SHIP-HATS 2.0. Migration Briefing

Wave 3 - 17th April 2023
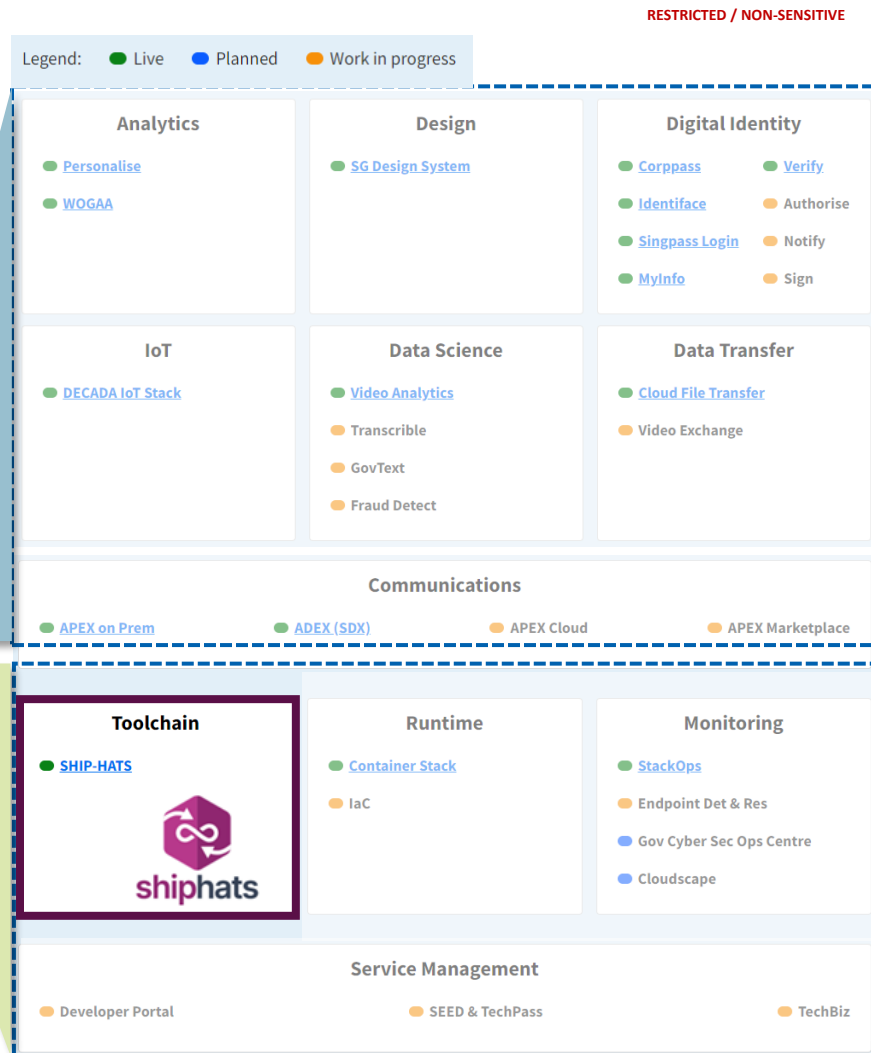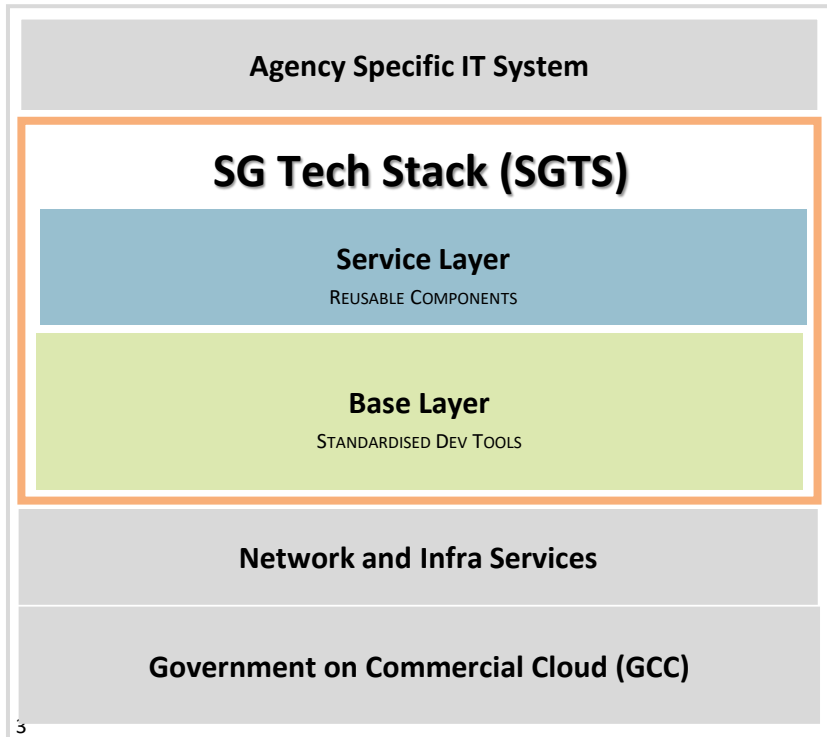
Agenda

