Linux Strategies

Red Hat
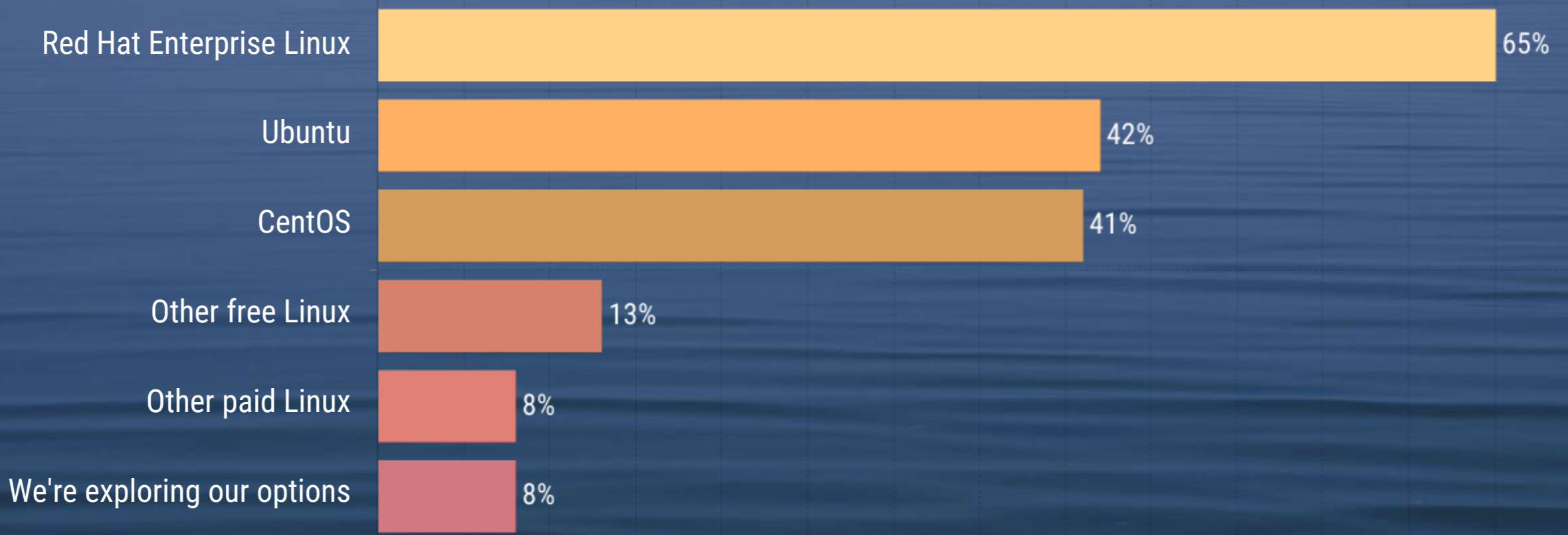
Summary Results | July 2021

EXECUTIVE OVERVIEW

All Linux is not created equal.
Which versions do users say have the most usable features, security, and support?

