

# Government & Novell

Partnership for Openness, Security & Efficiency

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Novell.

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## Agenda

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- Introductions
- Why Government Solutions?
- Challenges facing Government - an example
- Government and Novell
  - Novell Government Solutions
  - Novell - Identity and Open Source
- Questions & Discussion



Why Government Solutions?

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## Why Government Solutions?

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Governments are under constant pressure to use their limited resources for the greatest public interest and need to transform themselves.



Novell has had historically a strong presence in all levels of government in many countries. In recent years, it has developed / acquired offerings particularly suited to government needs.

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## Why Government Solutions?

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### Government objective:

Providing stakeholders with personalized access to information and service on demand

- Besides the usual requirements (ease of access, seamlessness, speed, reliability, scalability,...)
- Specific public sector complexities (data sensitivity, budgetary restrictions, silo organizations, independence / choice,...)

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## Why Government Solutions?

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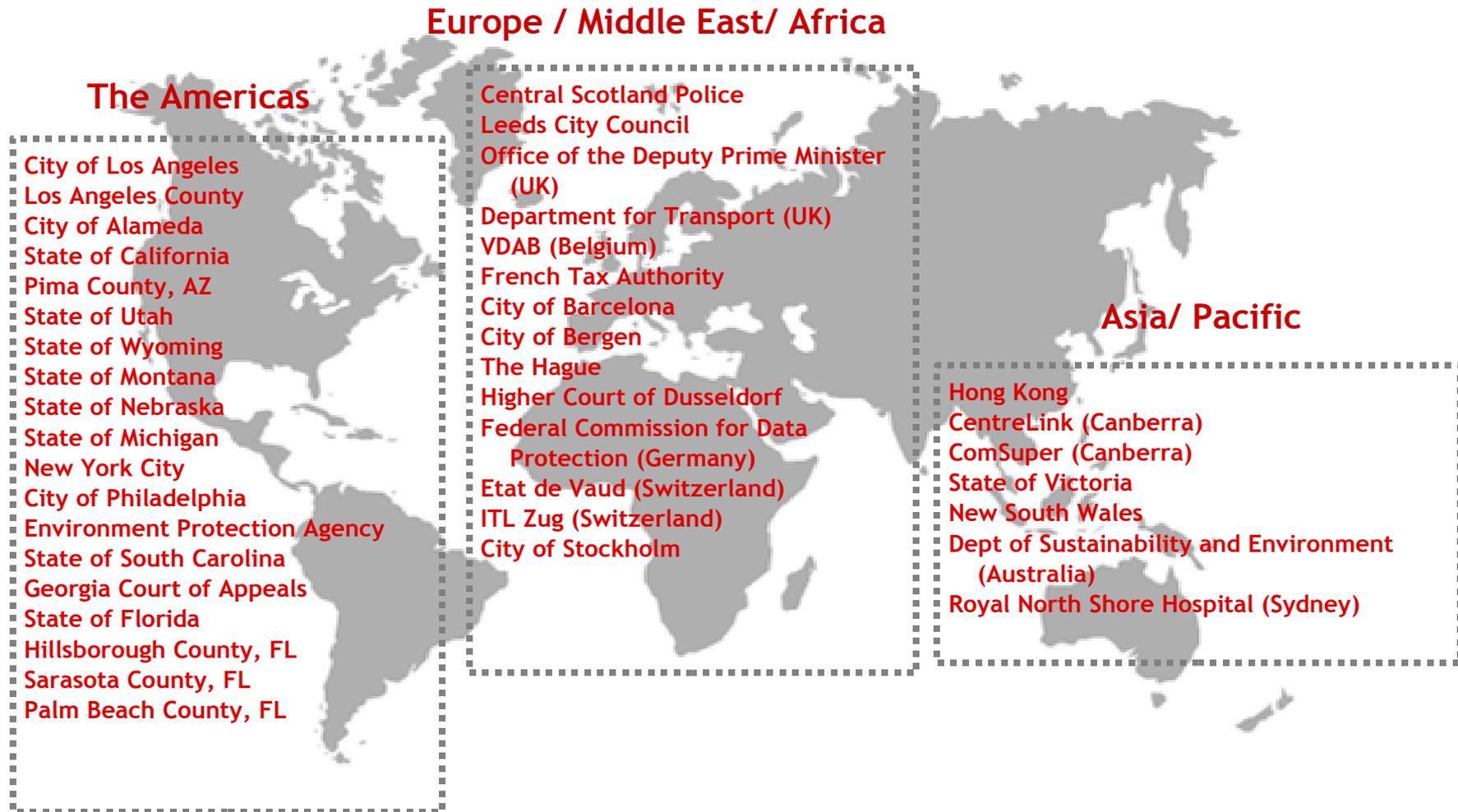


Novell presence in the public sector developed with the advent of the client / server technology. The technology design made it secure, reliable and scalable.



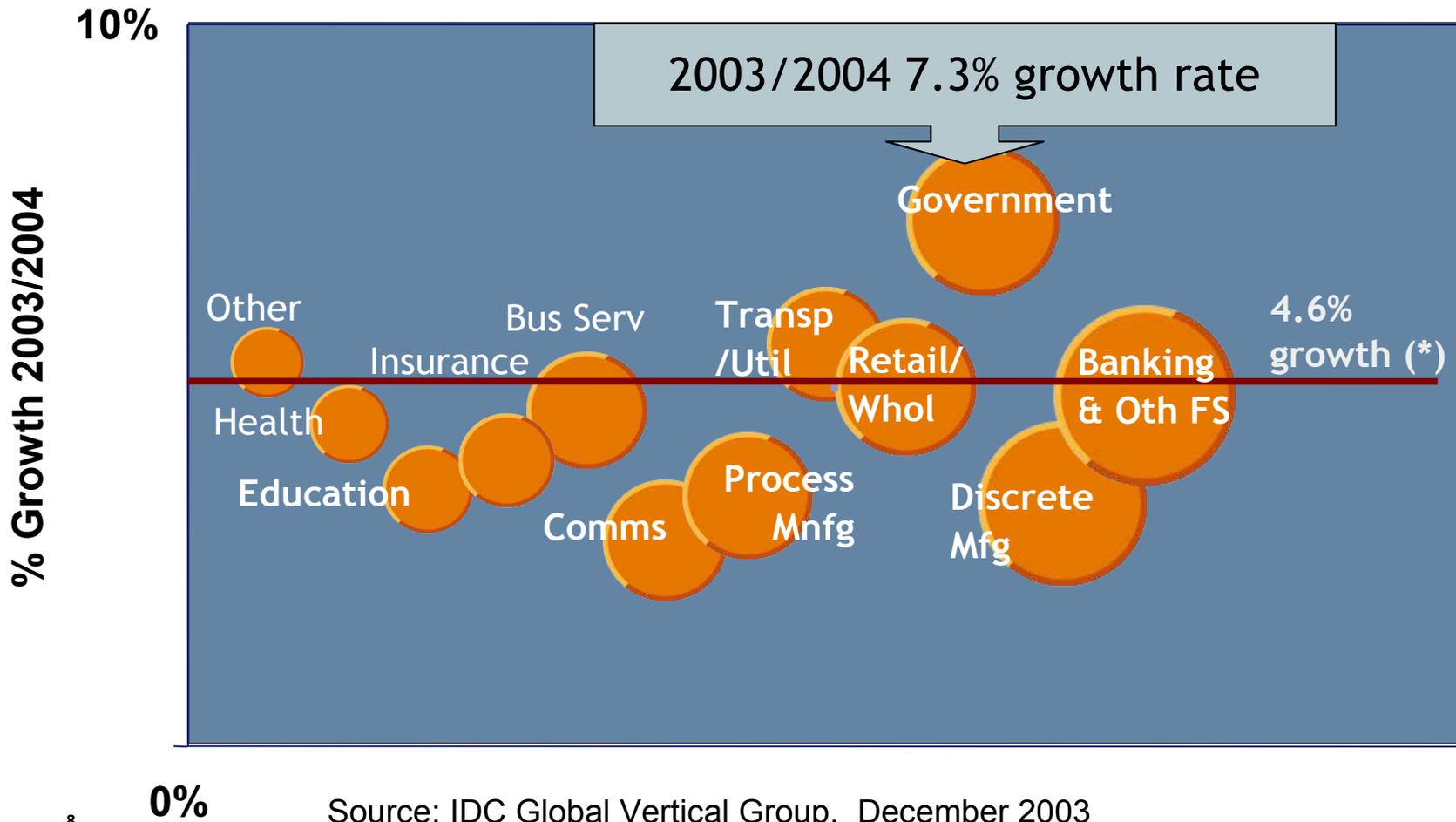
Today Novell has taken a new dimension with its Identity based computing and Linux offerings - critical foundations for open, secure and effective government.