- SHIP–HATS 2.0. Recap
- Migration Steps
- Key dates & Next Steps
- Demo
- Q&A

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Stack – Government-in-a-Box

www.developer.tech.gov.sg

Legend: ● Live ● Planned ● Work in progress

Agency Specific IT System

SG Tech Stack (SGTS)

Service Layer
REUSABLE COMPONENTS

Base Layer
STANDARDISED DEV TOOLS

Network and Infra Services

Government on Commercial Cloud (GCC)

Analytics
● Personalise
● WOGAA

Design
● SG Design System

Digital Identity
● Corppass   ● Verify
● Identiface   ● Authorise
● Singpass Login ● Notify
● MyInfo   ● Sign

IoT
● DECADA IoT Stack

Data Science
● Video Analytics
● Transcrible
● GovText
● Fraud Detect

Data Transfer
● Cloud File Transfer
● Video Exchange

Communications
● APEX on Prem   ● ADEX (SDX)   ● APEX Cloud   ● APEX Marketplace

Toolchain
● SHIP-HATS

Runtime
● Container Stack
● IaC

Monitoring
● StackOps
● Endpoint Det & Res
● Gov Cyber Sec Ops Centre
● Cloudscape

Service Management
● Developer Portal   ● SEED & TechPass   ● TechBiz

StackOps and CStack

An infra and app monitoring and logging service based on Elastic Cloud. Upcoming features include compliance with ABLR.

A Container Platform for WOG to embrace GitOps with "Everything-as-Code" based on Kubernetes and fully integrated to SGTS services to simplify compliance

SHIP–HATS 2.0. Recap

Recap: SHIP–HATS 2.0. Key Activity Timelines

Aug '22	Sep'22	Oct'22	Nov'22	Jan '23
2.0 Tool Announcement	**Migration Overview**	**Pilots & Trainings**	**Indicative Pricing & Migration Details**	**SHIP-HATS 2.0. GA**
• Completed Beta testing • Announced move to GitLab as the platform & benefits	• Shared high level migration process • Opened Migration Slots for agencies • Onboarded pilot agencies	• 48 Dev Pilots • Launched Webinars, hands on workshops	• Shared of SHIP-HATS 2.0. Indicative Pricing and Subscription Details • More migration details	• SHIP-HATS 2.0. available en-masse to support production workloads • Onboarding with TechBiz

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Recap:
SHIP–HATS 2.0
Goals

1. Faster time to market
- One DevOps Platform
- End-to-End Source Code Management & CICD

2. Greater Transparency
- Pre-Defined Industry DevOps Metrics and Dashboards, incl DORA
- Value Stream Measurement Capabilities

3. Built-In Security
- Compliance Pipelines
- Integrated Security Testing

SHIP–HATS 2.0. Product Offering
Tools under-the-hood

2.0 tools use same instances as 1.0 tools

Access (by default)	Planning	Build	Build Testing SAST	Other Tests Code quality scanning, DAST, Container Scanning	Deploy & Release

GitLab-Native

Subscription Mgmt
techbiz

GitLab — The One DevOps Platform

- **GitLab Ultimate Tier Licenses** which comes with features including value stream measures and dashboards
- Offers integrated native tools from planning till deployment
- Dedicated SaaS managed instance hosted in Singapore

Tools Provisioning
SHIP-HATS Portal

Alternative Tools

Sign in
techpass
SEED

Confluence
Jira

nexus repository pro
nexus lifecycle

Fortify on Demand

sonarQube
pCloudy.com

TOOL SELECTION

Agencies must assess whether Gitlab native is sufficient (e.g. whether the gitlab-native tool supports the language/framework used etc).

1 — GitLab Native only

- ✓ Lean teams
- ✓ Simple use cases
- ✓ New Projects
- ✓ Value for $$

2 — GitLab & Alternative tools

- ✓ Already on alternative tools
- ✓ Complex use cases
- ✓ Migrating agencies

Migrating agencies are advised to migrate as-is

- ❖ **Both** options **meet Security** Policy needs
- ❖ Alternative tools are available as add-on anytime

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SHIP-HATS 2.0. Value-Added Features

As a subscriber, agencies will also have access to the following:

- Platform Enablement Features
- CI/CD Tools and Features
- Security Baseline & Testing Tools
- Metrics and Value Stream Measurements (VSM)

Access Recording here

SGTS Learning Series
--- Online Webinar ---

Refer to this recording to learn more about the new capabilities in SHIP-HATS 2.0.

SHIP-HATS 2.0 Product Briefing Monday, 20 Mar 2023 3 to 4 PM
Get to know the **CI/CD tool** in Singapore Government Tech Stack including roadmap, features, and resources.
Level 100 Tech & Non-Tech

Access Recording here

SHIP-HATS & Sonatype
Wednesday 26 Apr 2023 4 to 5 PM
Learn the best practices of using Sonatype in SHIP-HATS.
Level 100 Tech & Non-Tech

Sign up here

Join us and remember to bring your questions for live Q&A.