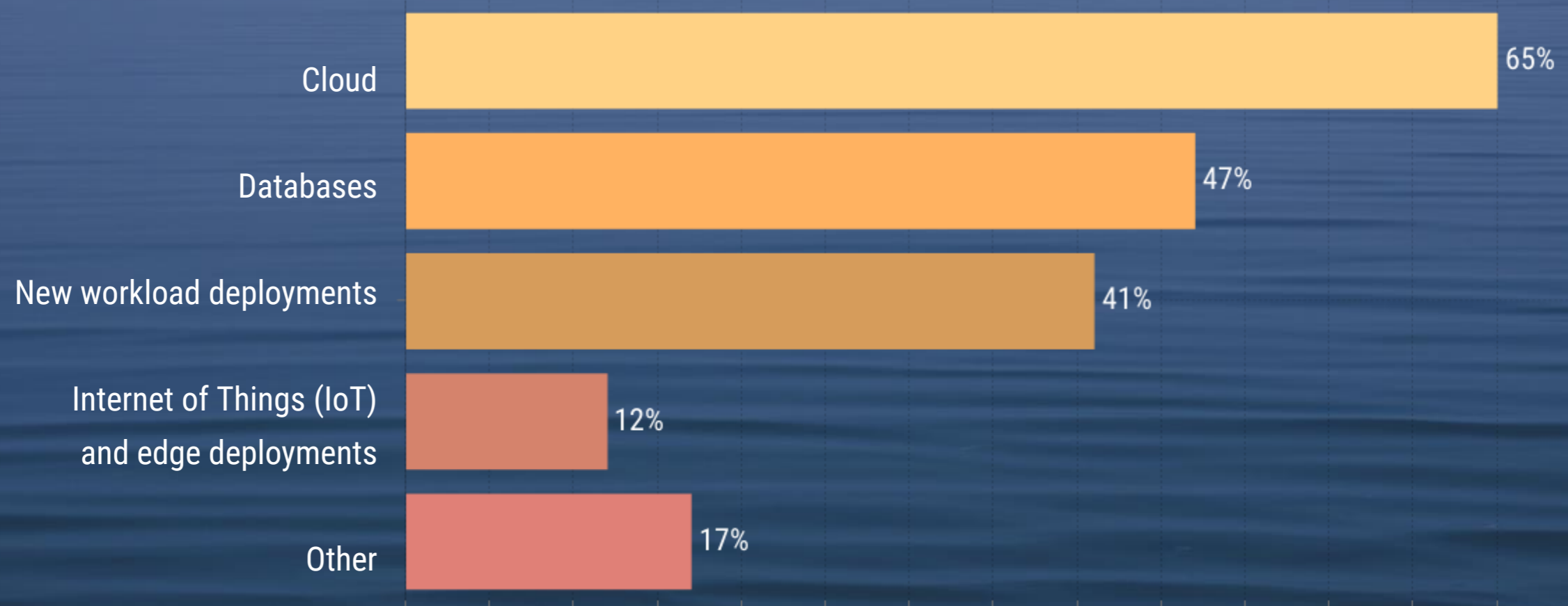This survey asks respondents to report:

- What version of Linux are you running, and for what IT initiatives?

- What are your biggest challenges with your current Linux environment?

- What do you need from your Linux vendor that you're not receiving?

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What version of Linux are you running?

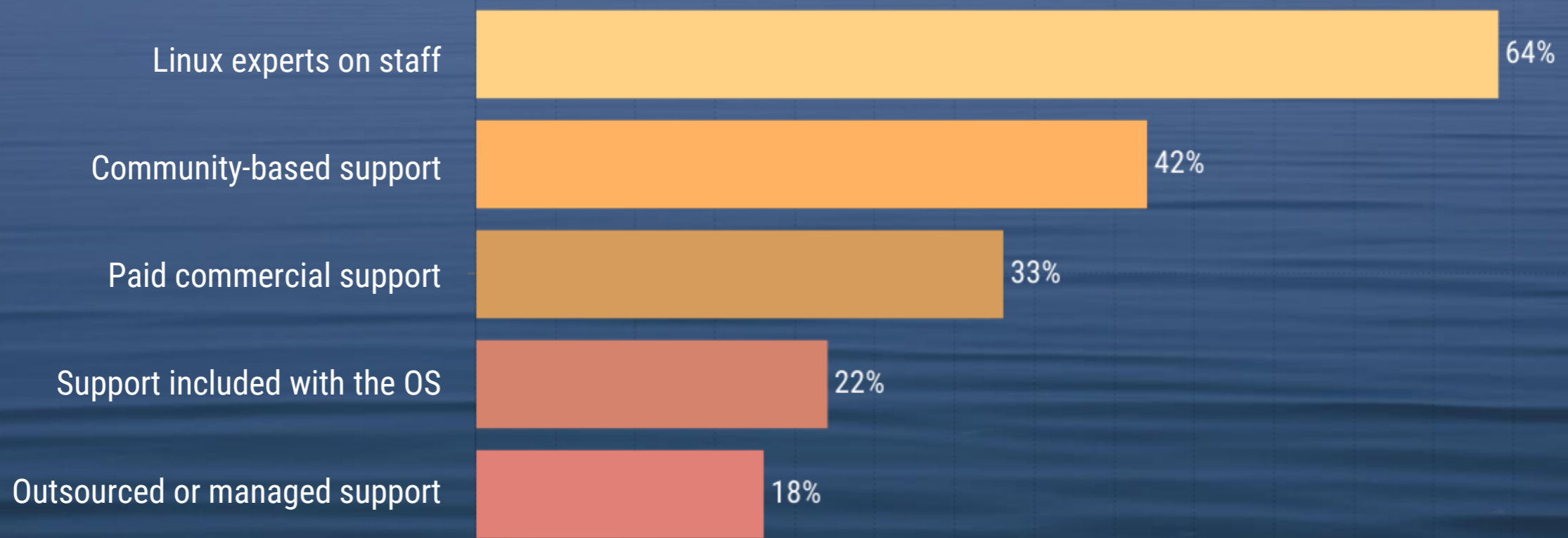|	
Red Hat Enterprise Linux	65%
Ubuntu	42%
CentOS	41%
Other free Linux	13%
Other paid Linux	8%
We're exploring our options	8%