# Why Government Solutions?



# Why Government Solutions?

## Global Industry Relative Size of IT Spending, 2004



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## Why Government Solutions?

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### Novell's Key Strengths in the public sector

-  Experienced consultants, account managers and developers who understand public sector's special requirements
-  Global references across all levels of government
-  A unique technological offering

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## A Sign of the Times for Novell

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Novell has launched a dedicated cross-functional **Government Solutions Team**...

...in recognition of:



Novell's history of success in serving our government customers



and also the unique convergence of Novell's leading **Identity-driven** and **Open Source Solutions** with the challenges that governments face today.

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## Why Government Solutions?

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 Novell has developed a set of **integrated solution building blocks** for governments around:

- government portals
- data & application integration
- secure infrastructure
- core foundation technologies

 And several **customized** solutions:

- a policy-based citizen portal
- a Linux migration strategy

# Challenges facing Government

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## Government - The Challenges

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### An Example: State of California

Governor Arnold Schwarzenegger was elected by the people of California to turnaround the State Government and get it back on a sound fiscal and operational footing.

First step - the California Performance Review - Top to Bottom review of California's Government

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## Government - The Challenges

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### What the California Performance Review found:

- The state's organizational structure is chaotic and cumbersome.
- Management systems are outdated and ineffective.
- Programs whose time has come and gone still they linger on, wasting valuable taxpayer dollars.
- - More than a third of California's state employees become eligible for retirement in the next five years.
- - California's basic systems are outmoded at the moment when the world is being connected by fast, efficient networks.

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## Government - The Challenges

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### California Performance Review - Information Technology Strategic Recommendations:

- **Consolidate** and align the management of state information technology
- Use technology to **support** California's citizens and businesses
- **Standardize** technology platforms to **efficiently** manage common, internal business functions

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## Government - The Challenges

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California Performance Review - Information Technology  
Specific Recommendations:

### SECURITY & IDENTITY



**Information security** must be a top priority of the state, or the risk of that data will be **inappropriately accessed** or services disrupted will continue to grow. California must focus its attention on **securing its information technology in an organized, standardized manner.**

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## Government - The Challenges

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California Performance Review - Information Technology  
Specific Recommendations:

### OPEN SOURCE



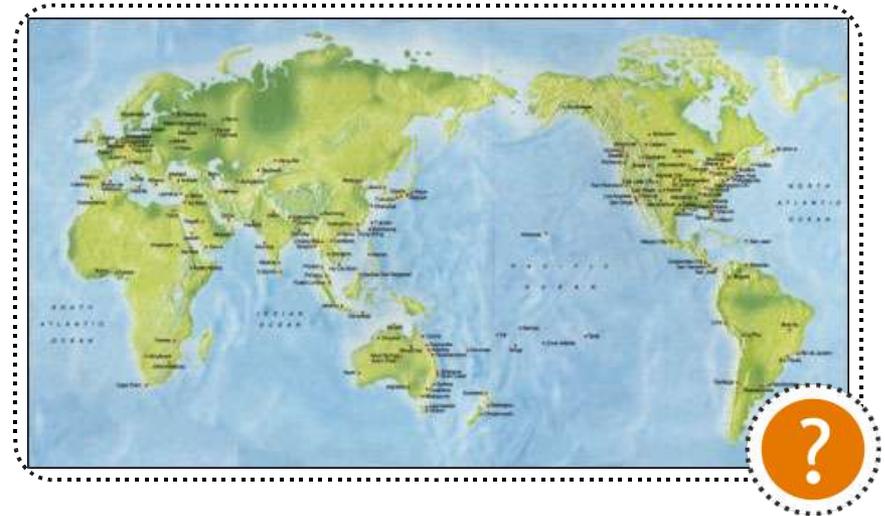
Each year the State of California spends millions of dollars on software, software maintenance and renewal. Many private and governmental organizations are turning to **open source software** as a **cost-effective** alternative to closed source software. The state should more extensively consider use of **open source software**, which can in many cases provide the same functionality as closed source software at a **much lower total cost of ownership**.

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## Government - The Challenges

Sound Familiar?

Does it apply to you and your government?



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## Government Today - Major Issues

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- Limited resources
- Cooperation and collaboration, not competition, will be the watchword for governments
  - **Open Source and Identity will be essential components of any government solution**
- Re-engineering “broken” processes will come before automating them
- Citizen expectations have risen (“the DHL factor”)
- Technology is an enabler - not the solution.
- Information Technology management will have more of an government-wide focus as time goes on

# Government & Novell

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## Enabling Change

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“Without free, self-respecting, and autonomous citizens there can be no free and independent nations.”

**Vaclav Havel**



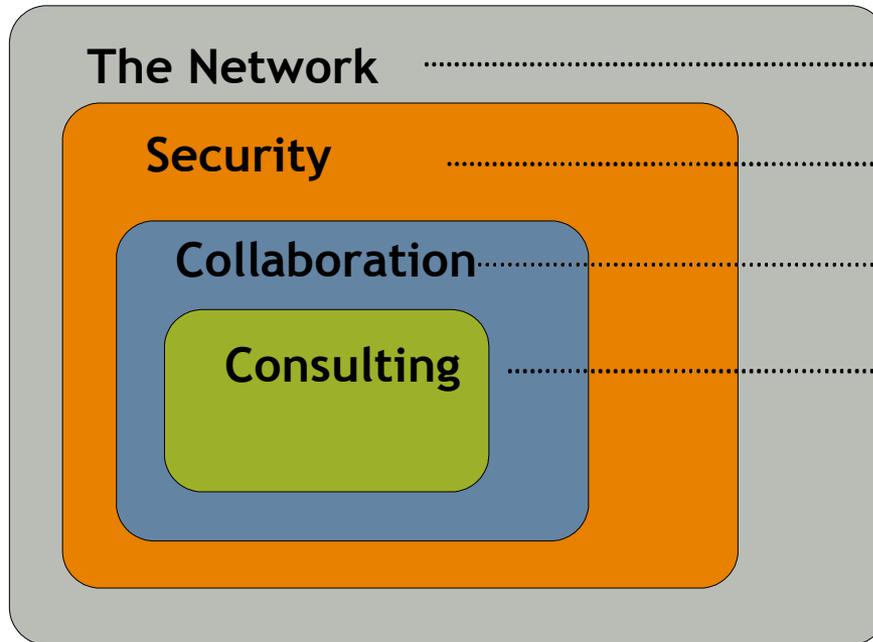
# Novell Government Solutions

Helping governments provide open, secure and efficient services to their constituents with Identity and Open Source solutions as the foundation



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# Novell's Foundation



**one Net**

Information without boundaries. Access anytime, anywhere on any device.

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## Novell's Government Solutions Vision



Novell will be a global leader in helping governments at all levels to provide high-quality, secure and efficient services to their constituents. Novell is moving forward to accomplish this goal by delivering to our government customers market-leading **Open Source** and **Identity-Driven Solutions**.

Novell's Solutions will enable governments to provide the right resources to the right people. Anytime. Anywhere.

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## Novell's Commitment to Government

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Novell is increasing its commitment to its government customers by:

- Developing organizational structures and targeting specific resources to government vertical solutions
- Creating combinations of Novell products and services - “solutions” - in order to meet specific challenges in government
- Devoting research and development resources to building “solutions” designed for government
- Building close relationships with global partners in order to better meet the needs of government around the world

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## Novell's Solutions

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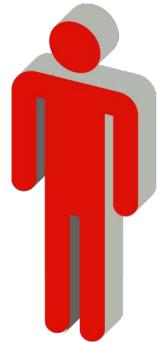
# Identity

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## Why is “Identity” Important?

