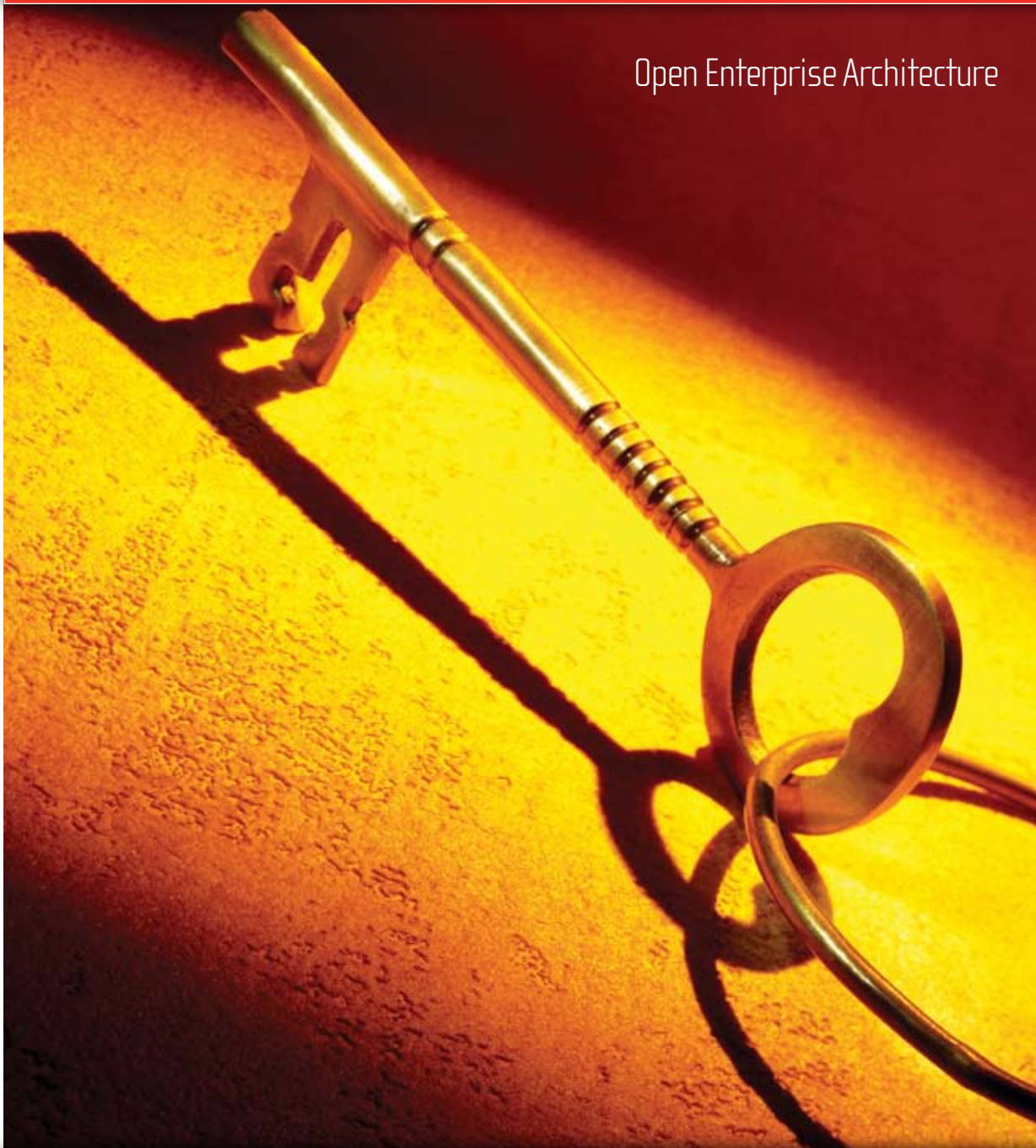


Open Enterprise Architecture



**Inside:**

Massachusetts CIO **Peter Quinn:**  
Open source promotes collaboration

**Kael Goodman,**  
CIO, New York City Departments  
of Correction and Probation:  
Sharing public safety solutions

# The Skeleton Key

Open source is unlocking doors at all levels of government.