Nearly two thirds of all respondents to the survey (65%) report they are running Red Hat Linux, either alone or in conjunction with other versions of Linux .

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What IT initiatives are you using or will you use Linux for?

Initiative	Percentage
Cloud	65%
Databases	47%
New workload deployments	41%
Internet of Things (IoT) and edge deployments	12%
Other	17%

Most respondents use Linux in cloud or database initiatives.

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How do you currently support Linux?

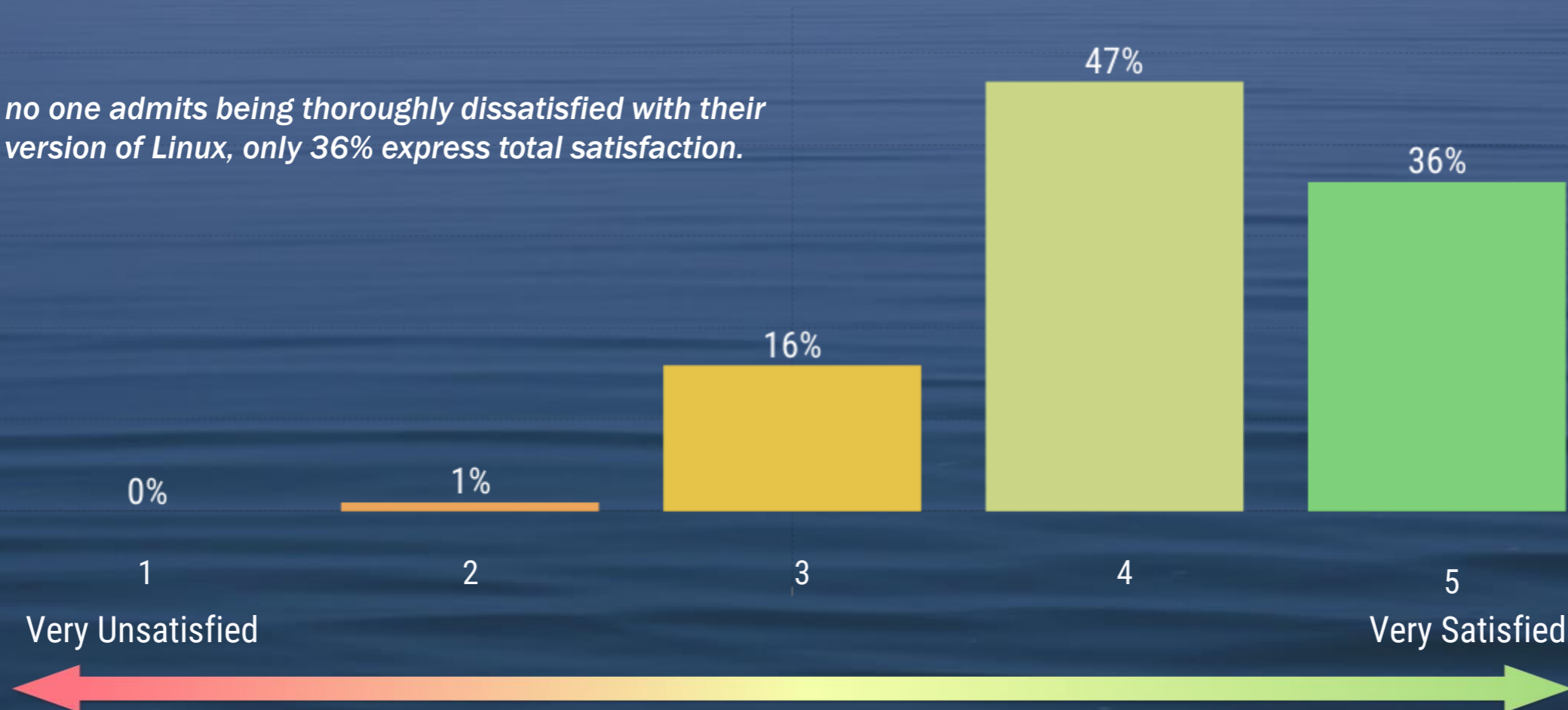|	
Linux experts on staff	64%
Community-based support	42%
Paid commercial support	33%
Support included with the OS	22%
Outsourced or managed support	18%