SHIP–HATS 2.0
Subscription

- Materials for Subscription
- Indicative Pricing, Pricing Calculator
- Pricing Simulations
- [Subscription how–to videos](#)

https://go.gov.sg/sh2indicative
Accessible via GSIB

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Migration Progress & Key Dates
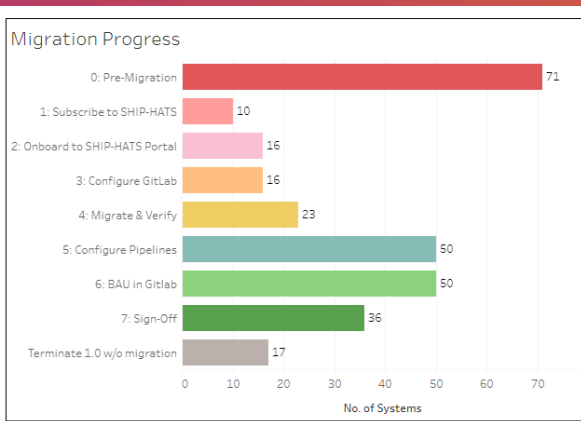
- 31% of all systems have migrated to-date
- Migration must be completed by the end of your wave period
- All systems must migrate before end 2023 as Atlassian is sunsetting its support for Bamboo and BitBucket

Migration Progress

Step	No. of Systems
0: Pre-Migration	71
1: Subscribe to SHIP-HATS	10
2: Onboard to SHIP-HATS Portal	16
3: Configure GitLab	16
4: Migrate & Verify	23
5: Configure Pipelines	50
6: BAU in Gitlab	50
7: Sign-Off	36
Terminate 1.0 w/o migration	17

Migration Waves	1	2	3	4
Slots	Fully booked	Only few slots left	Now open!	Now open!
Start Date	9 January 2023	27 February 2023	22 May 2023	14 Aug 2023
Completion Dates	-	-	-	-
6-week slot	13 February 2023	3 April 2023	26 Jun 2023	18 Sep 2023
9-week slot	6 March 2023	24 April 2023	17 Jul 2023	9 Oct 2023
12-week slot	27 March 2023	15 May 2023	7 Aug 2023	NA

13

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Learnings

Learnings from Wave 1 & 2

1. **Review the migration checklist holistically**
   To **plan subsequent action items** (especially activities involving external parties), review the migration checklist holistically

2. **Onboard early**
   Onboard via TechBiz early to **focus pipeline creation** during the wave

3. **Plan any Subscription restructure with Migration Consultant**
   If you need to re-structure your subscription (merge or split), plan it together with your migration consultants **before TechBiz registration** as incorrect setup will lead to several downstream issues.

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Learnings from Wave 1 & 2

4. **Estimate correct effort**
   Review [effort estimation webinar](#) to size right

5. **Be active in your Migration Jira Ticket and communicate with your consultant**
   We will be communicating timeline slippages with your agency CIO

6. **Create GitLab groups after project remapping**
   Do **not** create your groups in GitLab before we complete the portal project remapping

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Migration Steps

Migration Activity Flow

Agency-Team

SHIP-HATS Team

0 — Pre-migration Prep

1 — Subscribe using TechBiz

2 — Configure SHIP-HATS Portal

3 — Set up GitLab

Fortnightly Sync up
Cadence session with the SHIP-HATS team

Auto-Migrate SCR to 2.0

Migrate Fortify SSC to FOD

4 — Verify SCR (& FOD)

