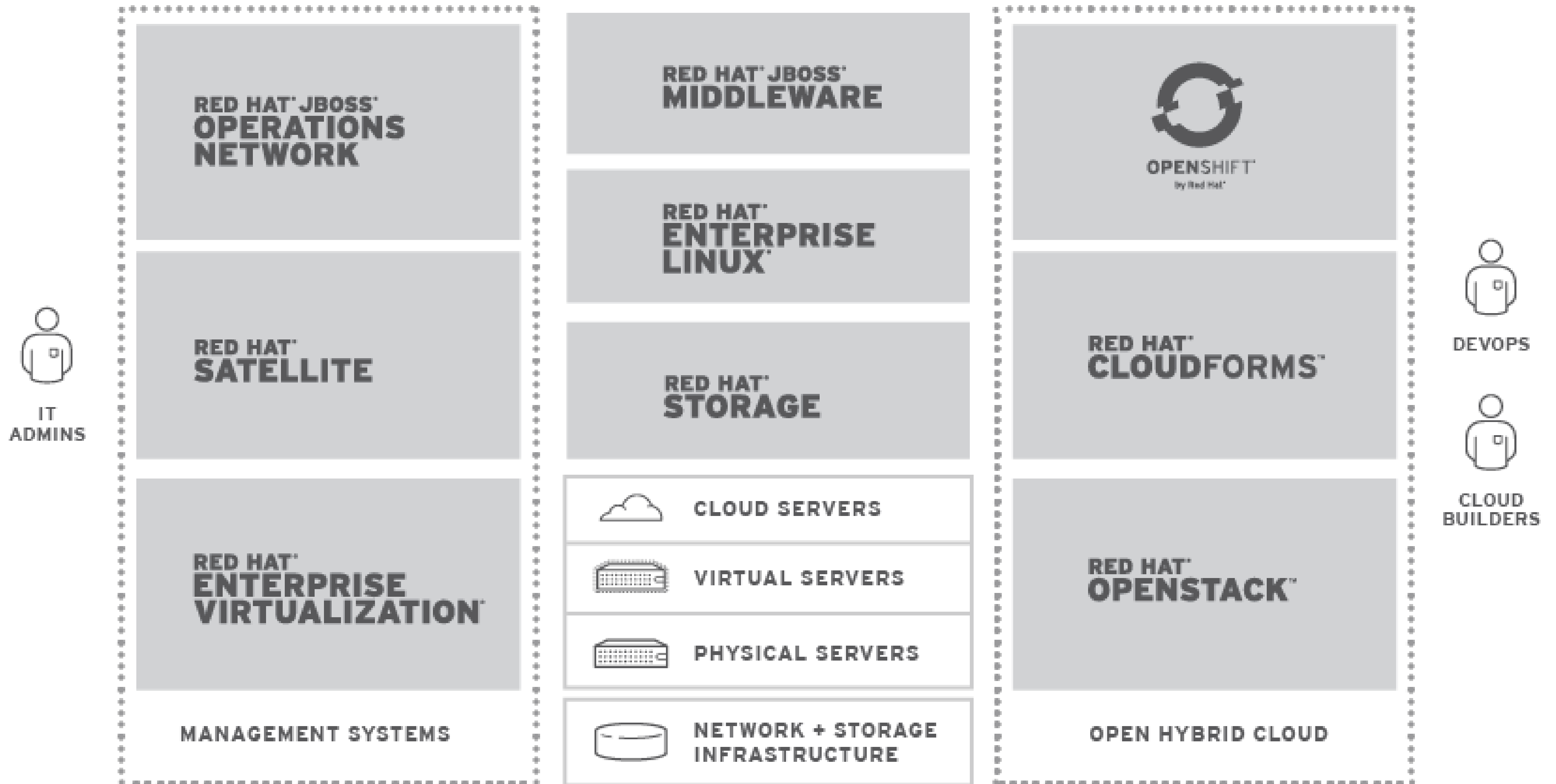
Release and Life Cycle Planning

Open Source Projects -- Enterprise Products
Partner Products

The Red Hat Product Portfolio and the Open Source Communities



Red Hat Product Portfolio



RH0030

Red Hat Enterprise Linux – Life Cycle

Production 1
(5 ½ years)

