

The Value of the Rancher Government Subscription

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Table of Contents

1. Introduction	3
2. Beyond “Free”: The Benefits of an RGS – Subscription	4
3. End-to-End Support, 24/7	4
4. Ensuring Security & Compliance with RGS	5
Carbide’s Fortified Frontline	6
DISA STIG Compliance	6
Security Updates & Patch Information	7
5. Driving Government Innovation with Secure Open Source	7
6. About Rancher Government Solutions	8

Introduction

Federal agencies face unique challenges when managing software: integrating legacy systems, mastering complex technical solutions like Kubernetes, ensuring security, and maintaining compliance.

While modern open-source software (OSS) solutions offer federal agencies the power of transparency, efficiency, and flexibility, managing it effectively is critical. Upstream Communities remain the fastest and most innovative way to develop software.

However, the upstream or “free” community is meant to be a place to bring people together to accelerate innovation and collaborate to further spur interest in projects to bring them to mature functionality. This continued injection of code into the upstream community makes it a volatile place to rely on for production use cases in government. Enterprise production systems require stable and deliberate code security and support to ensure that the software deployed will run as intended and as needed – especially for mission critical applications.

The Rancher Government Subscription offers U.S. Government Agencies the assurance that mission operations don’t just stay available but remain at the cutting edge of rapid paced technological advancements. Enterprise Support Subscriptions take “free” open-source software and convert it into adaptable and sustainable platforms that meet the rigorous needs of government systems at scale.

Beyond Free: The Benefits of an RGS Subscription

To successfully implement OSS within a government environment, agencies need a strategic partner to ensure every operation is secure, optimized, and perfectly aligned with mission objectives. This is where the RGS subscription comes in.

An RGS Subscription includes:

- **Seasoned Expertise:** RGS Engineers are skilled in DevOps, software development, infrastructure automation, cloud operations, security, and compliance in the government space. They offer expert advice, efficiently address problems, troubleshoot performance issues, and impart best practices.
- **Diverse Experience:** Unlike typical platform engineers, RGS experts deal with many operating conditions and requirements. They bring a rich background of lessons learned, best practices, and niche problem-solving techniques.
- **Integration Support:** Beyond Rancher's suite of products, the team is skilled in supporting integration with other certified open-source software, helping tailor it to existing tech stacks.
- **Knowledge Repository:** Beyond training, real-world challenges require immediate solutions. RGS provides exclusive access to a knowledge base with engineering guides, environment troubleshooting techniques, FAQs, and specialized technical tips tailored to government operations.
- **Linux Foundation Partnership:** Premium access to Linux Foundation's expansive eLearning resources and a seat in their certification program ensures teams gain verified expertise.

End-to-End Support, 24/7

We combine this support and resources with our Service Level Agreement, a commitment to serve the unique needs of government agencies with expert solutions. When government customers choose an RGS subscription, they are guaranteed:

- **Round-the-Clock Support:** With 24/7/365 troubleshooting and break-fix support, whether a midnight anomaly or a weekend challenge, an expert team on your side can help avoid lengthy production outages.
- **Immediate Interventions:** Leveraging automated paging systems that ensure on-call engineers are alerted promptly. With multiple channels – email, phone, chat, or Zendesk – agencies are assured of timely interventions.

- **Prioritized Responses:** Every governmental operation is unique, and some challenges cannot afford delays. RGS understands this, ensuring new and existing bug or feature requests are escalated with the SUSE product team and remediated quickly.
- **Comprehensive Guidance:** Find best practice guidance on various technologies, from Rancher products to Kubernetes and beyond, sharing expertise in security, storage, networking, and highly available systems, and even the challenges of air-gapped installations.
- **Streamlined Integration:** Potential infrastructural issues and non-optimal configurations that conflict with Kubernetes, such as network settings, storage configurations, and OS configurations, are addressed promptly.

While an RGS Subscription offers a solid foundation, government customers may require expanded assistance. RGS provides two additional offerings to address the nuanced needs of our customers:

- **Consulting:** This service provides hands-on support for deployment, integration, and automation throughout the entire process, from development to staging and production. Consulting engagements ensure Day-2 operations run smoothly and products are configured for scalability, restoration, security, and internal controls, offering peace of mind for mission-critical systems.
- **Technical Account Management:** Government operations needing a trusted advisor can benefit from RGS Technical Account Managers (TAM). Dedicated TAMs serve as a point of contact for all Rancher Government products, offering expert guidance and best practices on tech deployments. TAMs can also train teams on product usage and features to meet mission objectives successfully

Ensuring Security & Compliance with RGS

In response to several emerging regulations, including Executive Order 14028, issued in May 2021, there is an urgent call to enhance the software supply chain. Federal agencies must balance the flexibility of open-source software with the security standards mandated by government directives.