5 — Configure CI/CD Pipeline

6 — BAU in GitLab

7 — Sign off

18
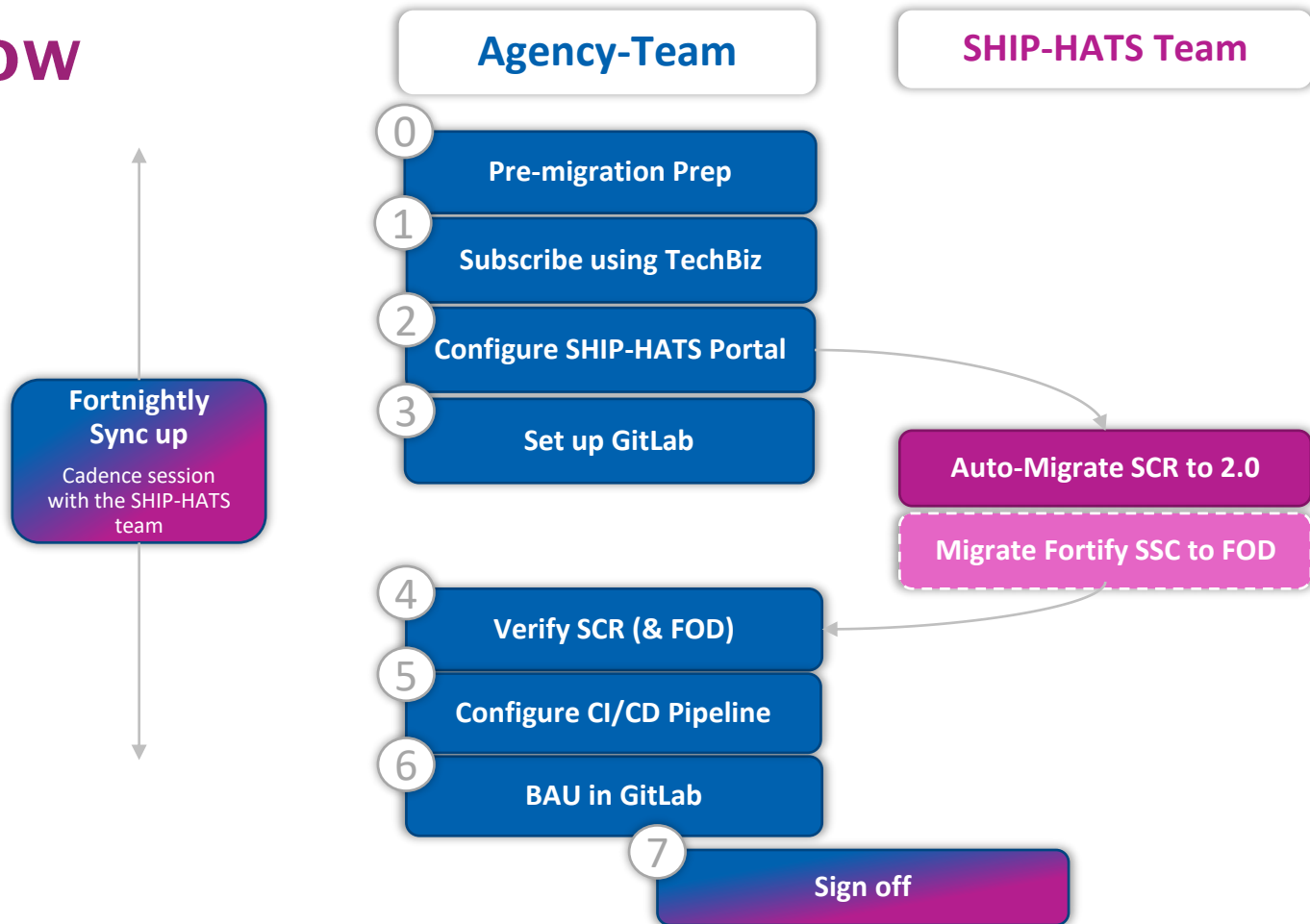
Step-by-Step on Dev Portal

- [Migration Checklists](#)

0 Premigration

Pre-migration Prep

1. Review Jira Migration ticket

2. Understand Technical Considerations

3. Review Current Tools and Services in SHIP-HATS 1.0 & Subscription Package

4. Raise Internal AOR for 2.0 Tools & Services

5. Raise Vendor SR (as applicable)

6. TechPass & SEED (if applicable)

7. Use Success Criteria template and define your success criteria

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Help Center / SHIP HATS 2.0 MIGRATION / SHMIG-82

[GOVTECH] SHIP-HATS Migration for 1905888888-Hive Agile Testing Solution (HATS)

Comment on this request...

CONTRACT & TECH PREREQUISITES

👁 Don't notify me

🔗 Share

Shared with

Siu Min Ang
Creator

Details 1 week ago 3:52 PM

Description
Hi POC,

This Jira ticket will be used to track your migration activities from SHIP-HATS 1.0 to 2.0 as well as to address any questions/issues that you may have.

As you may know, SHIP-HATS 2.0 has GA on 4 Jan 2023. We will be conducting a Kickoff Briefing two weeks prior to the start date of your booked Migration Wave. Do look out for the invite soon. The briefing will cover the processes involved in onboarding to SHIP-HATS 2.0 via TechBiz, along with a brief on the overall Migration process.

Before attending these briefings, we recommend that you can get started to prepare for the migration with the following activities:

1. Add any of your team members involved in the migration to this Jira ticket as participants.
2. If your project includes outsourced vendors, a reminder to ensure that your AOR/CR/SR has been approved prior to the migration period, to ensure that there are no delays to the migration schedule.
3. Do ensure that your team members are onboarded to SEED (https://docs.developer.tech.gov.sg/docs/security-suite-for-engineering-endpoint-devices/) and TechPass (https://docs.developer.tech.gov.sg/docs/techpass-user-guide/onboard-public-officers-using-non-se-machines/) as these are pre-requisites to onboarding to SHIP-HATS 2.0.
4. Define your project onboarding success criteria. If you need help in structuring your success criteria, we have provided a sample version here: https://docs.developer.tech.gov.sg/docs/ship-hats-migration/files/migration-checklists.xlsx

   - Please feel free to add/modify the non-critical criteria based on your project requirements.
5. Skill-up on SHIP-HATS 2.0's GitLab platform via the following:
   - SHIP-HATS 2.0 Webinars (https://docs.developer.tech.gov.sg/docs/ship-

Pre-migration Prep

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6. TechPass & SEED (if applicable)

7. Use Success Criteria template and define your success criteria

Source code repo size

< 2 GB Repo
Repos Auto Migrated by SHIP-HATS

> 2 GB Repo
Agency Project team manages a manual transfer OR
Reduce repo size before migration

Shared Runner

Docker in Docker not supported in SHIP-HATS 2.0 due to security risk

Use to **Kaniko** as alternative to Docker to build your containers for your pipeline

Pre-migration Prep

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Base plan

- 3 x GitLab Ultimate User License
  - Got more users? You can buy up to 47 additional GitLab Ultimate license as Add-on. If you have more than 50 users (3 Base + 47 Add-ons), you will need to purchase additional Base plan.
  - One subscriber can have more than one Base plan
  - Fair Usage Policy – 1 GitLab license is entitled to up to 10 GB
- Standard support (9:00 AM to 5:30 PM except public holidays)
- pCloudy shared