Prod. 2
(1 year)

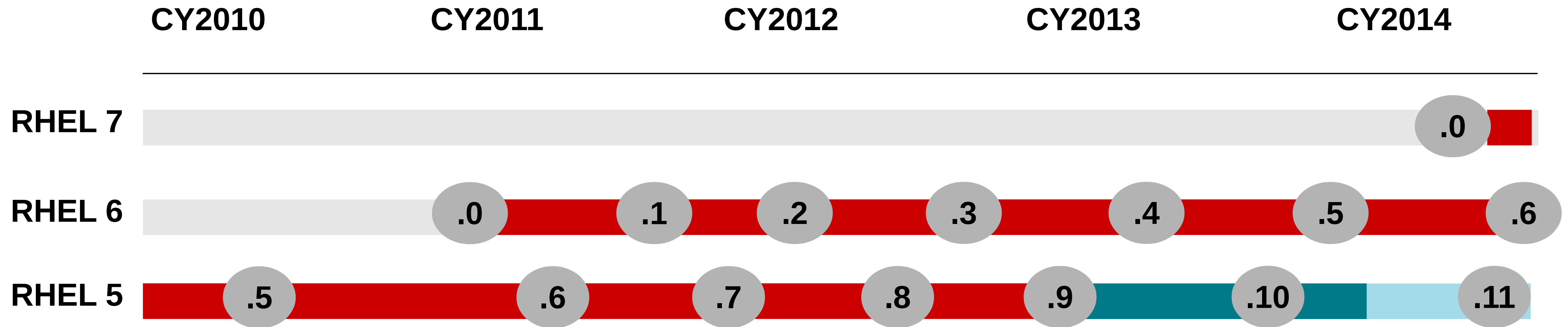
Production 3
(3 ½ years)

Description

Access to previously released content in Red Hat Network	yes	yes	yes
Red Hat knowledge base, documentation, videos, ref arch's, etc.	yes	yes	yes
Unlimited incidental technical support	yes	yes	yes
Security errata	yes	yes	yes
Bug fix errata	yes	yes	yes
Minor releases	yes	yes	no
Refreshed hardware enablement	native	limited native	through virtualization
Software enhancements	yes	no	no
Updated install images	yes	yes	yes

<https://access.redhat.com/support/policy/updates/errata/>

Red Hat Enterprise Linux Roadmap*



■ Production 1 ■ Production 2 ■ Production 3

**All dates are approximate and subject to change*

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Red Hat Satellite for package management and consistency

