

SHIP-HATS Roadmap 2025



Agenda

SHIP-HATS product goals in 2025

Close gaps on Developer Experience

Improve visibility into DevSecOps metrics

AI as a Dev Productivity multiplier

Uplift DevSecOps Baseline

Fostering better Planning & Collaboration

Billing & Account Management

Opening Address

Liyana Fauzi



What we heard from you in FY24

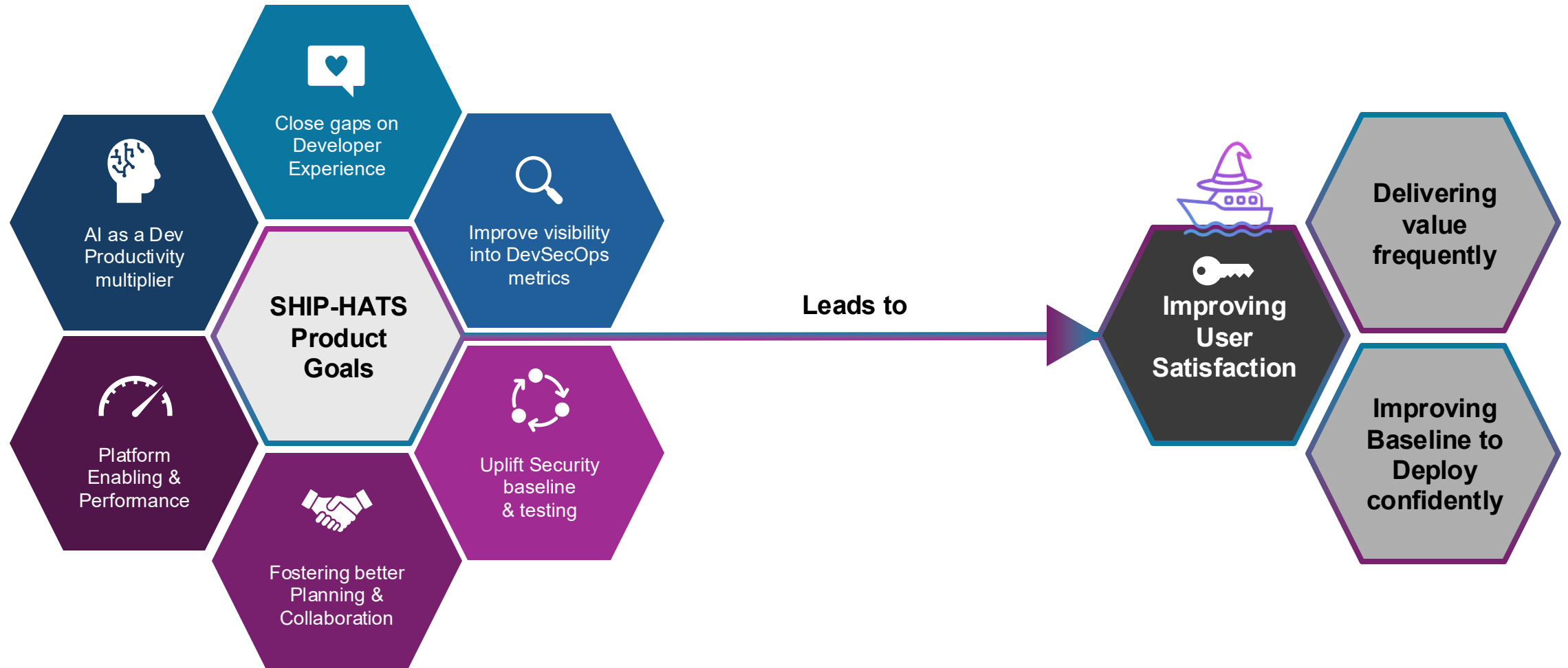
Satisfaction Score across past 2 years on SHIP-HATS 2.0:

Year	FY2022 (1.0)	FY2023 (2.0)	FY2024
Score	4.5	4.76 / 6	4.77 / 6
User	3000+	4000+	5000+
Correspondents	228	576	603

Top Pain Points from our survey and focus groups:

- GitLab's unreliable uptime and Wednesday Maintenance is a major pain point
- Improvements needed in documentation especially in highlighted topics, discoverability is a pain.
- Subscription and user management experience is not optimal; subscription management is a pain.
- Shared Runner Performance
- Ease of access to SHIP-HATS Support
- More Atlassian Cloud features / plugins can be unlocked (Goals, AI, Mobile)
- AI Coding Assistant Programme – tooling coverage for Restricted & C(CE), agentic capabilities, MCP

Our Product Goals in 2025



Why are we focused on Deployment Frequency and successful deployments in 2025?