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- The “virtual enterprise” government model blurs the boundaries so that “outsiders” become “insiders.” And the “virtual enterprise” is a keystone of governments at all levels working together
- The network is “opening,” creating a dichotomy: more flexible access and the need for stronger security
- Identity and access management are strategic issues



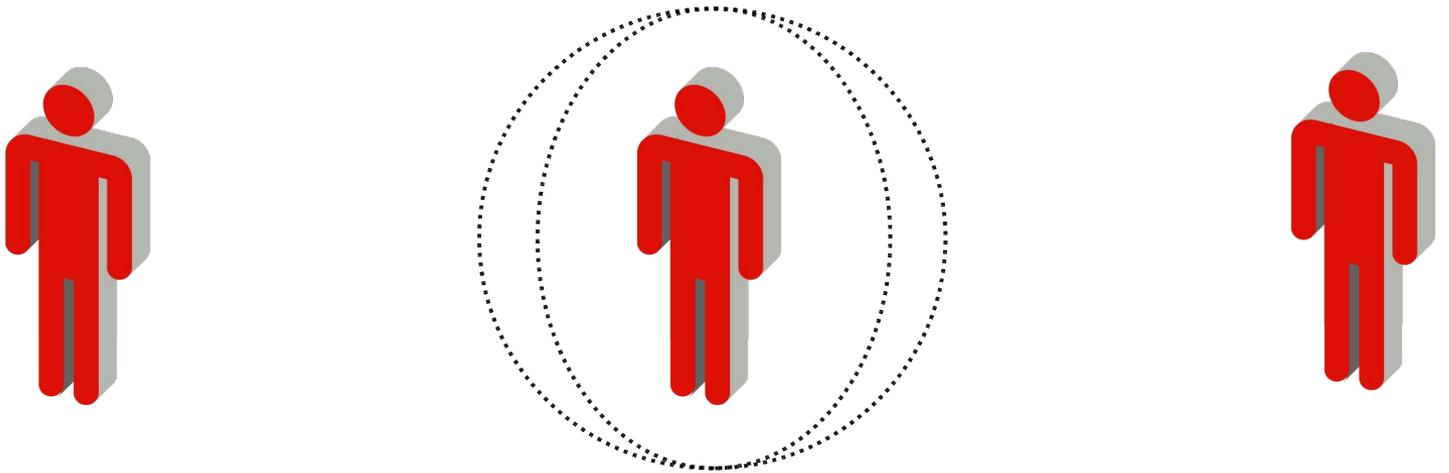


# Novell - Our Approach

## Identity-driven Solutions

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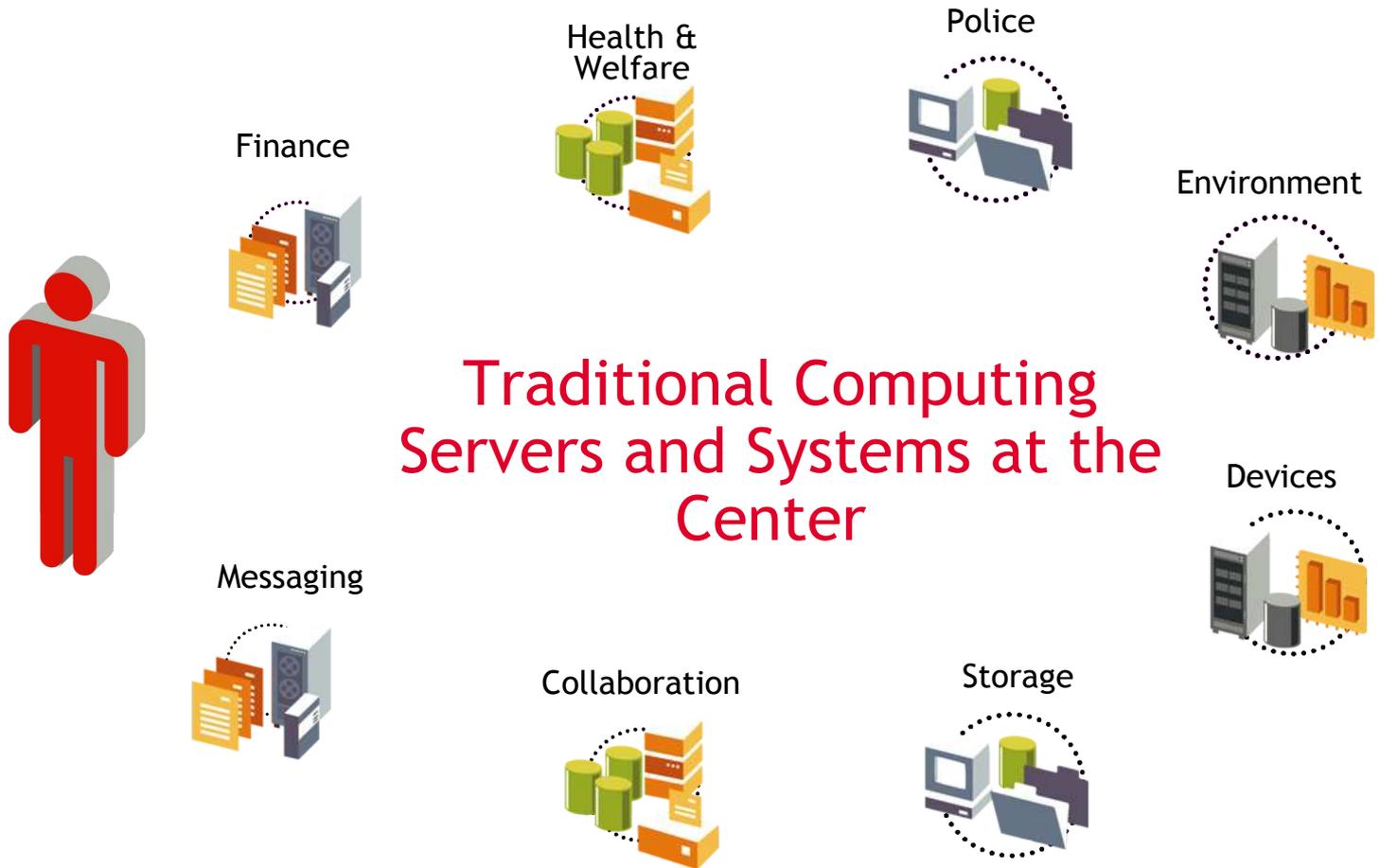
Placing citizens, employees, and partners  
and their roles at the center of computing  
in place of servers and systems