Add-ons

Component	What's Included	Notes
GitLab Ultimate	1 x GitLab Ultimate User License	Based on the number of users
Jira/Confluence	1 x Jira/Confluence License	Based on the number of users
Sonatype Nexus IQ & Nexus Repo	1 x Nexus IQ	Based on the number of users
	1 x Nexus Repo User License	
pCloudy Testing Farm	1 x pCloudy ios Device (dedicated)	1 device can be used concurrently across multiple GitLab Projects, and tests can be run in parallel
	1 x pCloudy Android Device (dedicated)	
SonarQube	1 x SonarQube Community Edition App	1 app can be used for 1 subscription (i.e. shared across GitLab projects)
	1 x SonarQube Dev Edition App	1 app can be used for 1 subscription (i.e. shared across GitLab projects)
Fortify-on-Demand	1 x FOD App	1 app can be shared across multiple GitLab Projects, but tests cannot be run in parallel
Additional support	Per hour (after 5:30 PM)	Outside office hours

Pre-migration Prep

1. Review Jira Migration ticket

2. Understand Technical Considerations

3. Review Current Tools and Services in SHIP-HATS 1.0 & Subscription Package

4. Raise Internal AOR for 2.0 Tools & Services

5. Raise Vendor SR (as applicable)

6. TechPass & SEED (if applicable)

7. Use Success Criteria template and define your success criteria

Success Criteria

1. Operational Source Code Repository in GitLab
2. Operational FOD Application (if applicable)
3. Operational CI & CD pipeline in GitLab
4. GitLab Dashboards
5. Archival of Project on 1.0 Tools

Sample Success Criteria

	Objective	Acceptance Criteria
1	Accept User roles	Agency team accepts that roles defined for developers and Security Team.
2	Accept SHIP-HATS 2.0 templates used in setting up the CI/CD pipeline	Agency team is aware of SHIP-HATS 2.0 that the pipeline has been set up as per
3	Accept Compliance Framework applied	Agency team understands that applying DevSecOps best practices.
4	Accept	Agency team confirms that SAST tests h... ...ashboard.
5	Accept	...ms that SCA tests ha... ...y Dashboard.
6	Accept Container Scanning capability	Agency team confirms that Container te... available for review in Security Dashboa...
7	Accept DAST security test capability	Agency team confirms that DAST tests s... Security Dashboard
8	Accept pipeline execution across multiple repositories	Agency team has tested and verified tha... repository and is able to successfully re...
9	Accept access control for executing pipelines	Agency team has tested and verified tha...
10	Accept IT Management Dashboard	Agency team has verified that SHIP-HAT... that the revelant team members unders...
11	Sign off the CI/CD Pipeline	Agency team accepts that the pipeline h...

Sample Success Criteria available on Developer Portal for download!

1 Subscription using TechBiz

Basics

TechBiz is a subscription & billing management tool that allows users to subscribe, manage and report their Singapore Government Technology Stack (SGTS) resources

What can you do:
- ➤ Submit Subscription Request
- ➤ Agency Approvers can approve the request
- ➤ Subscription Admin adds users and system details

Who can access:
- ➤ Public officers from Agency using Non SE – GSIB

TechBiz Portal Access link:
portal.techbiz.suite.gov.sg

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Use the how-to videos

1

Subscribe using TechBiz

1. Agency Subscription Admin create Subscription Package on TechBiz Portal

2. Agency Approver approves the subscription account

3. Create systems and users

4. Verify system on TechBiz

5. Update details on Jira Migration ticket re: mapping

go.gov.sg/sh2indicative

Accessible via GSIB to review pricing information .

Documents > SHIP-HATS 2.0 > Onboarding how-to videos

▶ step-1-create-subscription-pac...

▶ step-2-approve-account.mp4

▶ step-3-create-system-name.mp4

▶ step-4-create-users-and-grant-...

Public Officers can access **how-to videos for subscription via TechBiz** via Intranet.

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① Subscribe using TechBiz

1. Agency Subscription Admin create Subscription Package on TechBiz Portal

2. Agency Approver approves the subscription account

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4. Update details on Jira Migration ticket re: mapping

Mapping of 1.0. to 2.0. Accounts

Update Jira Migration ticket after subscribing on TechBiz!

1. TechBiz Account ID

2. SHIP-HATS Portal Subscription ID

3. Projects to be mapped (if doing partial migration)

Note: Once we have mapped your 1.0. subscription to your 2.0. subscription in the SHIP-HATS Portal, your 1.0. subscription in the SHIP-HATS Portal will be "**frozen**" and you will have to **raise an SR** to make changes to your 1.0. subscription

- The mapping will take 2 to 3 business days
- Refer to the Jira ticket for updates on whether mapping has been completed
- After completion, you may proceed to the next step to verify on SHIP-HATS Portal