Research by Google: “Teams with the ability to deploy on demand (alongside other DORA elite indicators) are 2x more likely to exceed organizational goals”

High Deployment Frequency
alongside good performance in other **DORA** indicates ability to:

Deliver value incrementally

React rapidly

Reliable & Robust Pipeline



Higher Deployment Frequency **must come hand-in-hand with Quality and Security** to enable:

Reduced amount of rework

Speed not at expense of security

Speed not at expense of quality

Sonatype on SHIP-HATS:
+7,243 critical violations remediated (year-over-year), 411 high-threat components audited

Caveats:

- Not the only indicator of a successful team or product – works alongside Quality and Security
- Outcomes are still important – a team deploying on demand that misses the objective still fails to deliver value.
- We observed that team norms and processes may also be a reason for a certain deployment frequency
- Stage of the product or project may influence its deployment frequency.

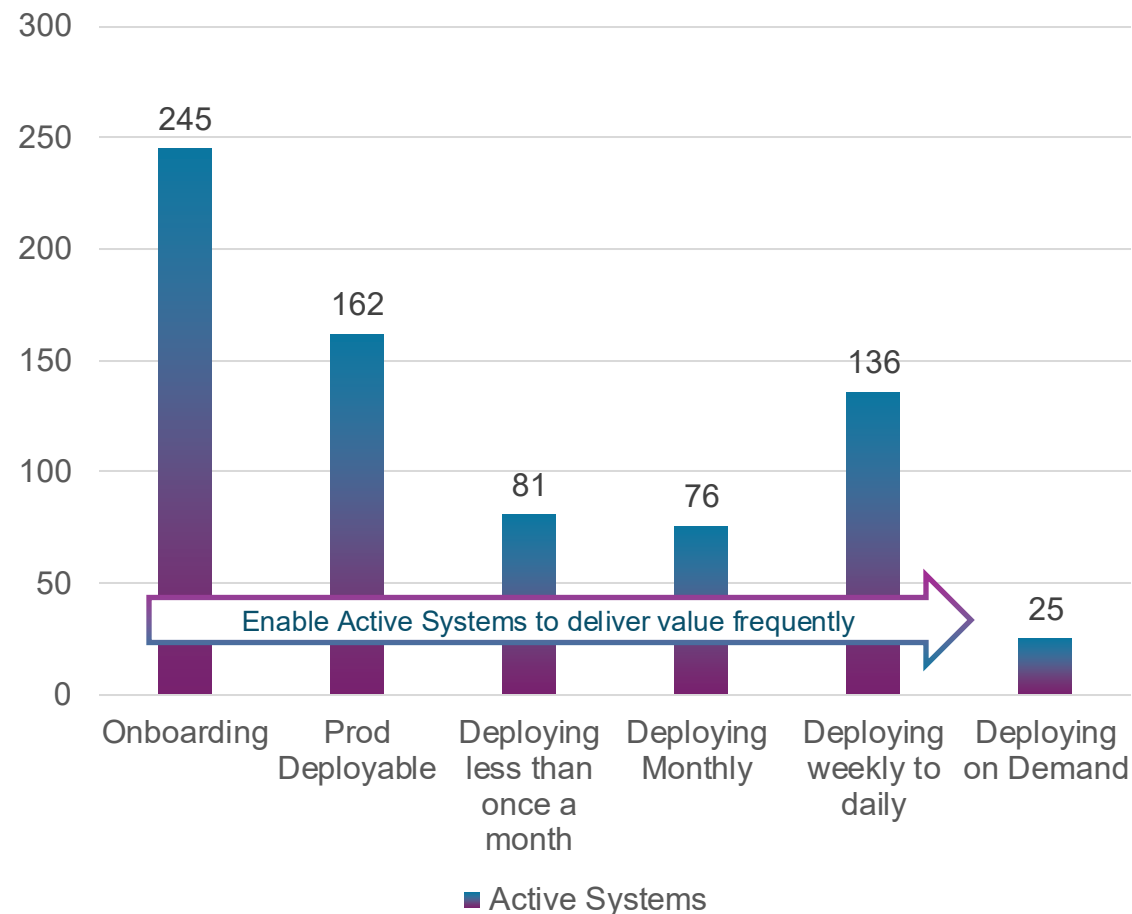
Where are we today with being able to deliver value frequently?