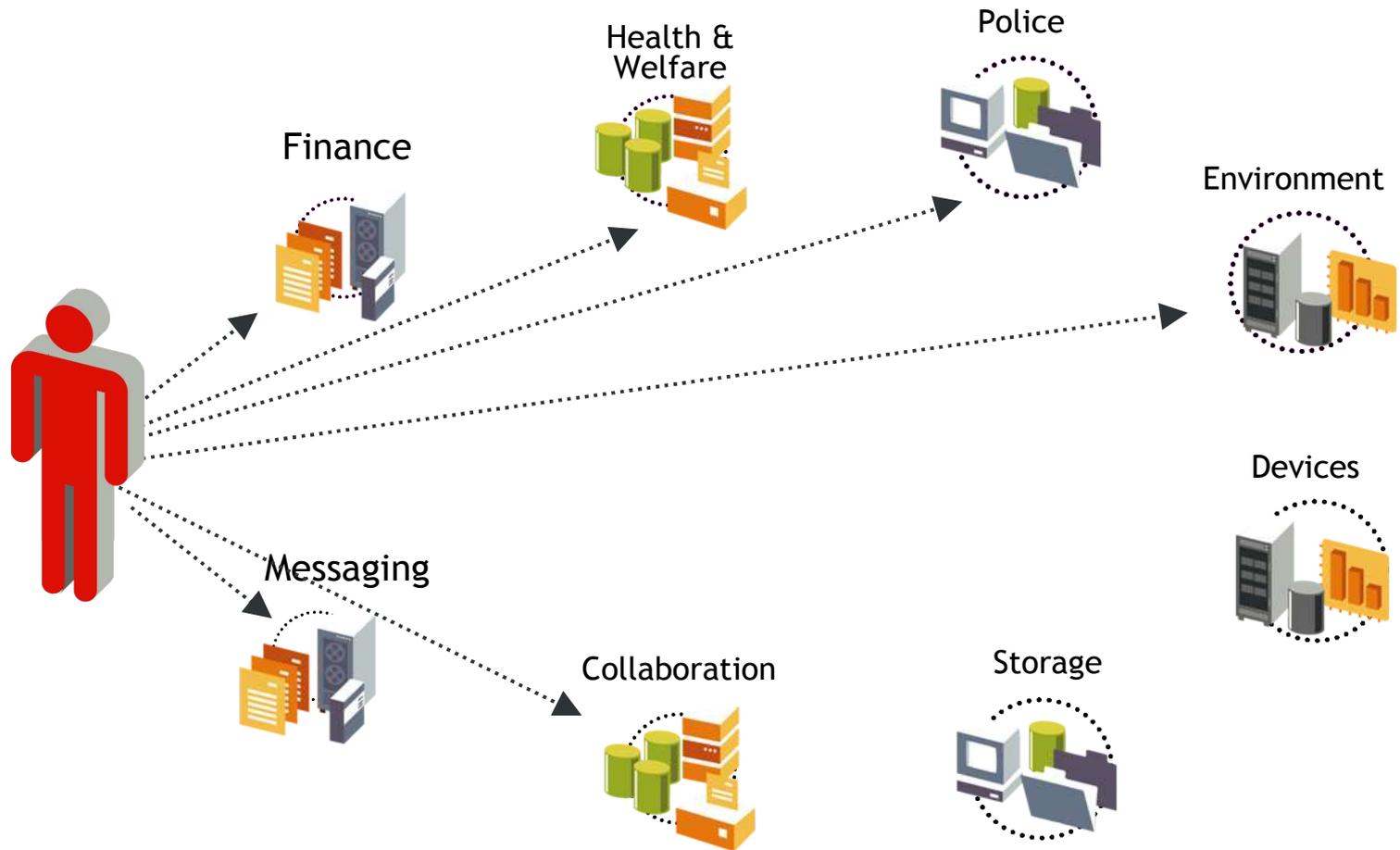
# Novell - Our Approach

## Identity-driven Solutions



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## “How do I get all the information to do my job and serve the public?”





# Novell - Our Approach

## Identity-driven Solutions

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### Traditional Computing Focus on Servers and Systems Burden on the User

- How do I keep track of my personal and shared content and documents?
- How do I get all the information to do my job?
- How do I participate in a government/program process?
- How do I collaborate with others?
- How do I remember how to sign on to all of these?
- How do I keep track of all the capabilities of my various (and ever changing) devices



# Novell - Our Approach

## Identity-driven Solutions

My Health & Welfare



My Police



My Finance



My Environment



New Paradigm  
Citizens/Staff and their  
Roles at the Center

My Messages



My Devices



My Colleagues

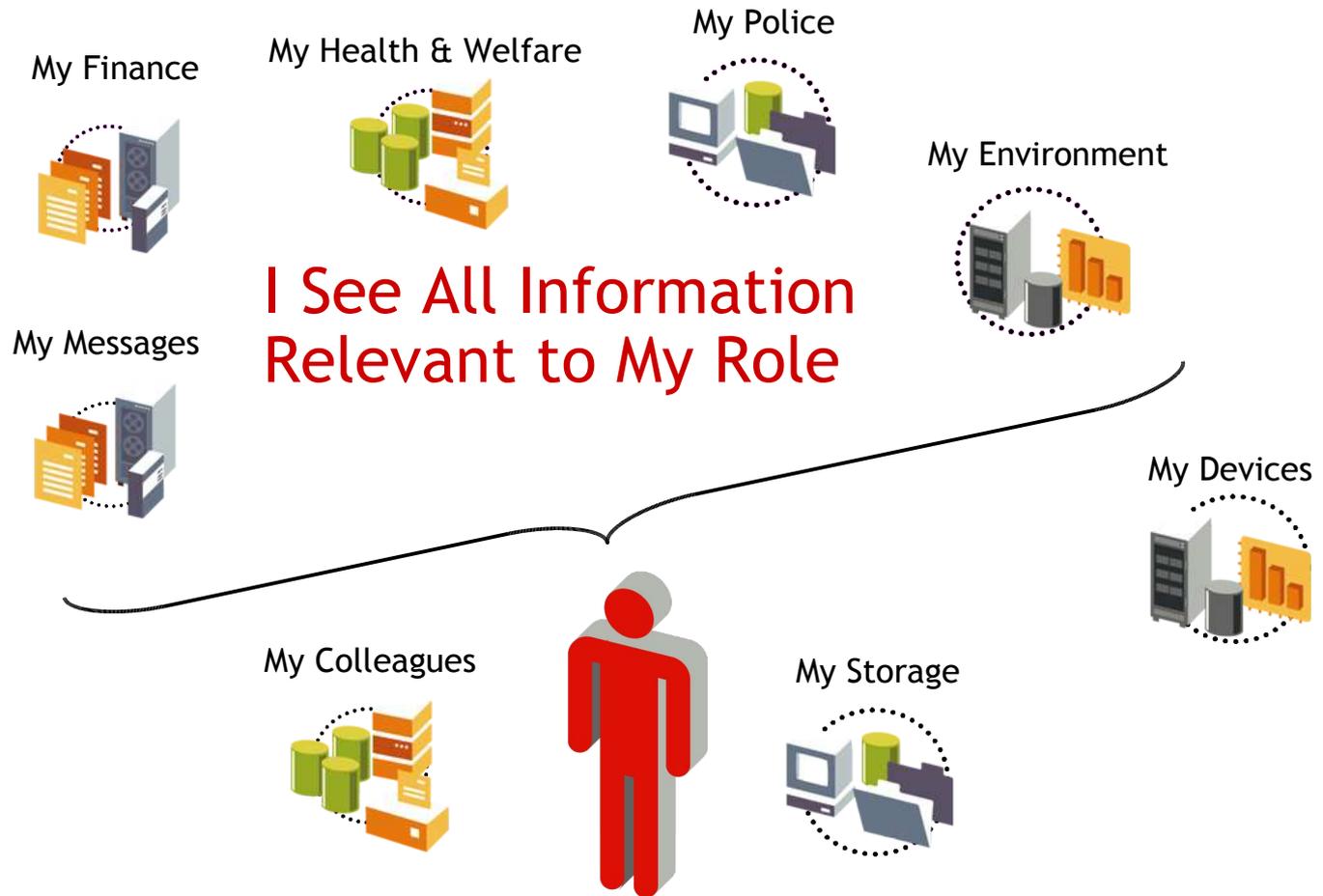


My Storage



# Novell - Our Approach

## Identity-driven Solutions





# Novell - Our Approach

## Identity-driven Solutions

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### New Paradigm

### Citizens and Staff and their Roles at the Center

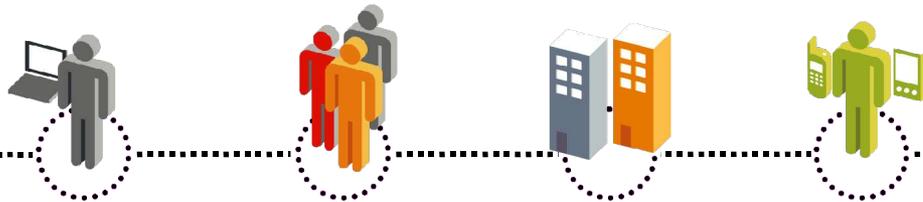
#### Identity-aware systems

- All relevant information knows about me
- I get everything I need for the citizens I serve
- The systems know what I need
- I fit in with program processes appropriately
- Those that need to know about me do and I know about them
- If my role changes, everything will adjust
- Once I'm authenticated, security takes care of itself

# Novell - Our Approach

## Identity-driven Solutions

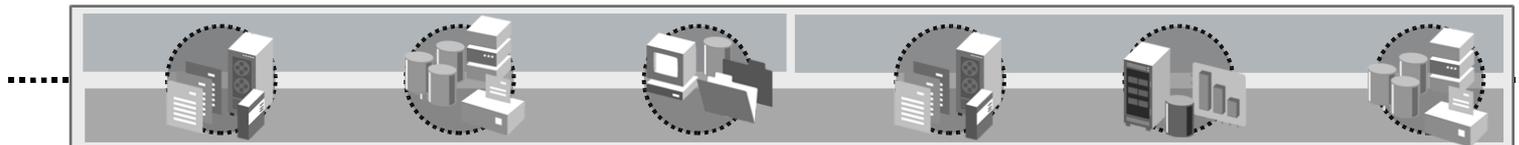
Users and Devices



The Solution:  
Powerful  
Combination of  
Secure Identity  
Management and  
Services Oriented  
Architecture