**Novell.**



Since open source became a tangible idea, the world has evolved in numerous ways, helping to set the stage for open source to become a real force for changing the way government operates.

Government now runs on a 24/7 cycle, and each new day brings increased concerns about security, stability and performance. With tight budgets a fact of life for most agencies, open source presents itself as an effective and reliable solution to meet the needs of modern government.

Open source offers an alternative to proprietary software applications, freeing government from business-as-usual approaches. More and more government agencies find that open source solutions allow them to collaborate, innovate and reduce IT costs.

Massachusetts CIO Peter Quinn is a leading open source advocate in government. Not only is he a believer in open source, Quinn also spearheads his state's implementation of an open source strategy. He explained why the time is right for government to consider open source solutions.

Quinn said he sees Massachusetts as a Fortune 60-size company with \$24 billion in revenue and 200 business units, all of which must work together. "Up until two or three years ago, everybody did

their own thing. Our goal since I've come here is to speak about one IT community because that is the way the public sees us. That is what our employees expect of us. So shouldn't we act that way as IT professionals?"

In addition to his role as CIO, Quinn leads an organization known as the Government Open Code Collaborative (GOCC). The GOCC is developing a repository for open source applications that are available to agencies with similar objectives. The goal is to lower costs and improve effectiveness by sharing open source solutions.

collaborative tool. Full members of the GOCC can deposit and withdraw open source code, while partial membership offers more limited access. GOCC members are becoming more numerous and diverse. And with big future plans in store, the more contributors, the better.

"Among the folks we have signed are executive branches, auditors' offices, secretaries of state, universities — so we're running across the template of government, which is really what our intention was," explained Quinn. "There is some code in there now, and we're starting to work on how we are going to publicize

**"We're 50 states that do the same things. We register cars, collect taxes, pay welfare, house inmates — so why do we embark on doing these things by ourselves?"** — CIO Peter Quinn, CIO, Massachusetts

"We're 50 states that do the same things," Quinn said. "We register cars, collect taxes, pay welfare, house inmates — so why do we embark on doing these things by ourselves?"

According to Quinn, the GOCC is unaffiliated with any professional government organization. Instead, the GOCC's sole purpose is to use open source as a

this. We're also going to attempt to build a project together with some other entities across state lines. We're going to demonstrate government can actually build things together in a collaborative manner, and in a meaningful and sustaining way that people are going to be interested in."

Throughout state and local government, open source offers scalable strategies that result in a range of benefits.

"If you employ the tenets of open source, which is collaboration and increased innovation, we think it is an important enabler and motivator to help change the silo practices in government," Quinn said.

An open source strategy also can be more cost-effective than traditional, proprietary solutions.



## Case Study

### New York City Departments of Correction and Probation *Escaping Proprietary Prison*

In New York City, Kael Goodman is leveraging open source software in his effort to update the city's Correction and Probation IT departments. Goodman is the deputy commissioner, CIO of both departments, and the open source strategy he is implementing has become a vital part of the departments' overall IT goals — and he is already beginning to see rewards.

Open source is helping to achieve the dual goals of consolidating the IT infrastructure of Correction and Probation and updating legacy systems. “We’re doing a lot of work in terms of moving our operating systems and other software infrastructure and tools to open source,” said Goodman. “So whether it’s Linux, databases, networking or development tools, we’ve really pushed hard to move in the open source direction.”

In addition to using open source software, Goodman and his staff are also developing software to make available through open source licensing. Goodman is a witness to the common problems open source can help solve. The opportunity to collaborate is what he believes makes open source such a powerful option. “We’re trying to do our part to contribute,” said Goodman. “We’ve developed a probationer reporting kiosk and a data sharing tool that might be useful to others.”

Goodman believes that business processes across jurisdictions tend to be relatively similar and that if software is developed with an understanding of open source licensing and an architectural design that promotes flexibility, then that software should be usable across jurisdictions. “We tried to develop the kiosk so that if our business process changes in the future and we need to modify it, the hurdle won’t be too high. To us, this also means that if another jurisdiction wants to use it, the hurdle won’t be too high for them either — and hopefully this means others will contribute and expand upon the functionality.”