Almost 50% of active systems* on SHIP-HATS that are deploying are deploying once a month or less frequently

Our role as a platform is to help unblock challenges with:

- Visibility and Baselineing
- Tools, people and practices
- Adopting new technology (e.g. AI)

Systems utilizing CI/CD at various stages*



* Stage of the product or project may influence its deployment frequency.

Roadmap FY2025

Roadmap FY25

* Subjected to reprioritisation

Component	Recently Available (2025)	Q2 (Jul-Sep)	Q3 (Oct-Dec)*	Q4 (Jan-Mar)*	Exploratory
AI as a Dev Productivity multiplier	✓ Coding Assistants (Copilot, Windsurf, Duo) ✓ VICA Chatbot	▪ Agentic Capability for Coding Assistants: Windsurf Editor (Agent) (Pilot) ▪ Copilot (Agentic Mode)	▪ Coding Assistant (GA) ▪ MCP for SHIP (Pilot)		▪ Cursor and Claude Code ▪ AI Governance Platform (controls, MCP... etc.) ▪ Features of AI and impact on SDLC stages
Improve visibility into DevSecOps metrics	✓ Runner Metrics ✓ CodeScape GA		▪ SHIP Developer Insights (Pilot)		▪ DevSecOps Data on DevConsole
Close gaps on Developer Experience	✓ New Templates (e.g. Token Rotation, Nexus) ✓ GitLab 18	▪ Coder (Trial)		▪ SHIP Golden Paths: GitOps, Nexus report template	
Platform Enabling & Performance	✓ Higher Spec Docker Runners - medium and large ✓ ARM64 Docker runners	▪ Runner+ Pilot (for GCC+) ✓ Shared runner variant: GitLab DinD Runner (replacing CStack Runner)	▪ Runner+ GA (for GCC+) ▪ Shared runner variant: macOS	▪ SHIP-HATS tooling re-evaluation outcomes	▪ Platform reliability (SLA, BCP)
Fostering better Planning & Collaboration	✓ Atlassian Cloud (Jira, Confluence, JSM)	✓ Atlassian Dedicated GA	▪ Atlassian Goals	▪ Atlassian Intelligence on SHIP (Rovo) ▪ SHIP on Mobile for Jira / JSM	▪ Loom
Uplift DevSecOps baseline & testing	✓ Socket.dev (Trial)				
Billing & Account Management	✓ Last Active Report on portal (Jira, Confluence, GitLab)	▪ SHIP Account Management API Pilot (onboard & offboard)		▪ SHIP-HATS Pricing Revision	▪ Vendor Subscription possibilities

What we have done in the past 6 months

Roadmap FY25

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What's upcoming?

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What are we exploring?

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Addressing Community Feedback (Non-Roadmap)



Feedback	Action	Status
GitLab's unreliable uptime and Wednesday Maintenance is a major pain point	- Working with GitLab to establish zero-downtime maintenance - Moving towards higher uptime on SLA (aim: 99.9%)	Started
Improvements needed in documentation especially in highlighted topics, discoverability is a pain.	- User Centric Guides ✓ AskSpoon Chatbot (VICA)	In Progress
Subscription and user management experience is not optimal; subscription management is a pain.	✓ Dev Console (both techbiz and portal capabilities + more) has soft-launched - Upcoming sharing session	- In Progress https://console.developer.tech.gov.sg/
Ease of access to SHIP-HATS Support	✓ Support access without Jira License ✓ SSD2 listed on SGTS help center	Complete

Close gaps on Developer Experience

Better Tools, Platform Enabling and Performance



Developer Experience continues to be a focal point

1. We want to continue our commitment to improve baseline developer experience.
2. This baseline includes expanding coverage on use-cases, maximizing performance where applicable and minimizing friction to access the platform.