SA Interaction with our ISV Program

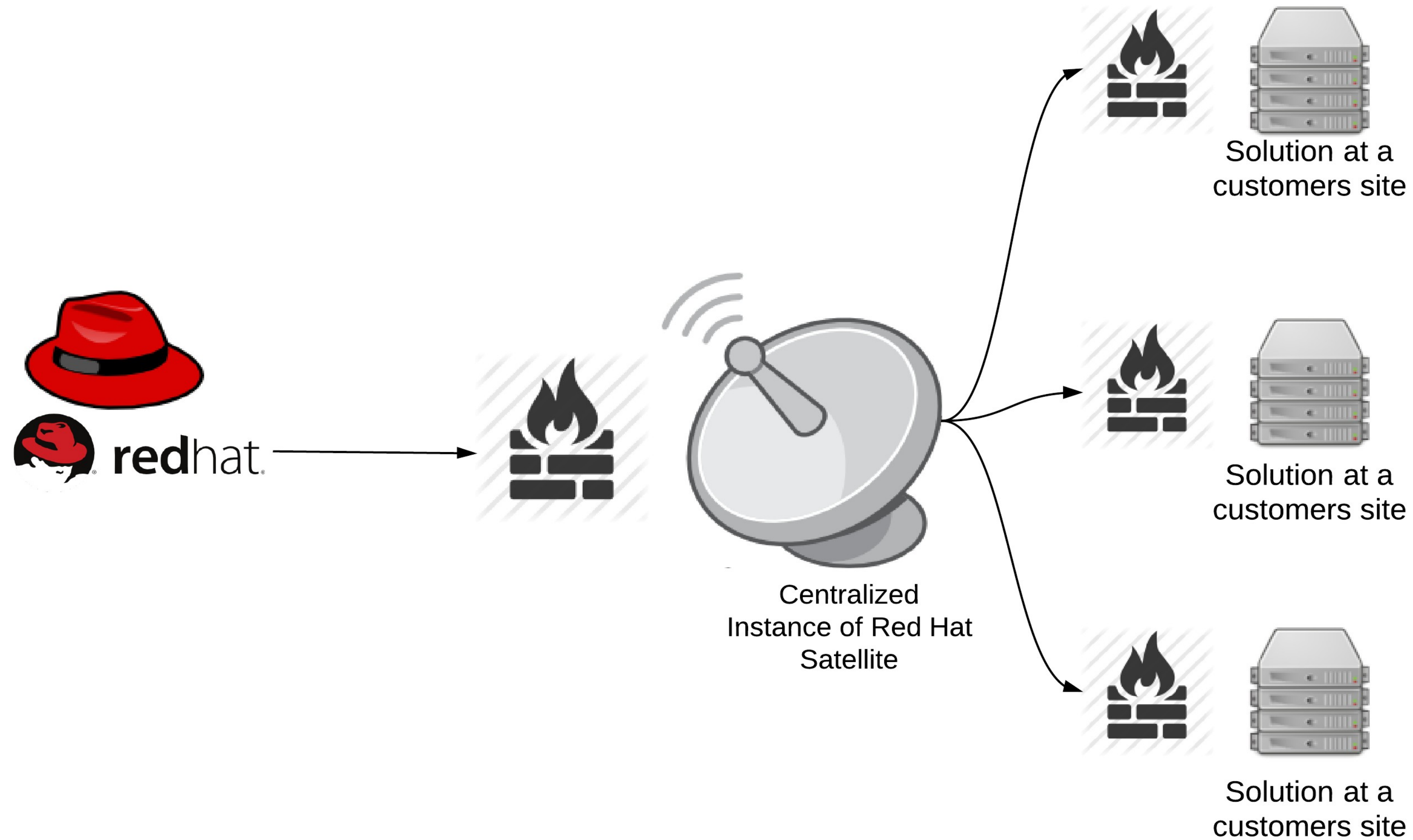
SA is a resource for discussing current and future Red Hat features/products

- Discussions about Red Hat features and alignment with the your product life cycle
- Detail conversations pertaining to new products and how those features align with your product requirements