2 Configure SHIP-HATS Portal

②
Configure SHIP-HATS Portal

1. Access SHIP-HATS Portal

2. Verify Users & Systems

3. Verify Project & Tools

4. Create any new Projects & Assign Project Admin

5. Set up GitLab & other tools

SHIP–HATS Portal Access link:

portal.ship.gov.sg

3 Configure GitLab

3 Set up GitLab

Access GitLab:

https://sgts.gitlab-dedicated.com/
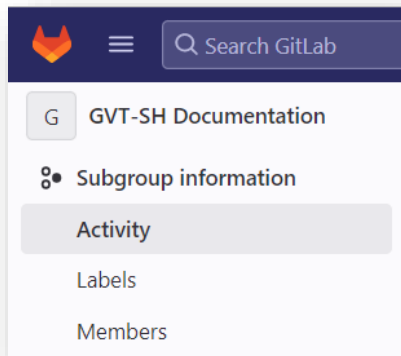
- ✓ Verify user mapping
- ✓ Set up SSH Keys
- ✓ Set up GPG Keys

Auto-Migrate SCR to 2.0

Migrate Fortify SSC to FOD

For Bitbucket

Wave (optional)	Source URL to migrate (.git format)	Destination: Parent Path https://sgts.gitlab-dedicated.com/wog/<subscription name>/<groupname>
Wave1	https://bitbucket.ship.gov.sg/projects/<project_key>/repos/<repo_name>	<subscription name>/<groupname>
Wave2	https://bitbucket.ship.gov.sg/scm/ship/booth-demo.git	gvt/ship

< 2 GB Source Repo

Migrated by SHIP-HATS within 2 business days

Your bitbucket structure will be migration to GitLab.

Bitbucket	GitLab
Project	Group
Repository	Project

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4 Verify SCR (FOD)

Verify SCR & FOD → # SAMPLE VERIFICATION REPORT

Instructions

This report is a high level view of the migration with diffs listed between source and destination. The report is meant for engineers to get details and stats without having to rely on other teams to verify all the details about the migration. This report DOES NOT replace User Acceptance Testing. The report will show a color coded 'Overall Accuracy' along with individual endpoint 'Accuracy'. Anything with an accuracy of 90% or above is considered a success, and isn't worth looking at unless something comes up in User Acceptance Testing. Items under 90% accuracy should merit further investigation.

Project Migration Results	Overall Accuracy	Result
Staged Project's: '13' Successful Project's: '13'	99.94%	success
Project	Accuracy	Result
gitlab-instance-0b248ec6/Monitoring	99.26%	success

All Migrated Projects Results

Individual Migrated Project Results

endpoint	accuracy	diff

/projects/:id	77.78%	show/hide
		
		{
		   "visibility": {
		      "---": "internal",
		      "+++": "private"
		   }
		}

Total Number of Merge/Pull Requests	N/A	source: 0 destination: 0
Total Number of Branches	N/A	source: 1 destination: 1
Total Number of Tags	N/A	source: 1 destination: 1
Total Number of Commits	N/A	source: 1 destination: 1
Repo Permission Mapping	100.00%	show/hide
Branch Permission Mapping	100.00%	show/hide

Data set verification details

Difference details

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5 Configure Pipelines

Configure Pipeline

Pipeline Template list & links *available on Developer Portal*

- **End-to-End templates:** An end-to-end CI/CD workflow for a specific use case such as .Net application hosted in Azure App Service, Java application hosted in AWS EC2, etc.

Your project pipeline plan

End to End Reference Template

Your project specific variables

Copy

End to End Templates
from GovTech

Example Use Case:
.NET applications hosted in Azure App Service
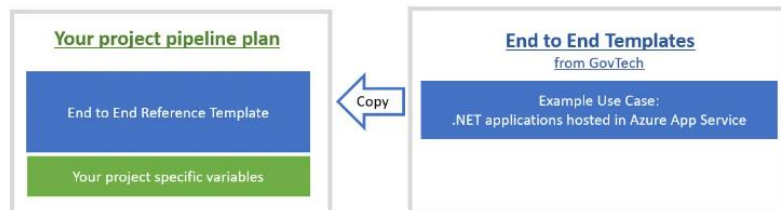
- **Modular templates:** A stand-alone basic template for invoking build, test, deploy tools, etc.

Your project pipeline plan

Your project specific scripts

Modular Testing Template

Modular Repo Template

Your project specific variables

Include

Modular Templates
from GovTech

Build & Release Templates

QA & Security Templates

Artifact Repository Templates
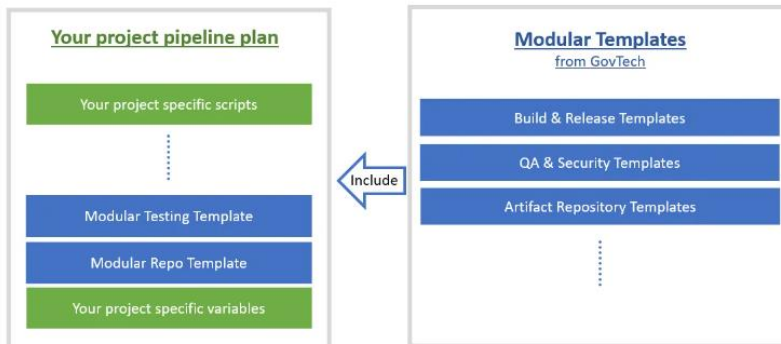
E2E templates

Template	Description
SHIP-HATS Docker Image CI Pipeline Templates	This template allows you to deliver a compliant CI pipeline for a standard docker application (regardless of language) considering best practices as well as security aspects.
SHIP-HATS Docker Multi Services App E2E Templates	This template allows you to deliver a compliant CI/CD pipeline for a standard docker application (regardless of language) considering best practices as well as security aspects.
SHIP-HATS Docker Single Service App E2E Templates	This template allows you to deliver a compliant CI/CD pipeline for a standard docker application (regardless of language) considering best practices as well as security aspects.
SHIP-HATS Webapp E2E Templates	This template allows you to deliver a compliant CI/CD pipeline for a standard web application (regardless of language) considering best practices as well as security aspects.