Respondents report they support Linux with a combination of on-staff experts and outside support resources. These may include community based, paid commercial, OS included, and/or outsourced/managed support.
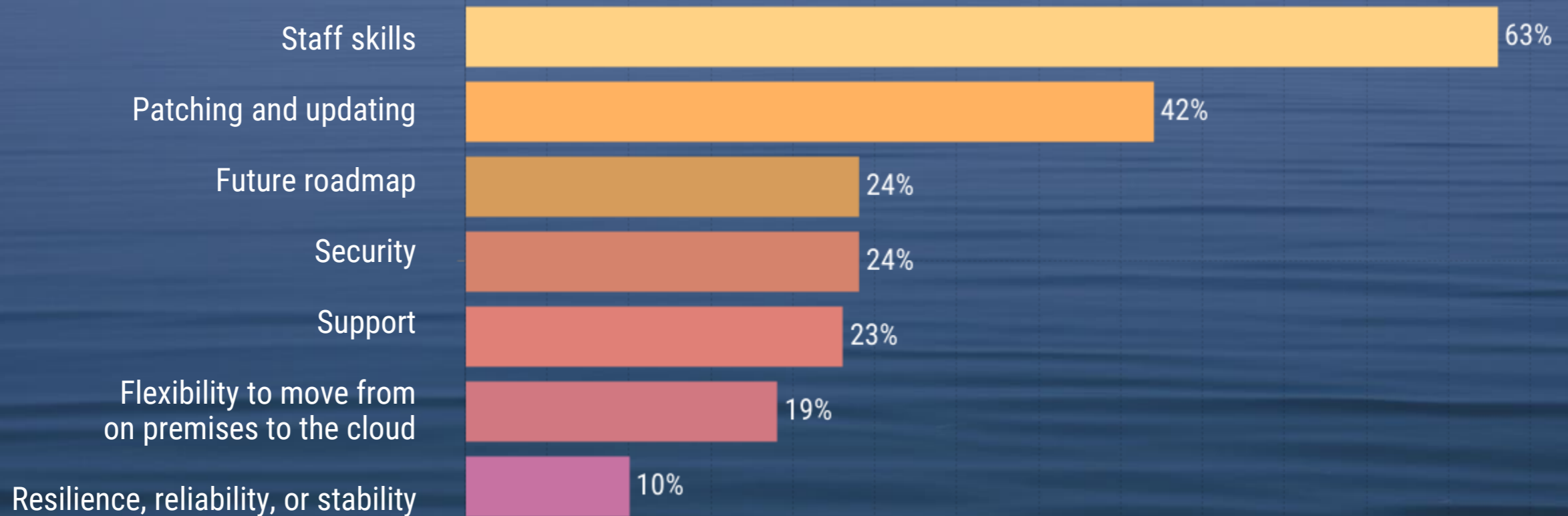
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How satisfied are you with your current version of Linux?
(Rate 1 to 5: 1= not at all satisfied, 5 = highly satisfied)