New Runner Variants as an example:



SHIP-HATS Runner Variants – FYQ1, Q2, Q3 2025

Feedback from Community	What we have today?	What is upcoming?
• Better Performance (queue & build times) • Support for more OS • DinD!	Shared Runners: ✓ Docker Runners (AMD64 - small) ✓ CStack Runners (Kubernetes) ✓ Windows Runners Newly Added Shared Runners Variants in 2025: ✓ High Spec Docker Runners (AMD64 – medium & large) ✓ ARM Runners (ARM64 – small) ✓ GitLab Hosted Runners Pilot - (x86-64 - small, medium, large; ARM64 – small); up to Restricted / Sensitive Normal, supports DinD	Shared Runners: ▪ Runner+ Pilot (for GCC+) ▪ macOS Runners Under Evaluation: ▪ CStack Runner Decommission

Coder (Trial) – FYQ2 2025

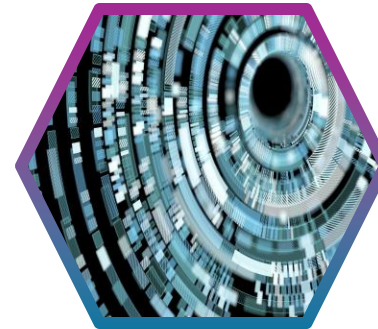
What problems are we trying to solve with a Secure Remote Developer Environment:



Inconsistent, fragmented local setups leads to delays from “works on my machine” issues.



Time-consuming, manual onboarding to tools and environments especially for offshore or rotating teams.

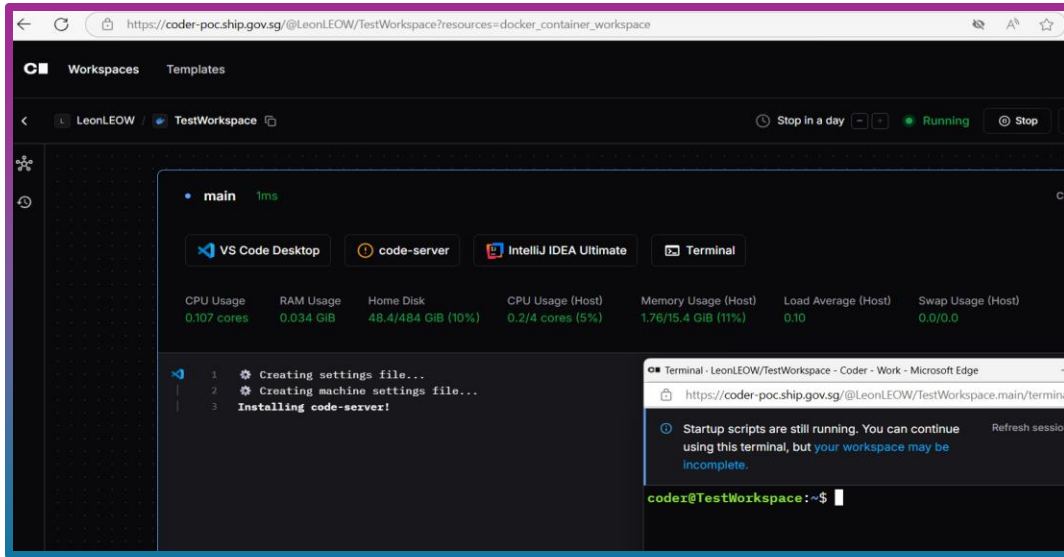


Emerging AI risks: agents acting without oversight need a secure, observable sandbox



Gaps in central tooling access (e.g. SHIP-HATS, GCC+)

Coder (Trial) – FYQ2 2025



What is Coder?

1. Secure Remote Developer Environment
2. Access from your browser
3. Secure, ephemeral with data stored remotely
4. Comes pre-configured with tools and choose from various templates.
5. Resume or share your workspace easily
6. Runs on any device (macOS, windows, Linux)

Value Proposition

Improved developer productivity:

- Faster time to first commit
- Reduced turnaround time - less debugging, more time coding
- Increased confidence to deploy frequently leveraging workflows and AI

How does it help?

1. Onboard and start coding in minutes
2. Fully configured developer environments specific to your team & central best practices
3. Works seamlessly on SEED and COMET to access tools and environments like GitLab
4. Safe space to use and experiment with AI & agents

How can you trial with us?

Register your interest in the form

Tooling Re-evaluation: Can we be cheaper, better and faster? - FYQ2-Q3 2025

SHIP-HATS has moved to the 2.0 Platform for almost 2 years as of this sharing. The landscape of DevSecOps has matured, with new practices, tools, and compliance requirements emerging especially around AI and tighter focus on good practice beyond adoption.