Common templates

Template	Description
Readiness check for web application	This template allows you to check if a web application is ready by querying the URL and searching for a given text in a loop until a given wait duration.
Readiness check for docker service	This template allows you to check if a web application is ready by querying the URL and searching for a given text in a loop until a given wait duration.
AZ CLI invocation	This template allows you to invoke Azure CLI commands.
Depcheck for NPM projects	This template allows you to perform depcheck for their npm project to identify unused dependencies.
AWS identity federation	This template allows you to invoke AWS CLI within the *script* key.
AWS Secret Retrieval	This template allows you to invoke AWS CLI within the *script* key.
AWS EKS kubectl	This template allows you to invoke kubectl commands within the *script* key.

.gitlab-ci.yml 9.55 KB

```
1    include:
2      - local: BUILD.gitlab-ci.yml
3      - local: TEST.gitlab-ci.yml
4      - local: DEPLOY.gitlab-ci.yml
5      - project: "WOG/GVT/ship/ship-hats-templates"
6        ref: "main"
7        file:
8          - /templates/vars/.gitlab-ci-sonatype-vars.yml
9          - /templates/vars/.gitlab-ci-publish-to-nexus.yml
10         - /templates/vars/.gitlab-ci-docker-push.yml
11         - /templates/vars/.gitlab-ci-pipeline-coe-vars.yml
12         - /templates/.gitlab-ci-common.yml
13         - /templates/.gitlab-ci-docker-delete.yml
14
15   .converge_parallel_matrix: &converge_parallel_matrix # call this if you need to consoli
16     - |
17   before_script:
18       for file in ./build-job/*.sh; do
19         source $file # gain PRODUCT_IMAGE_NAME and OUTPUT_BUILD_ARTEFACT as environment
20         OUTPUT_BUILD_ARTEFACTS=$OUTPUT_BUILD_ARTEFACTS$OUTPUT_BUILD_ARTEFACT, # to add t
21       done
22
23       for file in ./build-image-job/*.sh; do
24         source $file # gain PRODUCT_IMAGE_NAME and OUTPUT_IMAGE_ARTEFACT as environment
25         PRODUCT_IMAGE_NAMES=$PRODUCT_IMAGE_NAMES$PRODUCT_IMAGE_NAME:$VERSION, # to add t
26         OUTPUT_IMAGE_ARTEFACTS=$OUTPUT_IMAGE_ARTEFACTS$OUTPUT_IMAGE_ARTEFACT, # to add t
27       done
28     - PRODUCT_IMAGE_NAMES=${PRODUCT_IMAGE_NAMES::-1}
29     - OUTPUT_BUILD_ARTEFACTS=${OUTPUT_BUILD_ARTEFACTS::-1}
30     - OUTPUT_IMAGE_ARTEFACTS=${OUTPUT_IMAGE_ARTEFACTS::-1}
31     - SCAN_TARGETS=$OUTPUT_BUILD_ARTEFACTS,$OUTPUT_IMAGE_ARTEFACTS
32
33   stages:
34     - build
35     - static-test
36     - runtime-test
37     - publish
38     - sign
39     - deploy-to-prod # to PROD
40
41   image: $NEXUSREPO_DOCKER_PROXY_HOSTNAME/alpine:latest
```