Though no one admits being thoroughly dissatisfied with their current version of Linux, only 36% express total satisfaction.
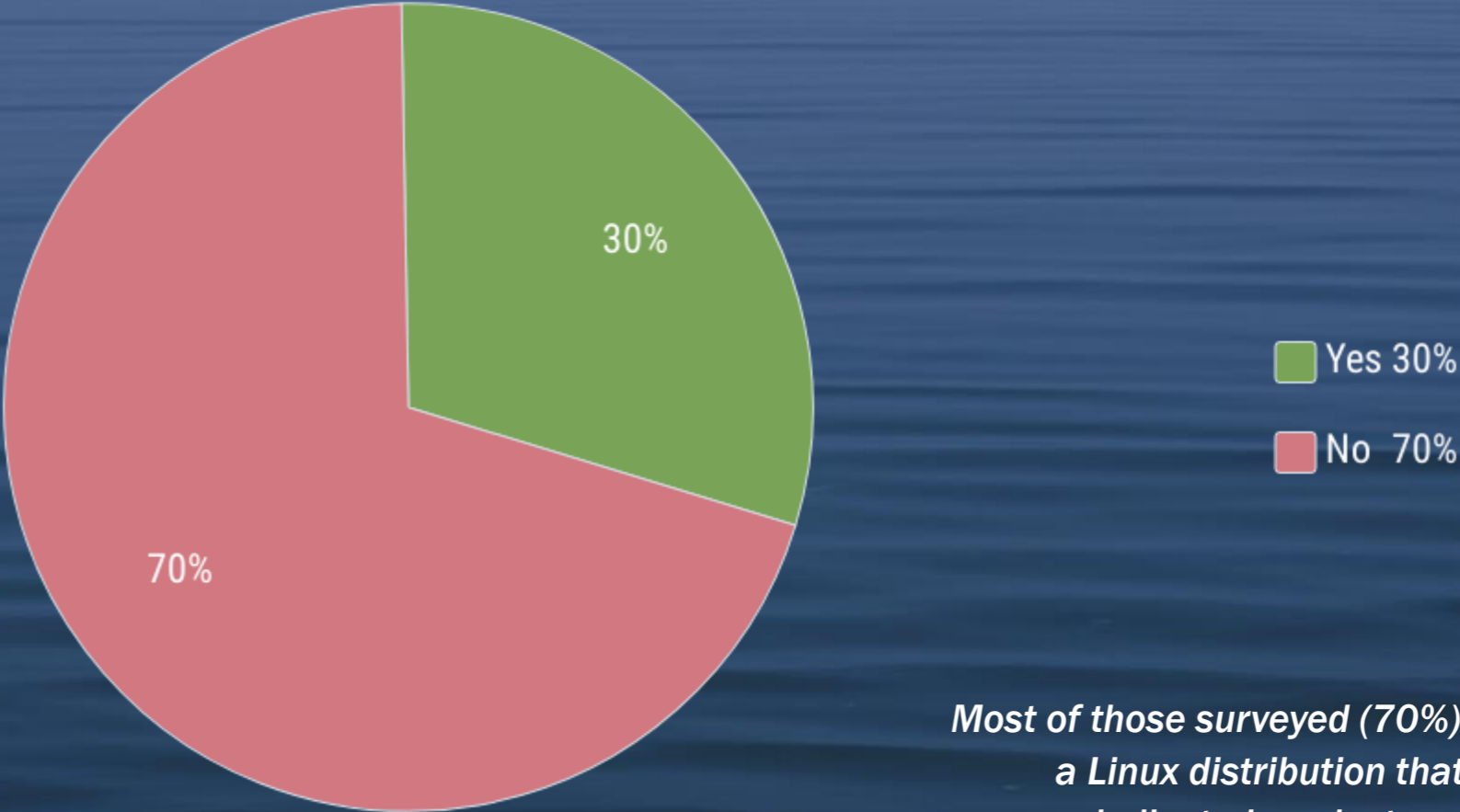
0%

1%

16%

47%

36%

1

2

3

4

5

Very Unsatisfied

Very Satisfied

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What are your biggest challenges with your current Linux environment?