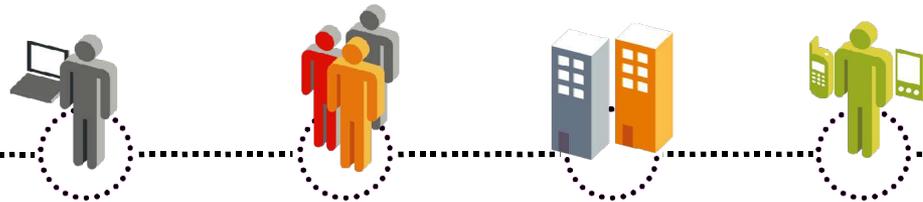


Existing  
Systems



# Enabling Existing Government Systems as Services

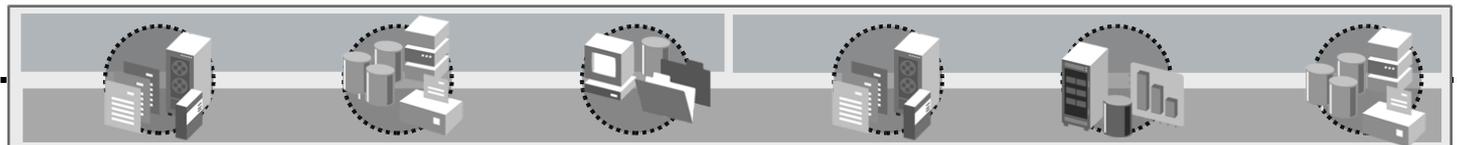
Users and Devices



Services

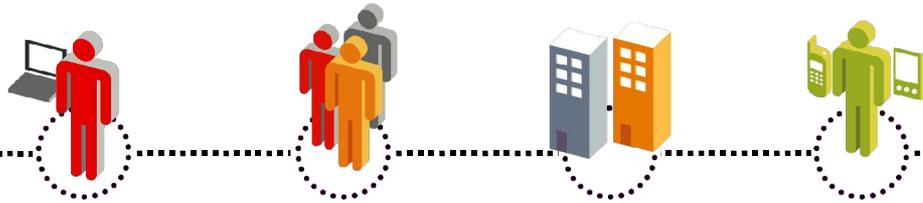


Existing Systems



# Associating Government Services with Identities

Users and Devices



- Authenticate
  - Validate identity
  - Determine role
- Authorize
  - Verify access rights



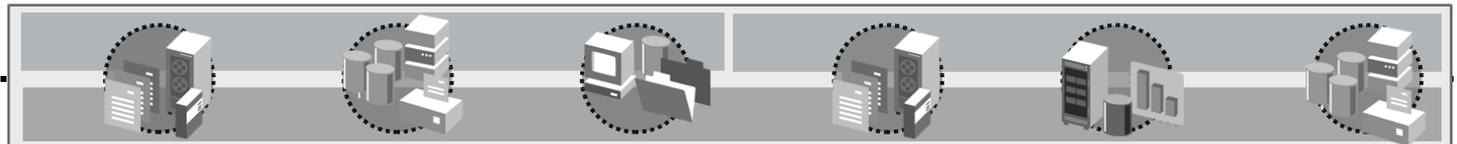
Secure Identity Management



Services

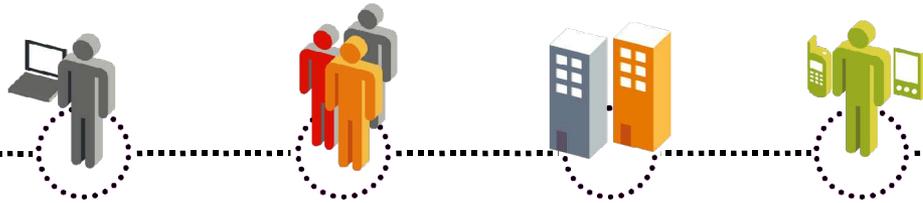


Existing Systems



# Associating Government Services with Identities

Users and Devices



- Authenticate
  - Validate your identity
  - Determine your role
- Authorize
  - Verify access rights



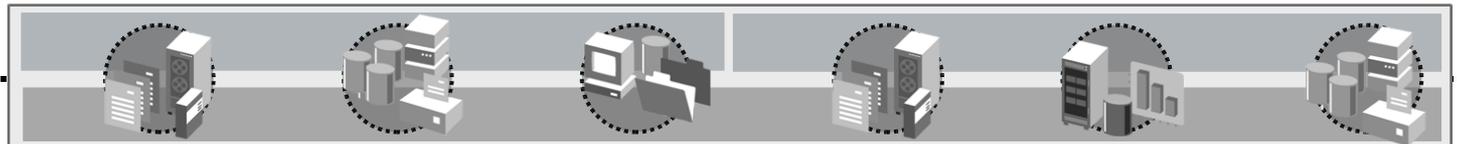
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Services

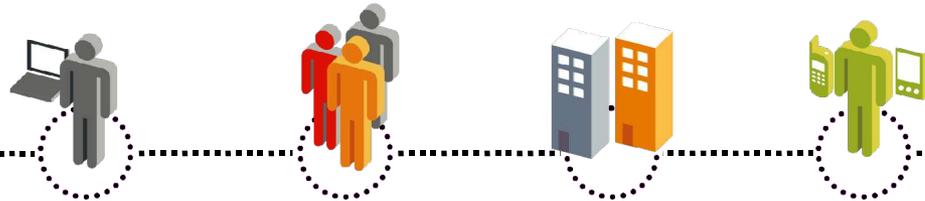


Existing Systems



# Associating Government Services with Identities

Users and Devices



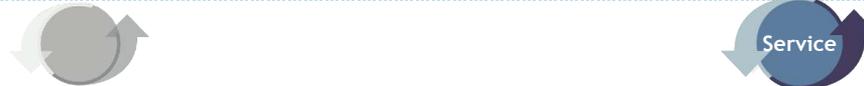
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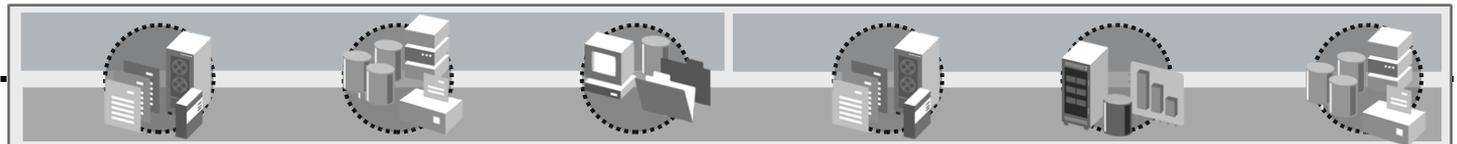
Secure Identity Management



Services



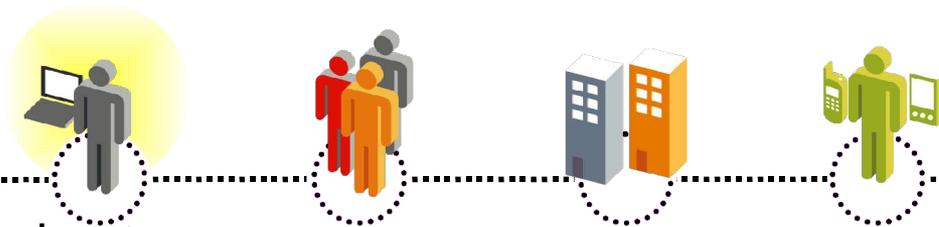
Existing Systems



# Provisioning Government Services Based on Identity

## Users and Devices

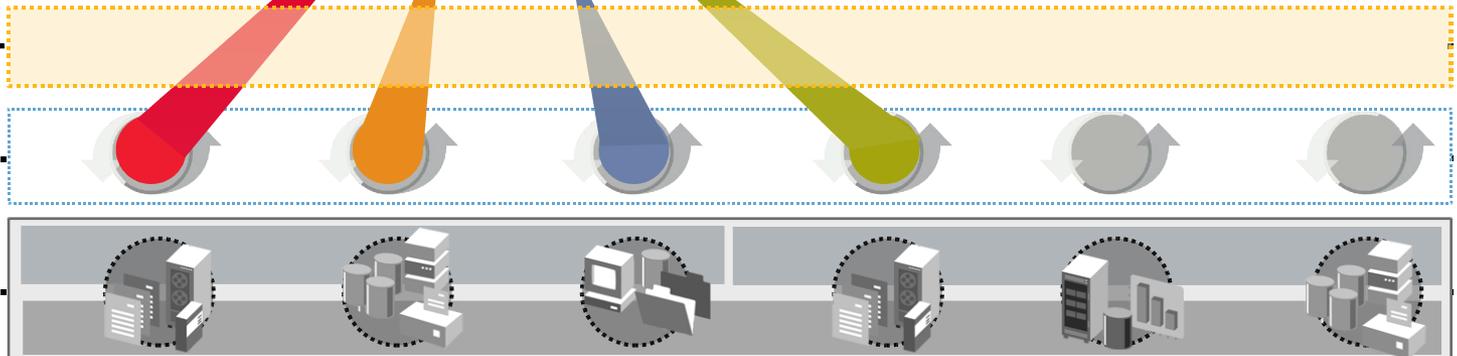
- Provisioning services by role
- Authorize access with single sign-on
- Audit & Monitor