What was effective two years ago may now be **creating friction, technical & commercial inefficiencies** for Developers and WOG.

Our Strategy 3 years ago:

- Go GitLab Native
- Community feedback – GitLab Tools were not good enough (e.g. SAST, Code Quality, Wiki ...)

Outcomes: Incorporation of other tools to compliment GitLab.

Re-Evaluation:

- Re-look at tools
- Evaluate existing tools for (1) Relevance, (2) Value, (3) Reliability
- From now till end-2025

Outcomes: Tooling Strategy, potential replacement of tools.

What does it mean for SHIP-HATS users?:

- Proposed list of tooling changes (if any)
- Any change will only happen > 1 year from now.

Outcomes: Better tools that serves developer needs.

Improve visibility into DevSecOps metrics

Data & Metrics



Metrics & Insights FYQ3 - 2025

What we gathered from user feedback and our own dogfooding:

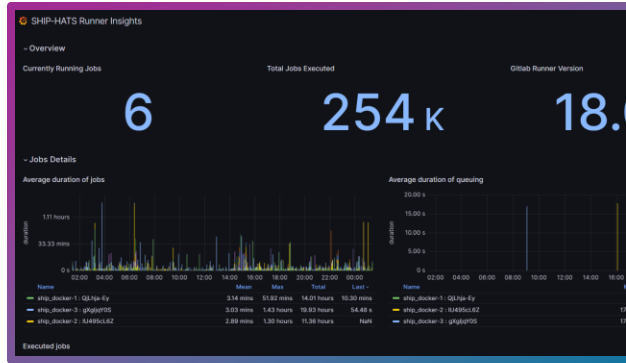
- Lack of visibility into DevSecOps performance
- GitLab metrics are insufficient and difficult to use
- Different Personas interpret data through a different lens
- No standardized understanding of data metrics across WOG

What we want to enable our users:

1. Enable teams and agencies to be able to baseline metrics around Deployment Frequency and DevSecOps.
2. Help teams identify bottlenecks to faster deployments and better DevSecOps.
3. An indicator to measure if initiatives are supporting teams to deliver value faster and more consistently

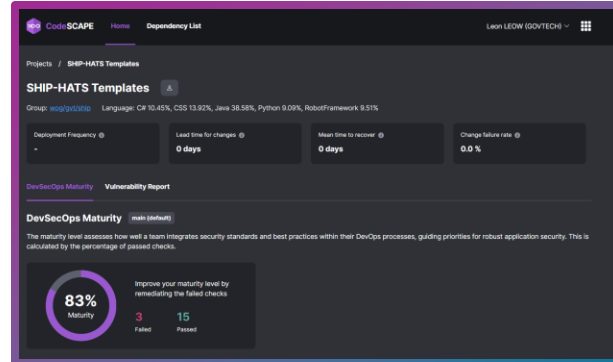
Empowering DevSecOps Performance with Metrics & Insights

What is available today?