To achieve this balance, agencies need a partner who is well-versed in the open-source domain. Enter [Rancher Government Carbide](#)—a tailored solution that comes standard in the RGS Subscription.

Carbide's Fortified Frontline

Rancher Government Carbide's robust features ensure secure, compliant, and mission-ready software operations by default. Designed to be the gold standard of security and compliance for government agencies:

- **Trusted Software Origins:** Knowing the origin and integrity of OSS is now a federal requirement. Carbide ensures agencies receive their software from trusted and verified locations. This verification level is essential in preventing malicious injections or tampered software distributions.
- **Proactive Vulnerability Management:** Carbide proactively scans for potential threats, ensuring it is already on our radar before a vulnerability becomes a headline. Transparency is critical – by publishing scan reports, agencies are never in the dark about potential risks.
- **Digital Assurance:** Every RGS solution undergoes digital signing, a testament to its integrity and provenance. This process provides a verifiable chain of trust, ensuring software has not been tampered with from the deployment source.
- **Centralized Secure Hosting:** With a secured image registry hosted in Azure Government, Rancher consolidates the software supply chain, offering agencies a reliable and secure source for their software assets. This process mitigates risks associated with multiple distribution points and unverified public endpoints.
- **Robust Verification:** Security is not just about prevention – it is about validation. RGS's Public Digital Signature Key verifies all images independently, even in ultra-secure environments like air gaps.
- **Policy-Driven Enforcement:** Combining Carbide's prowess with RGS's Kubewarden, agencies can set strict policies, ensuring only digitally signed and verified images run within their Kubernetes clusters.

At its core, Rancher Government Carbide safeguards OSS for government agencies to ensure security is maintained while technology propels forward.

DISA STIG Compliance

The Security Technical Implementation Guides (STIG) validated by the Defense Information Systems Agency outline protocols for securing information systems in government contexts. Its standards mandate intricate and critical compliance.

Navigating STIG compliance is about understanding its objectives, adapting to its frequent updates, and using its guidelines for robust security posturing. With an RGS subscription:

- **Automated Oversight:** Powered by STIGATRON, Rancher offers automated scans against the certified DISA STIG for RKE2 Kubernetes Clusters. This automation ensures consistent compliance and gives agencies real-time insights into their security postures.
- **Holistic Compliance Monitoring:** Beyond one-time checks, live reporting and monitoring capabilities ensure agencies remain informed and agile, ready to adapt to compliance shifts.
- **Actionable Outputs:** The compliance process culminates in exportable artifacts tailored for governmental review. Formats like XCCDF and Checklist File ensure comprehensive documentation is ready for compliance reviews or audits.

Security Updates & Patch Information

RGS centers its approach to security updates and patches on proactiveness, transparency, and adaptability with the following:

- **Timely Alerts:** The digital world does not sleep, and neither does RGS when it comes to security threats. Agencies receive real-time alerts, ensuring high-priority vulnerabilities or potential breaches never slip under the radar. We swiftly communicate crucial updates about bugs and security patches, ensuring operational readiness.
- **Vulnerability Assessment:** Rancher Government Carbide actively scans, evaluates, and addresses potential threats. By publishing reports, RGS champions transparency, giving agencies a clear view of their security landscape.

Driving Government Innovation with Secure Open Source

By engaging in robust subscription and support solutions through qualified vendors or specialized consultants, government agencies can ensure quick resolutions, expert guidance, and a streamlined experience – amplifying the benefits of open-source software.

Subscription contracts are not a luxury for federal agencies – they are a necessity. A subscription offers a foundation to guide an agency’s digital evolution and modernization. It mitigates risk, enhances operations, and provides a gateway to community-driven solutions, ensuring your agency remains at the forefront of digital excellence.

About Rancher Government Solutions

Rancher Government is designed specifically to address the unique security and operational needs of the U.S. Government and military as it relates to application modernization, containers, and Kubernetes.

Rancher is a complete open-source software stack for teams adopting containers. It addresses the operational and security challenges of managing multiple Kubernetes clusters at scale while providing DevOps teams with integrated tools for running containerized workloads.

Rancher Government supports all Rancher products with U.S.-based American citizens currently supporting programs across the Department of Defense, the Intelligence Community, and Civilian Agencies.

To learn more about Rancher Government's products and solutions, visit www.ranchergovernment.com.