SECURELY AND EFFICIENTLY SOLVING REAL-WORLD PROBLEMS
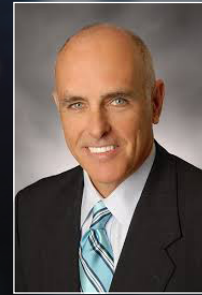
In this Q&A, Paul Smith, senior vice president and general manager of public sector at Red Hat, describes how enterprise open source technology can help communities thrive.

How does enterprise open source technology support data sharing across programs and hybrid computing environments?

Governments often have disparate systems that don't communicate well with each other. The real-world impact — especially in areas like health and human services — is that people fall through the cracks. We had a use case of a troubled teen who was at risk for mental illness and suicide, but care providers were not aware of the situation's severity because the health care system and the child services system didn't communicate. We enable integration of those disparate systems so case managers get a complete view of data, make better decisions and improve outcomes for the people they serve.

With technology and user demand evolving faster than ever, how do enterprise open source solutions equip agencies to respond to changing requirements?

We recently worked with Los Angeles County to deploy a solution that allows it to push out information faster to different citizen forums. When the Malibu fires struck a few months later, the county provided up-to-the-minute updates — about evacuations, safe areas and so forth — simultaneously to Twitter and other platforms so people could make informed decisions about family, animal and home safety. These types of updates often take hours for IT departments to roll out. By then, the information is irrelevant.

How does enterprise open source technology reduce costs compared with traditional solutions?

Most of our customers prefer a subscription model that allows them to space out their investments over time. That works well from a budgeting standpoint. It also gets technology embedded in the community faster because agencies don't face delays waiting for bonds, levies and RFPs associated with capital expenditures. In addition, organizations can enhance as they go without having to issue another RFP, which also saves time and resources. There's also cost savings associated with support. There's an enormous open source community of government subject matter experts. They can help each other through challenges or advancements in customization. That drives down consulting, assessment and support costs. You don't get that with proprietary technology solutions.

How does enterprise open source technology security compare to traditional technology solutions?

We've seen numerous cases where proprietary products with known security flaws have gone unpatched for months, if not years. This could never happen in open source. We don't have that luxury. We're developing code in a freely open source community and allowing everybody to look at it, comment on it, commit new codes to it and innovate faster. If a flaw is discovered, everyone knows it, so we have to respond quickly.

> **ORGANIZATIONS CAN ENHANCE AS THEY GO WITHOUT HAVING TO ISSUE ANOTHER RFP, WHICH ALSO SAVES TIME AND RESOURCES.**

Learn more at **Carah.io/GT-OpenSource-RedHat**

OPEN, INNOVATIVE AND SECURE

Red Hat technologies use the power of open source communities to enable you to improve efficiency, meet critical IT demands, and improve service delivery – without vendor lock-in.

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