{.} .gitlab-ci-azure.yml 755 bytes

```
1    include:
2      - local: "/templates/.gitlab-ci-common.yml"
3      - local: "/templates/vars/.gitlab-ci-sonatype-vars.yml"
4
5    .invoke-azcli-commands-with-serviceprincipal:
6      image: mcr.microsoft.com/azure-cli
7      tags:
8        - non_privileged
9        - no_root
10       - cstack
11     before_script:
12       - export VARIABLE_NAME=AZ_SERVICEPRINCIPAL_ID
13       - !reference [.check-variable-sh, script]
14       - export VARIABLE_NAME=AZ_SERVICEPRINCIPAL_PASSWORD
15       - !reference [.check-variable-sh, script]
16       - export VARIABLE_NAME=AZ_TENANT_ID
17       - !reference [.check-variable-sh, script]
18       - az login --service-principal --username $AZ_SERVICEPRINCIPAL_ID --password $AZ_SERV
19     after_script:
20       - az logout --username $AZ_SERVICEPRINCIPAL_ID
21
```
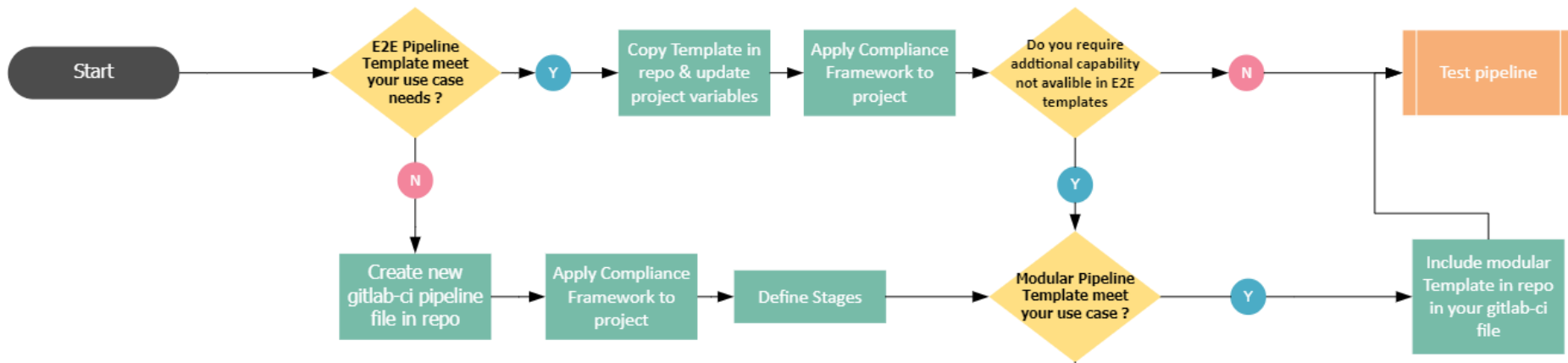
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3 Set up CI/CD Pipeline

4 CD Environment Setup

TEMPLATE DRIVEN PIPELINE CONFIGURATION

Pipeline Task | Decision | Milestone Activity

Start → E2E Pipeline Template meet your use case needs ?

— Y → Copy Template in repo & update project variables → Apply Compliance Framework to project → Do you require addtional capability not avalible in E2E templates — N → Test pipeline

— N → Create new gitlab-ci pipeline file in repo → Apply Compliance Framework to project → Define Stages → Modular Pipeline Template meet your use case ? — Y → Include modular Template in repo in your gitlab-ci file

Do you require addtional capability not avalible in E2E templates — Y → Modular Pipeline Template meet your use case ?

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6 BAU in GitLab

BAU in GitLab

DEVELOPER DASHBOARDS

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Demo

TechBiz – Onboarding Portal for all SGTS Products incl SHIP–HATS

- All subscription onboarding will be via TechBiz, including agencies who are migrating to 2.0.
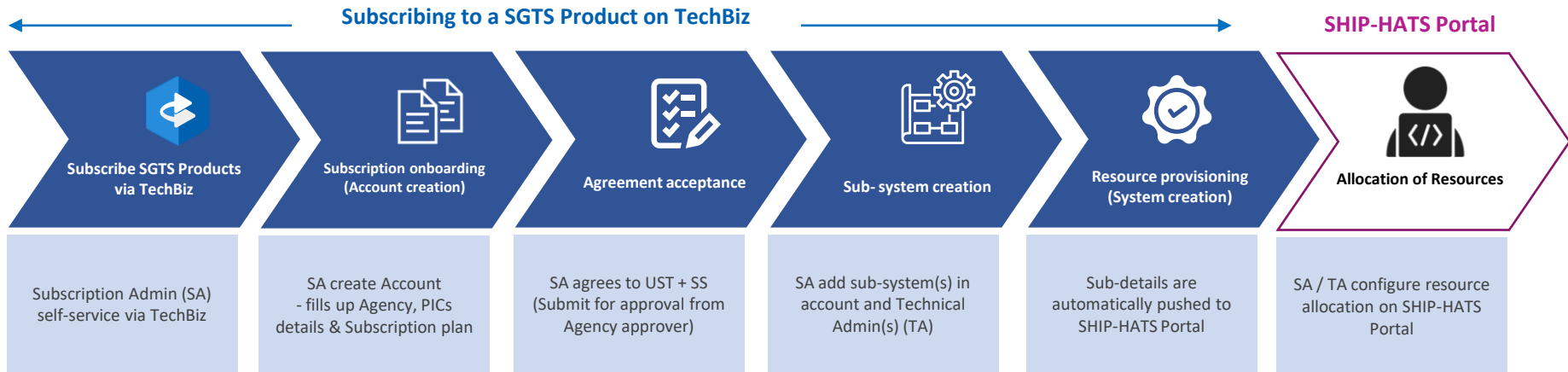- TechBiz will streamline the onboarding process and enable more self-service

Subscribing to a SGTS Product on TechBiz

SHIP-HATS Portal

Subscribe SGTS Products via TechBiz	Subscription onboarding (Account creation)	Agreement acceptance	Sub- system creation	Resource provisioning (System creation)	Allocation of Resources
Subscription Admin (SA) self-service via TechBiz	SA create Account - fills up Agency, PICs details & Subscription plan	SA agrees to UST + SS (Submit for approval from Agency approver)	SA add sub-system(s) in account and Technical Admin(s) (TA)	Sub-details are automatically pushed to SHIP-HATS Portal	SA / TA configure resource allocation on SHIP-HATS Portal

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Have more questions?

- Reach out to us at
  https://go.gov.sg/she

- Technical documentation
  https://go.gov.sg/ship-hats-docs

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Thank You