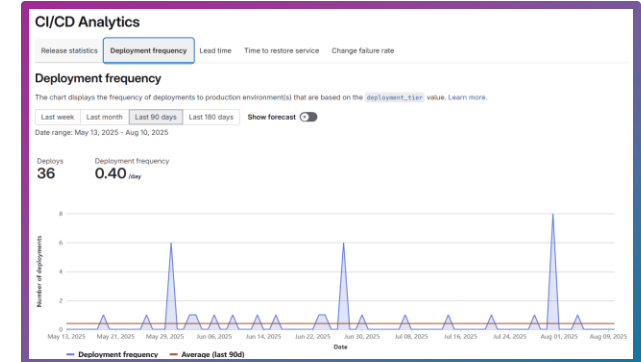
SHIP Runner Insights

Runner Performance, Status



CodeScape

DevSecOps maturity, security, compliance



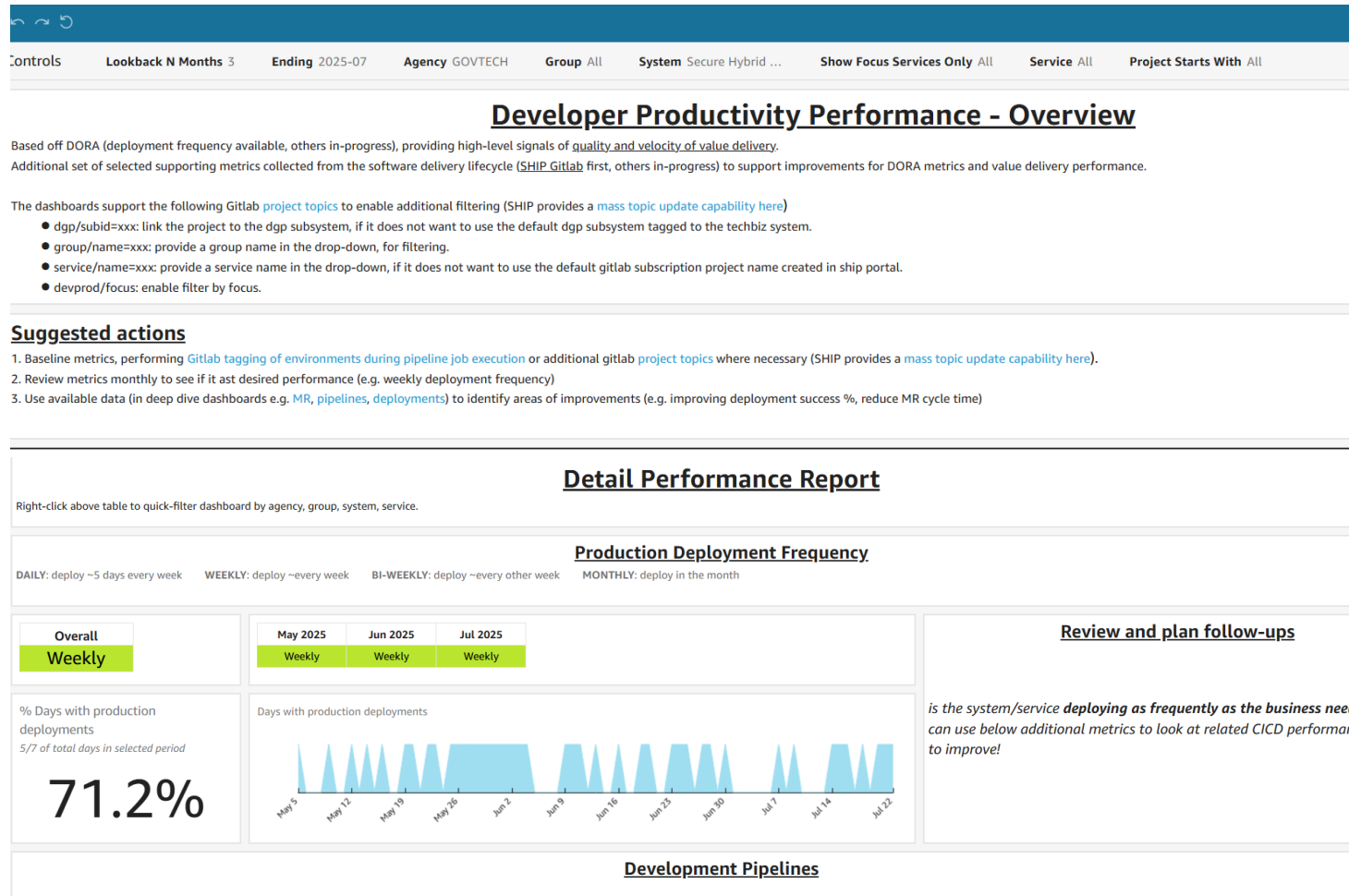
GitLab Native Dashboard

CI/CD metrics
(e.g. Deployment frequency)

What we are building:

*Integrated, cross-functional dashboard that surfaces key **system quality metrics** (e.g. deployment frequency, lead time, availability) in a way that is intelligible to both technical and non-technical users **and contextualize those metrics** with benchmarks, trends, and business relevance.*

A glimpse of what is to come



We are also looking into a more engaged approach with **Platform Enabling** while leveraging the system quality dashboard as a diagnostic tool.