Open source also helps with procurement because it allows staff to download software and put it to work immediately, rather than waiting for a purchase order to be processed. Goodman said that “in cases where we’re buying support or services, we can get good experience with the software while we wait for a purchase order to be processed.”



Like anything worth doing well, switching to an open source strategy doesn't happen overnight. “It’s been a gradual process,” said Goodman.

“We’re still relatively early in the process, but our staff is coming up the learning curve and getting comfortable.”

While adopting open source has taken some time and effort, he said the benefits are substantial. By implementing an open source strategy, Goodman and the New York City departments of Correction and Probation have saved money and become more productive.

“Right now, awareness about open source is still building,” said Goodman. “Hopefully more CIOs will step up and take initiative to make open source more pervasive. For me, this means using what’s out there but hopefully contributing and forming communities too.”



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“We truly believe open source is lowering our costs in Massachusetts,” Quinn said. “We think that’s not just on the acquisition side — the early indications are that on the total cost of ownership side, it is less expensive as we go forward.”

But perhaps the most important reason to consider an open source strategy is that it can improve the services government offers to constituents. By inviting collaboration, agencies also invite review from others, which in turn, fosters a more complete and better final product.

“The quality of the products we are seeing so far is very good. We think that is a combination of a couple of things,” Quinn said. “We think it’s because you have a larger set of eyes on it all the time, so you have this sort of peer pressure to do really good work. If you’re not doing good work, I think the community will just toss you aside immediately — I don’t think they suffer fools gladly.”

As Quinn and Massachusetts are proving, open source solutions are viable now. Reduced costs, improved stability and increased collaboration await those willing to break from tradition. With constituents demanding round-the-clock service, agencies can no longer afford to be shackled by proprietary solutions. And as more agencies join the open source community, their contributions continue to strengthen and expand the range of open source options.

## Liberating Government IT

Throughout much of the world, democracy and free markets have toppled authoritarian regimes and communist economies. Unfortunately government IT has not followed these liberating trends, continuing to buy into “dictatorial” vendor lock-in when purchasing IT solutions. It need not be like this.

Open source offers a better way. Although it takes courage and commitment for a government agency to free itself from proprietary solutions, open source is the path to IT liberty, not to mention greater innovation and collaboration. For government agencies on this path, Novell is leading the way.

Novell is a longtime trusted partner to government agencies throughout the world, with more than 20 years of experience in data center, workgroup and desktop solutions. While support is generally cited as the No. 1 barrier to enterprise adoption of open source, Novell uniquely quashes this concern with its unparalleled enterprise support experience and expertise. Enterprises also want to know that their open source vendors will remain with them for the long haul. With 2004 revenue of \$1.16 billion, \$1.7 billion in cash and short-term investments as of first quarter 2005, and total assets of \$2.6 billion as of first quarter 2005, Novell stands firm (and apart from its Linux\* competitors).

Novell realizes that government agencies, in particular, must shepherd their resources for the good of their constituents. Easing reliance on expensive and restrictive proprietary solutions can yield substantial cost savings. By

reducing licensing fees and maintenance costs, and improving system stability, government IT administrators can optimize their investment in infrastructure and staff, spending tax dollars wisely.

With industry-leading open source resources and expertise, Novell has the answers agency administrators are looking for. From training to tools to integration, Novell is the ideal partner for bringing the open source revolution to government. No other vendor can match Novell’s software expertise and open source leadership. Consider:

- Novell has the greatest number of dedicated engineers working on Linux-related and open source projects, and has leadership roles in critical open source projects such as Linux, Mono®, Apache, GNOME\*, KDE, Mozilla\*, OpenOffice and various other projects.
- Novell’s SUSE LINUX delivered the first enterprise-ready, Linux-based operating system.
- Novell’s SUSE™ LINUX and IBM were the first to achieve the EAL3+ Certification and COE Standard.

Not there yet? Novell helps agencies assess their current systems and creates a road map to a truly innovative, collaborative open source infrastructure, allowing agencies to rid themselves of the authoritarian IT regimes of yesterday.

In short, Novell uniquely offers governments open source-based IT solutions that provide choice, security, reliability and performance.

**Call 1-800-583-2900 for more information about Novell open source solutions.**

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