## Secure Identity Management

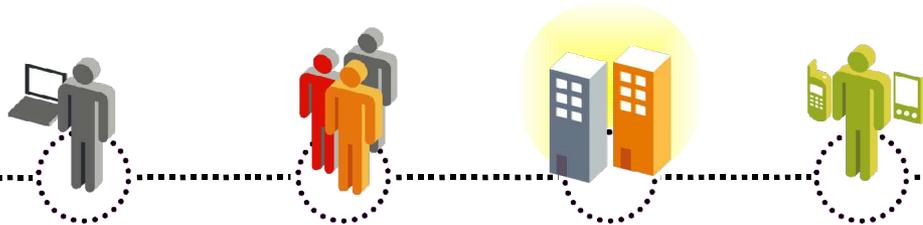
## Services

## Operating Environments



# Provisioning Government Processes Based on Identities

Users and Devices



- Provision government processes across identities



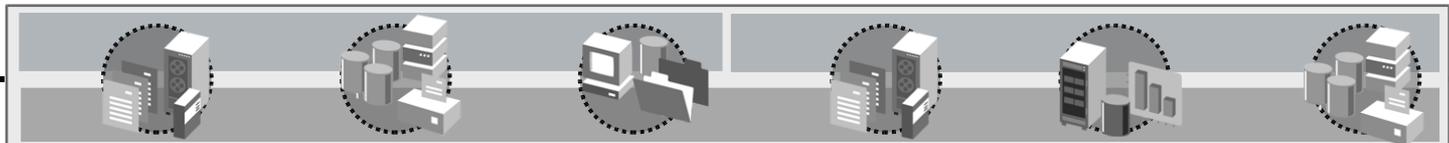
Secure Identity Management



Services

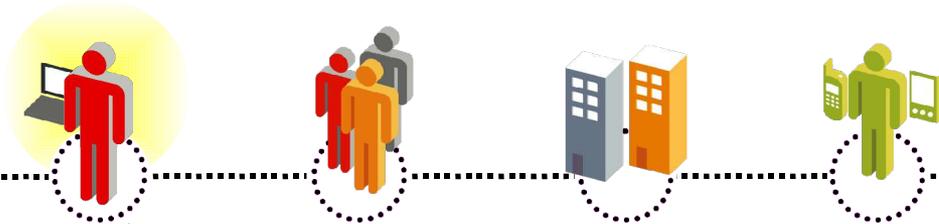


Operating Environments



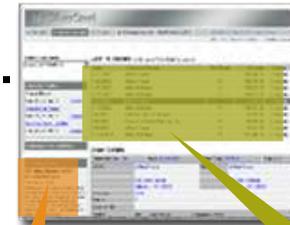
# Supporting Federated Identities across Governments

Users and Devices

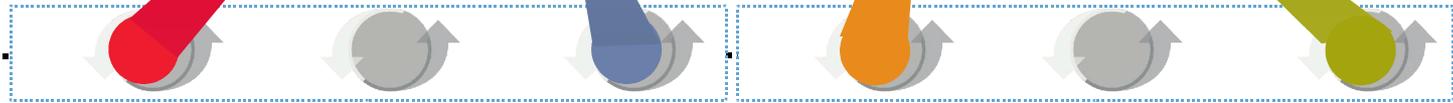


- Provision government services across departments, agencies and partners

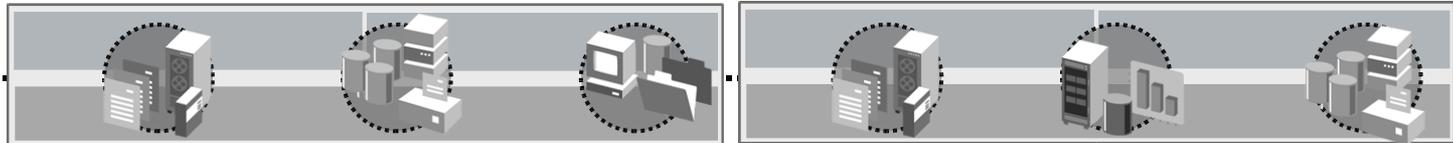
Secure Identity Management



Services



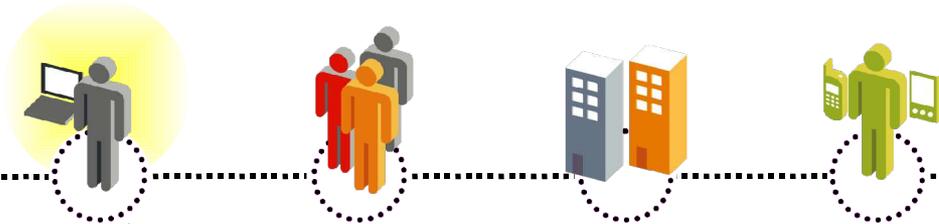
Operating Environments



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# Enabling Citizen/Employee Self Service

Users and Devices



- Allow end-user customization to further personalize services



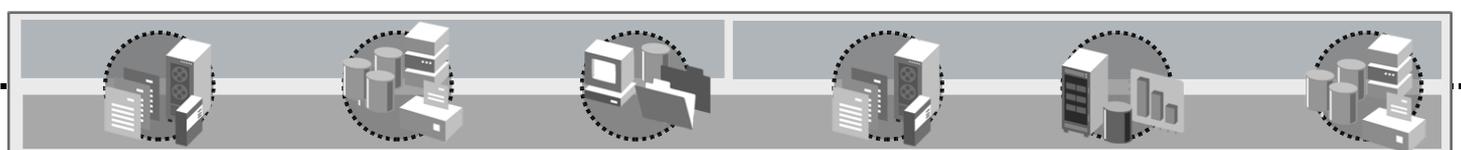
Secure Identity Management



Services



Operating Environments





# Novell - Our Approach

## Identity-driven Solutions

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## So what does it all really mean?

Provides the citizen/employee a **role(s) centric** view of available resources regardless of:

- The physical implementation of the resource
- The security implementation of the resource
- The government/agency in which the resource resides
- The way in which the user connects
- All configurable based on centrally administered policy

# Open Source & Open Government

# The Open Source Inflection Point: A Foundation of Open Government



Citizen satisfaction  
Increased collaboration

Reduced costs  
Higher productivity



# Novell - Our Approach

## Open Source & Open Government

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### The Intent of the Openness Laws

- Public Records
  - Public Meetings
  - Public Accountability
- } Established by Citizen Initiative to Meet Public Expectations
- Public Domain Software
- } Meeting Public Expectations for Responsibly-priced Government



Open source isn't different because it's "free" (after all, there's nothing illegal about charging for it) ... It is different because the code is out in the open where developers can freely see and comprehend it.