If you are keen and committed to explore with us how you and your team can move towards faster value delivery, please indicate in the survey

AI as a Dev Productivity multiplier



AI adoption increasing, agents and MCP

Key Trends:

1. 1200+ users have adopted AI tools via Coding Assistants Programme across 60 agencies with close to 500 DAU
2. Unlocking agentic capabilities will enable next bound of productivity gains (multi-file edits, reasoning, error resolution, rapid prototyping ... etc.)
3. Secure usage of Agentic Capabilities & MCP is important to safeguard our systems and developers

What we hear from the community:

1. Accuracy and context is important
2. Interest in using Agentic capabilities for faster iterations
3. Demand for various tools especially agentic coding assistant such as Cursor, Windsurf Editor, Claude Code

What we want to enable with AI



Drive Productivity Gains with mass adoption

1. Drive adoption of coding assistants to reduce toil, explore new tools
2. Set up guardrails for safe, appropriate usage



Enable Better AI Context

1. Use MCP to enrich AI with code/system context
2. Align with IM8 reform for secure contextualisation



Agent-to-Agent Collaboration

1. Enable hand-offs between planning, coding, testing, and deploy agents
2. Build shared state and coordinated workflows



Smarter, Easier Deployment

1. Use AI agents to assist with deployment decisions
2. Automate triggers, rollback suggestions, and approvals

Security & Supply Chain

Address risks in AI-generated code and dependencies | Enforce provenance, reproducibility, and supply chain hygiene | AI Governance across different tools (e.g. MCP)

Measure Impact of AI adoption with data

Collect and Visualize data of adoption, engagement and productivity | Study and enable data to correlate with DP north star

Faster Code iterations with AI

Available Today	Coming Soon	What comes with this?
✓ Copilot, Duo and Windsurf Plugin (up to Restricted / Sensitive Normal) – no agentic capabilities ✓ Windsurf Self-hosted for C(CE) ✓ VICA Chatbot (Ask Spoon)	FYQ2: ▪ Agentic Capability for Coding Assistants: - Windsurf Editor (Agent) (Pilot) - Copilot (Agentic Mode) ▪ Accessing Cursor and Claude	▪ Enables AI to autonomously work on multiple files, iterate on user intent, reasoning ▪ SHIP-HATS is securing agentic capabilities with policies and mitigation controls to security risks (e.g. model poisoning) ▪ Availability starts with GovTech and will be enabled for WOG
	FYQ3: ▪ C(CE) alternative to Windsurf ▪ MCP for SHIP (Pilot)	▪ Windsurf C(CE) will be deprecated, alternative solution to be found
	FYQ4: ▪ Coding Assistant (GA)	▪ GA – Streamlined Onboarding, SLA, Support, Pricing

Key Benefits

- Improves productivity and quality, shortened iteration time
- Improved Context for coding assistants
- Secured usage of agents and MCP

Uplift DevSecOps Baseline



Outline what we have today on security

Category	Tool
SAST, DAST, MAST	Fortify on Demand, GitLab SAST / DAST
SCA / Dependency Scanning	Nexus IQ, GitLab Dependency Scanner
Repository Firewall	Nexus Firewall
License Compliance	Nexus IQ, GitLab License Scan
Code Quality	SonarQube
Supply Chain	SLSA
Container Image	GitLab PipelineCOE

Gaps that we want to address:

1. Shift left of vulnerability detection in SDLC
2. Discussion ongoing (e.g. with Sona etc) on how to secure AI
3. Strong Reachability capabilities

Socket.dev (Trial) - Available since Jun 2025

What problems are we trying to solve:

1. Malicious or compromised open-source packages are hard to catch early.
2. Traditional scanners miss real behaviors like network access or obfuscated code.
3. Developers get alert fatigue from noisy CVE-based tools.
4. Addressing vulnerabilities with dependencies at development stage rather than wait for SAST / DAST.

What is Socket?

1. A security tool that detects and blocks risky open-source packages.
2. Goes beyond CVEs — inspects package behavior (network, shell, eval, postinstall scripts).
3. Enables reachability analysis
4. Integrates with GitHub, VS Code, CLI, and API.

How does it help?

1. Catch risky packages before they're installed or merged.
2. Surface exploitable risks developers care about via reachability
3. Cut through noise with clear, actionable insights.
4. Easy for devs — built into tools they already use.
5. Strong reachability analysis

Value Proposition

- Reduced time wasted in downstream vulnerability remediation

How can you trial with us?

