Delivering Intelligent Systems with Red Hat: Best Practices for Partners

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Solutions Architect, Red Hat
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
Who are our Partners?
Who are our Partners?

OEM – Hardware
ISV
Embedded
Red Hat Product Portfolio

- **Red Hat JBoss Operations Network**
- **Red Hat JBoss Middleware**
- **Red Hat Enterprise Linux**
- **Red Hat Satellite**
- **Red Hat Enterprise Virtualization**
- **Red Hat Storage**
- **Red Hat CloudForms**
- **Red Hat OpenStack**
- **OpenShift**
- **Cloud Builders**
- **DevOps**
From Vendor support to Strategic Partner

Introducing Global Support Services & Technical Account Manager
Global Support Services (GSS)
Supporting Success. Exceeding Expectations.

Platform
Middleware
Global

Cloud
Virtualization
Storage
SAP

TAM
Technical Account Manager
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
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
Talking points from our partner
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
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.
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.
Open Source Projects -- Enterprise Products
Partner Products
The Red Hat Product Portfolio and the Open Source Communities

100,000+ PROJECTS

Apache Project
Gnome
OpenJDK
OpenStack
Linux Kernel

fedora
JBoss Community
ovirt
Gluster Community
RDO
Origin

RED HAT ENTERPRISE LINUX
RED HAT JBOSS MIDDLEWARE
RED HAT ENTERPRISE VIRTUALIZATION
RED HAT STORAGE
RED HAT OPENSTACK

@redhat @rhsummit
Red Hat Product Portfolio

- Red Hat JBoss Operations Network
- Red Hat JBoss Middleware
- Red Hat Enterprise Linux
- Red Hat OpenShift
- Red Hat Satellite
- Red Hat Storage
- Red Hat CloudForms
- Red Hat Enterprise Virtualization
- Management Systems
- Cloud Servers
- Virtual Servers
- Physical Servers
- Network + Storage Infrastructure
- Open Hybrid Cloud

DevOps
Cloud Builders
# Red Hat Enterprise Linux – Life Cycle

<table>
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<tr>
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<th>Production 1 (5 ½ years)</th>
<th>Prod. 2 (1 year)</th>
<th>Production 3 (3 ½ years)</th>
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<tr>
<td><strong>Description</strong></td>
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<td>Red Hat knowledge base, documentation, videos, ref arch's, etc.</td>
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<td>Unlimited incidental technical support</td>
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<td>Security errata</td>
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<td>Bug fix errata</td>
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<td>Minor releases</td>
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<td>Updated install images</td>
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https://access.redhat.com/support/policy/updates/errata/
# Red Hat Enterprise Linux Roadmap*

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*All dates are approximate and subject to change*
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