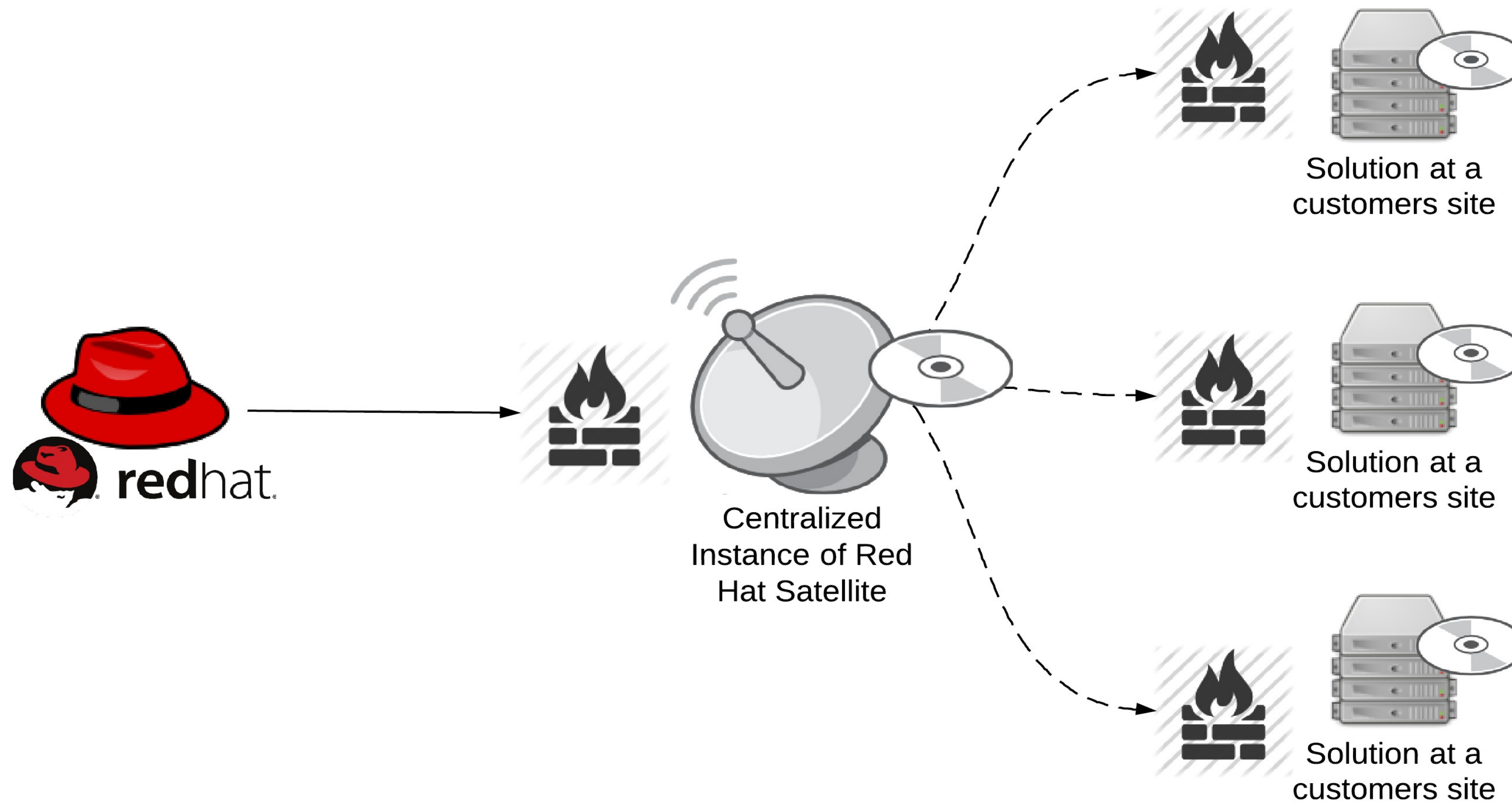
Another contact point for all things Red Hat

- Requests for Enhancements, Cases, and Red Hat product discussions

Red Hat Satellite - Content Distribution



Red Hat Satellite - Patch Repository



In summary...

- Are you getting the full value out of your Red Hat subscription?
- Are your engineering/platform teams engaged with GSS/TAM?
 - Strategic partner vs. break fix vendor?
- Are your Release/Life Cycles aligned to Red Hat's?
 - What is your strategy to address release gaps?
 - Errata, security, new functionality?

References

- Surveys
- <http://people.redhat.com/tbowling>
- Life Cycle and Policy Updates
- Extended Update Support (EUS) Standard Operating Environment (SOE) Guide
- Top Support Policies

Thank you! Questions?

Continue discussions at
“Embedded and Intelligent
Solutions Lounge”
5:30 next to OpenStack Pavilion