# Novell - Our Approach

## Open Source & Open Government

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### Basic Idea of Open Source

- software evolves faster
- bugs are fixed faster
- productivity increases
- stability increases
- more vendor choices

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## Novell - Our Approach Open Source & Open Government

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### **OSS is a philosophy**

- Allows contributions from anywhere and anyone - no vendor control
- Robust peer review - bad code dies
- Project contributors are often geographically dispersed and usually collaborate via email or instant messaging
- Modular code so that geographically disparate projects can be merged



### **OSS is a foundation to open Government**

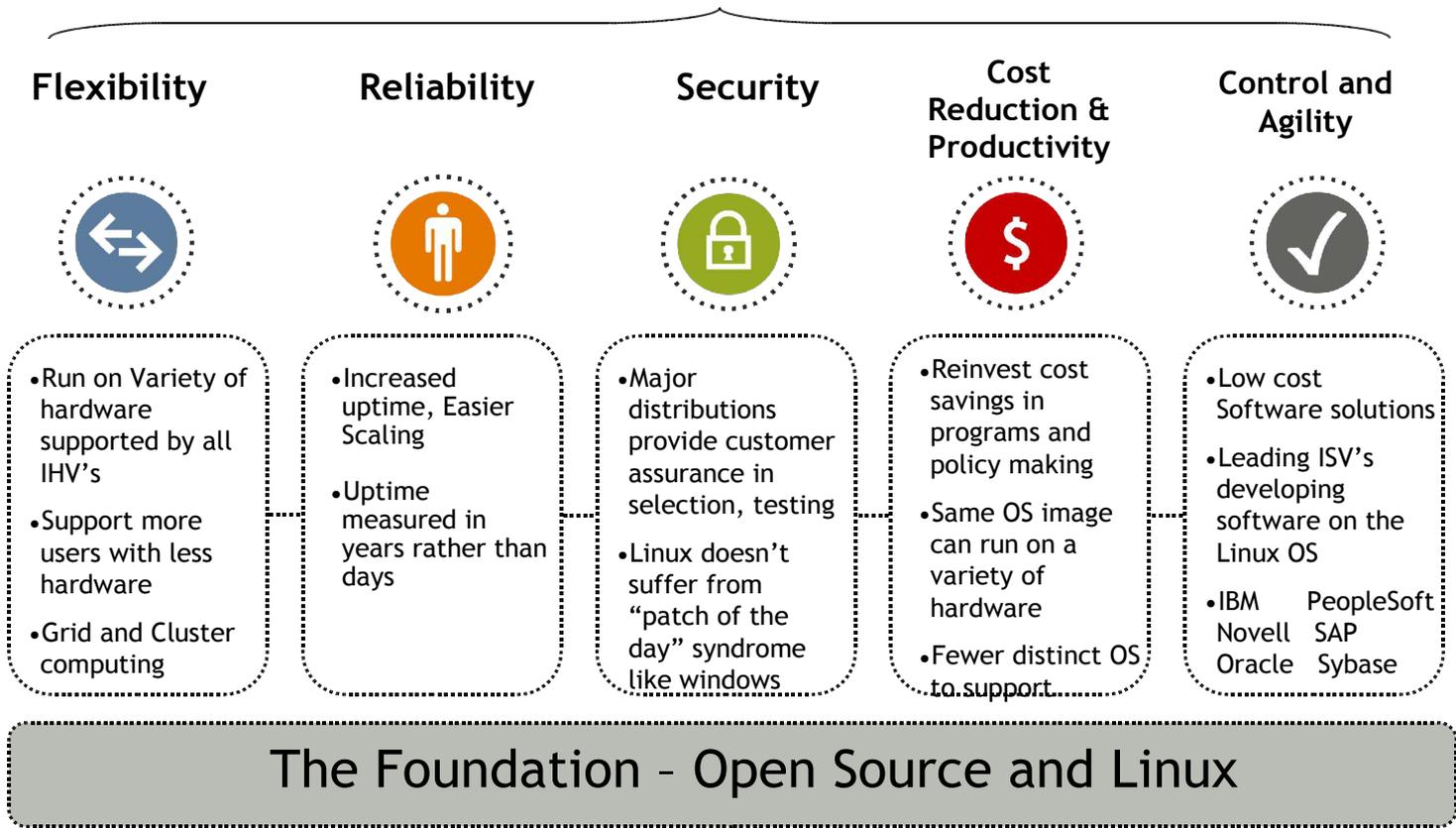
- Promotes collaboration
- Enables and empowers government employees and citizens
- More choices and options



# Novell - Our Approach

## Open Source & Open Government

### What's Driving Linux in Government?





# Novell - Our Approach

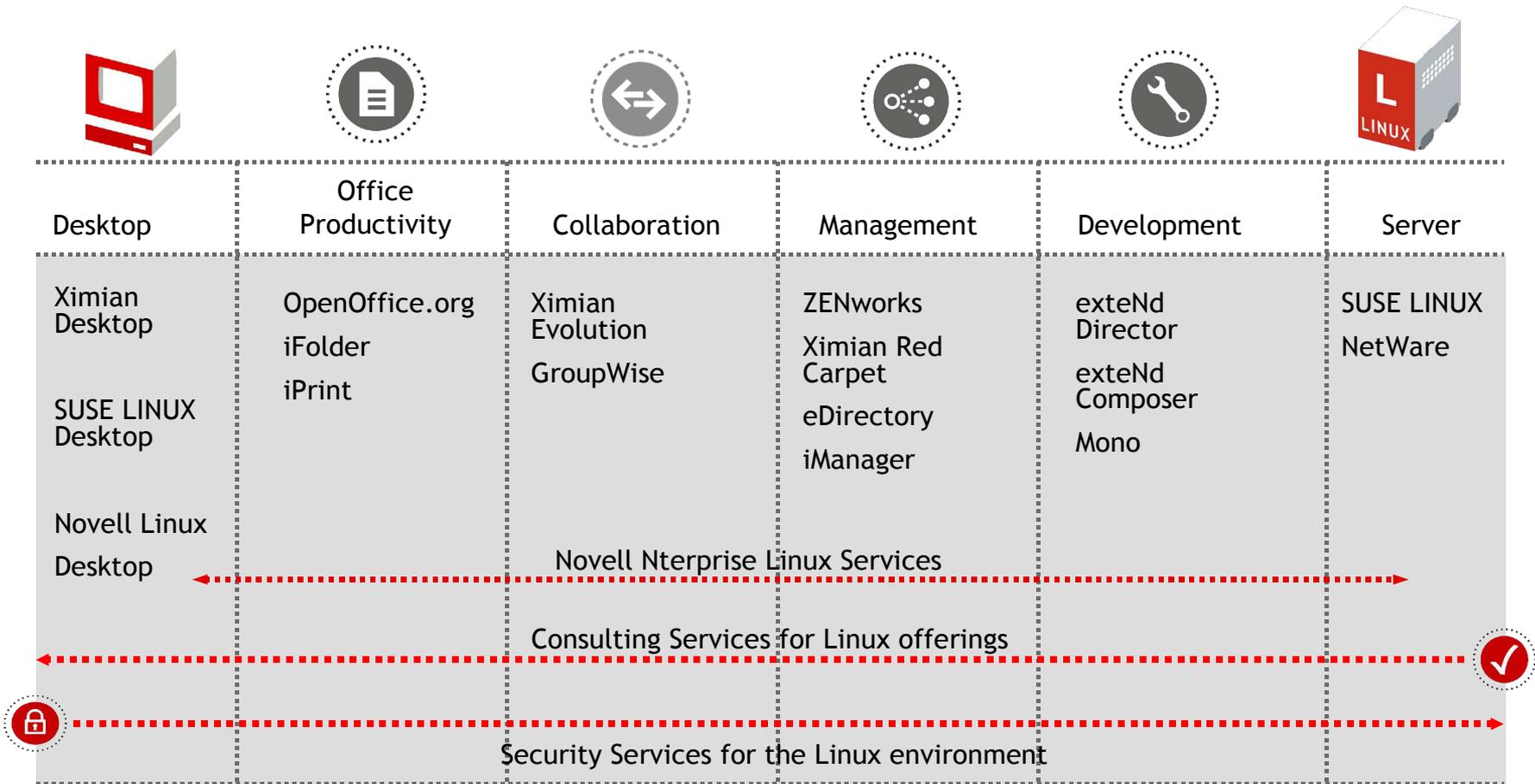
## Open Source & Open Government

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Brazil	Significant rollout in community computing resource centers
Spain	400,000 Linux desktops in Extremadura, Andalucia
Thailand	Government subsidized initiative to deploy 1 million Linux desktops in SMBs
China	Up to 1 million seats per year
City Of Munich	14,183 seats in process of moving to Linux
Novell	Migrating entire company, underway
IBM	Increasing Linux desktop deployments from 15,000 to 50,000 by 2004
HSBC	Moving away from OS/2 clients for 50,000 seats