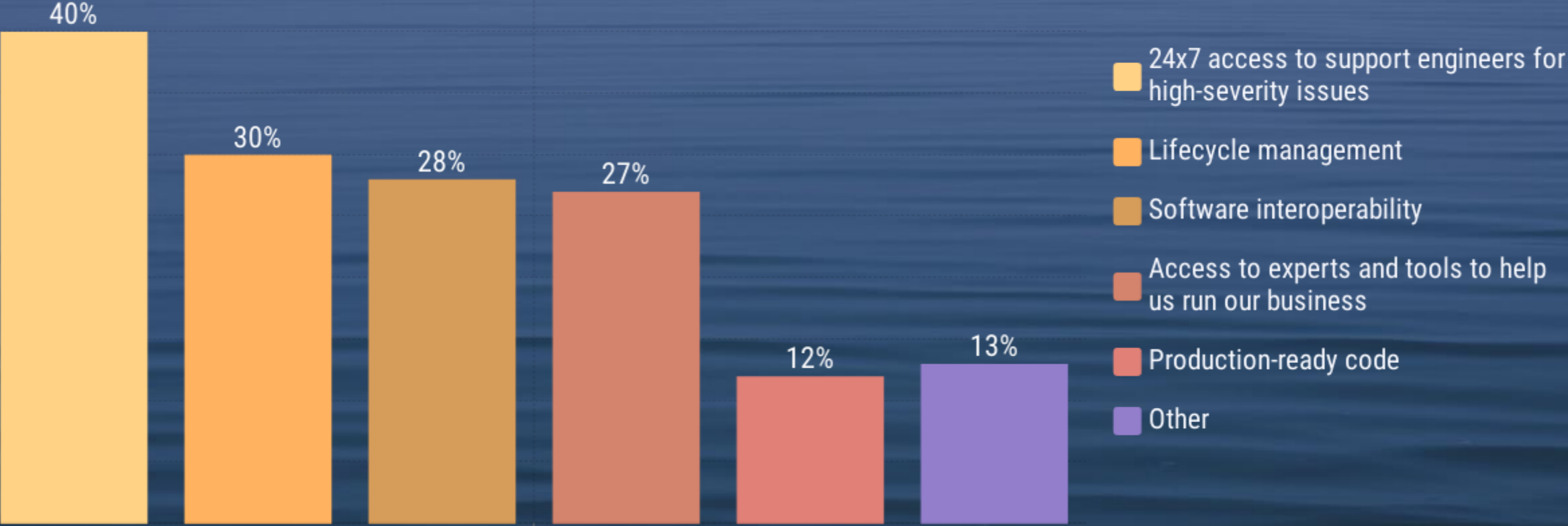| Challenge	Percentage
Staff skills	63%
Patching and updating	42%
Future roadmap	24%
Security	24%
Support	23%
Flexibility to move from on premises to the cloud	19%
Resilience, reliability, or stability	10%

Most respondents (63%) cite maintaining staff skills as a problem. 42% are challenged by patching and updating. Other significant problems: determining and following a roadmap and maintaining security (24% each), and Linux support (23%).

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Does your Linux distribution come with a dedicated product security team that monitors, identifies, and addresses risks to your data?

Yes 30%
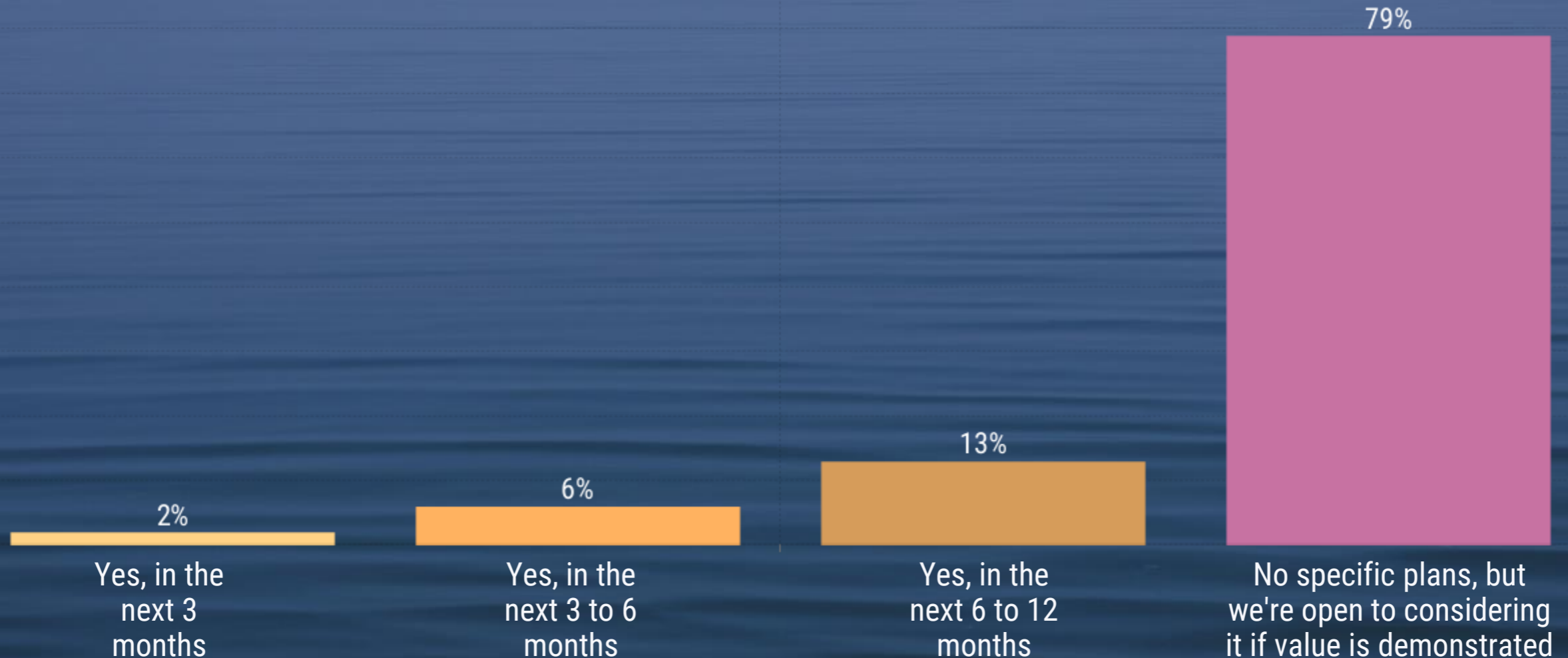
No 70%

Most of those surveyed (70%) do not use a Linux distribution that includes a dedicated product security team.

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What do you need from your Linux vendor that you're not receiving?

40% — 24x7 access to support engineers for high-severity issues
30% — Lifecycle management
28% — Software interoperability
27% — Access to experts and tools to help us run our business
12% — Production-ready code
13% — Other

Respondents list a number of shortcomings in their Linux vendors, most notably a lack of 24/7 access to support engineers (40%).

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Do you have plans to make a change in the version of Linux you're currently using?

2%	6%	13%	79%
Yes, in the next 3 months	Yes, in the next 3 to 6 months	Yes, in the next 6 to 12 months	No specific plans, but we're open to considering it if value is demonstrated

21% of those surveyed are definitely committed to change their version of Linux within a year. The remaining 79% do not rule out switching Linux versions as long as there is clear value demonstrated.

Summary Results | July 2021

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Red Hat offers Red Hat Enterprise Linux, an open source operating system from which you can scale existing apps—and roll out emerging technologies—across bare-metal, virtual, container, and all types of cloud environments.

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