# Open Source & Open Government

## Novell - Desktop to Server



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## Novell reduces the barriers to broader adoption of Linux

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- Rigorous 5-point testing in a large-scale setting ensures product quality
- Our Linux management solutions drive down cost through the entire deployment and use lifecycle
- Novell's unique Indemnification program actually defends you against Linux copyright litigation



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## The largest ecosystem of support, training and consulting expertise

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- Our team of 800+ Linux trained support engineers are ready to help 24 x 7 x 365
- Novell training options can help all levels of an organization - from end users, to developers, to IT help desk support
- Novell has developed methodologies and strategies to move you to Linux from Windows, Unix or Netware
- There are more than 4,200 Novell channel partners worldwide in our PartnerNet ready to help you locally on an as needed basis





# Our commitment to Linux/Open Source is unequalled

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- Novell has delivered its award-winning enterprise services in native Linux editions
- Novell is migrating its entire corporate infrastructure -- from the data center to the desktop -- to Linux



# Novell Government Solutions building blocks



Government  
Portals



Data and  
Application  
Integration



Secure  
Infrastructure



Core Foundation

# government portals

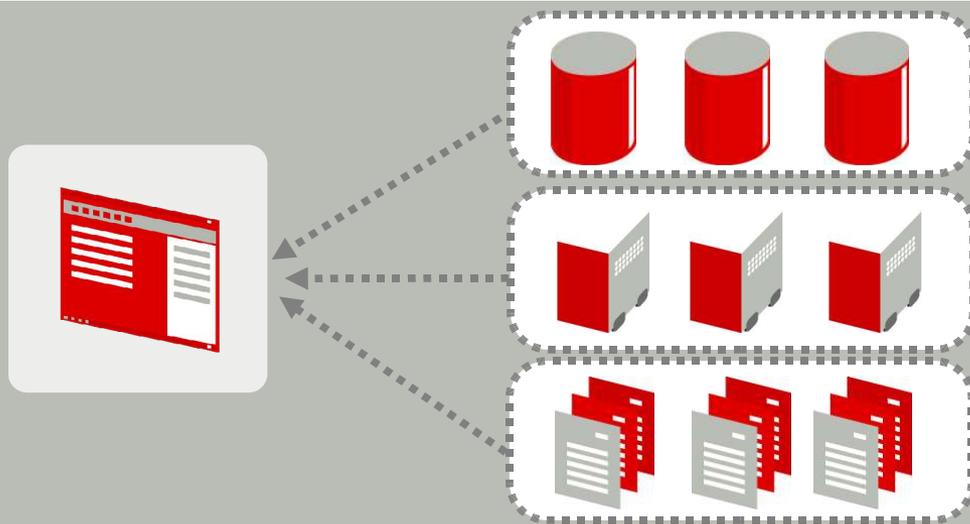
- Convenient, personalized access to government resources based on identity and government policy
- Reduces government transaction costs, improves constituent satisfaction and employee effectiveness, and supports regulatory compliance



# data and application integration



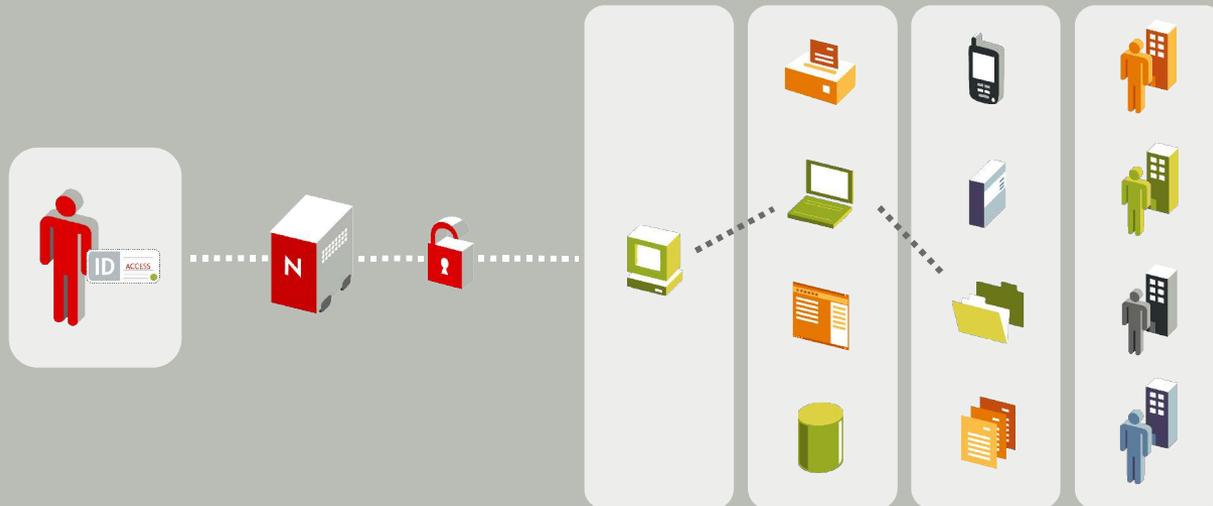
- Collaborative sharing of government information across system, agency and geographical boundaries
- Services are bundled to meet constituents' complete needs while hiding the complexity of processes and organizations
- Improves citizen service and enables more informed decision-making on cross-jurisdictional issues



# secure infrastructure



- Identity (and policy!)-based security and privacy
- A secure identity management platform that supports people, processes, applications and devices
- Includes identity integration, provisioning, single sign-on, access management, advanced authentication, auditing

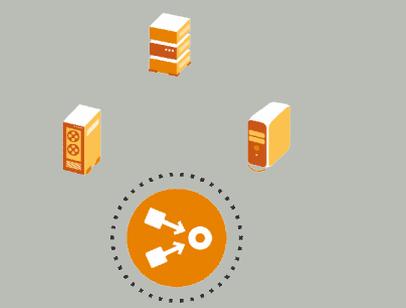


# core foundation

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- Flexible, open core foundation for government operations
  - Deploy, manage and support applications across different platforms
  - Implement more cost-effective device management
  - Simplify management and reduce costs through IT consolidation
  - Take advantage of open source technologies



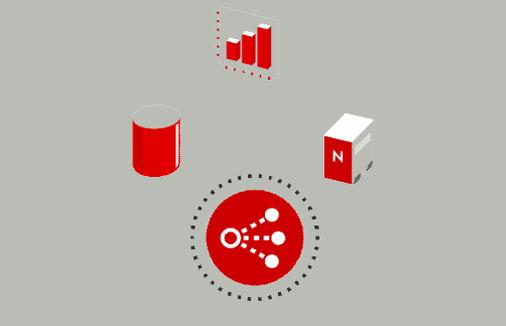
Open Source



Data Center and  
Server Consolidation



Automated Resource  
Management



Simplified Infrastructure  
Management

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## Policy-based Citizen Portal

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### Challenge:

How do we reduce the cost of serving high-transaction constituents, such as new residents and at the same time gain a foundation we can leverage for the needs of other constituents?

### Policy-based Citizen Portal Solutions provide:

- A convenient online environment that minimizes the need for paper forms and face-to-face transactions
- Comprehensive access to local government resources from a single site
- Resource access based on user identity and government policies
- Secure, timely processing of citizen requests for information
- Increased citizen control over how their personal information is shared among government departments and related organizations



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# Linux Migration for Government

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## Challenge:

How can we eliminate our dependency on a single vendor, and reduce licensing costs and security holes?

## Linux Migration Strategy and Services for Government provide:

- The peace of mind knowing that you're working with a global, enterprise-class company that has already made the move to Linux
- Best practices methodologies and services to help you plan and implement “intelligent consolidation” and Linux migration from the desktop to the data center



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## What One Customer Says

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*“We evaluate solution alternatives every year because we have a responsibility to our taxpayers, but we don’t find anything that comes close to offering the kind of return on investment and low cost of ownership of Novell solutions.”*

Bill Kannberg,  
Chief Technology Officer  
Hillsborough County, Florida

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## What does Novell have to say?

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*“Novell is keenly focused on being a leading provider of government solutions. We have a very deep understanding of the key drivers as well as the nuance and language of government. And we have a lot to offer. Along with our partners, we can supply everything governments need to deliver a particular solution, including all the software and services and knowledge.”*

Joe Forgione

Vice President of Solutions

Novell

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## Questions?

## Discussion

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