Register your interest in the form

<https://go.gov.sg/socket-trial-signup>

Fostering better Planning & Collaboration



Planning & Collaboration with Atlassian

Available Today	Coming Soon	What comes with this?
Jira, Confluence and JSM on Shared Model – for up to C(CE)	FYQ2: Atlassian Dedicated GA	- Site of Jira, Confluence and JSM specific to project or agency - Elevated control over site settings - Ability to purchase add-ons not in Shared Model
	FYQ3: Atlassian Goals	Planning feature for OKRs, Target setting etc.
	FYQ4: - Atlassian Intelligence on SHIP (Rovo) - SHIP on Mobile for Jira / JSM	- Auto-summarization of pages and tickets. - Generate / write content - Predictive labeling and Search

Atlassian Dedicated (GA) – Live since 1st Aug 2025

SHIP-HATS offers Atlassian Cloud in two models to meet the varying needs of government agencies:

- **Shared model** – suitable for most agencies with standard requirements (**most of you are here!**)
- **Dedicated model (new!)** – designed for agencies with advanced or specialized needs

What you get with Dedicated Site

- **Granular control with Site admin rights**
- **Plugins choice (\$)**

What responsibilities you take up

- **Configuration beyond baseline**
- **Security Posture**
- **User Behavior monitoring**
- **Plugin Mgt & Costs**

Note: User License and Plugin cost is separate

Atlassian Goals – FYQ3

- We want to unlock as much value on native capabilities as possible – in a secure way and cost-effective way.
- **Atlassian Goals** will enable teams to effectively track their OKRs and Targets w/o need for another tool
- Integrated capability to information already on Jira and Confluence
- Working with Atlassian to enable fine-grained segregation and secure rollout

The image displays three overlapping screenshots of the Atlassian Goals application interface. The top-left screenshot shows a list of goals with filters for tag, status, owner, team, following, and reporting. A goal titled '1 million cards issued in the first 6 months' is highlighted as 'ON TRACK'. The top-right screenshot shows a detailed view of a goal with a progress bar and a list of updates, including 'Back on track for 100k event attendees worldwide' and 'Record number of online card purchases (500,000 +20% MoM)'. The bottom screenshot shows a detailed view of a goal titled 'Develop and Launch Customer Portal', which is 'On track 0.8'. It includes a table of contributing work items, sub-goals, and teams. The 'Contributing work' table lists items like 'Portal Launch Market Launch' (AT RISK), 'Inventory portal relaunch - design' (ON TRACK), and 'Mobile Checkout Project' (ON TRACK). The 'Sub-goals' section lists '90% of new users to complete the onboarding process' and 'Aim for at least a 70% access rate among u...'. The 'Teams' section lists 'VitaFleet Web Dev Team'. The 'Tags' section includes 'health-portal' and 'fv25'.

Atlassian Intelligence – FYQ4*

- **Atlassian Intelligence** will enable automated summaries, search, content creation and provide insights.
- **Current Situation**
 - Initial rollout planned for last year
 - Security requirements under review
- **Path Forward**
 - Active engagement with Atlassian
 - Focus on data residency compliance
 - Exploring alternative solutions to meet security standards

The image displays two screenshots of the Atlassian Intelligence interface. The top screenshot shows an 'Insights BETA' section with a 'Decreasing trend' indicator. It provides a summary of cycle times: 'The median cycle time increased significantly in June (9.88 days) from May (4.70 days). While it decreased in July (7.96 days), it remained relatively stable in August (8.11 days) and September (13.83 days). The increase for process i'. Below this is a search bar and a '+ Create' button. The bottom screenshot shows a document titled 'Eco-conscious solution guide' with a summary of changes since the last visit on December 31, 2023. The summary includes updates by @Stefanie Auer and @Eva Lien, emphasizing eco-conscious brands, and new survey data stating that 66% of respondents consider sustainability in their purchases. The interface also features a 'Summarize' button and a 'Share' button.

Insights BETA

Decreasing trend

The median cycle time increased significantly in June (9.88 days) from May (4.70 days). While it decreased in July (7.96 days), it remained relatively stable in August (8.11 days) and September (13.83 days). The increase for process i

Search or ask anything

+ Create

Eco-conscious solution guide

Changes since you last visited on December 31, 2023

Stefanie Auer, Eva Lien and 3 others edited this page

Added emphasis on value of eco-conscious brand

- Updated by @Stefanie Auer and @Eva Lien
- Emphasizes that customers now align themselves with brands that are compatible with their values and priorities. [1]

Polished formatting and added tables

- @Stefanie Auer @Joshua Williams and @Donald Benson edited "Getting started with eco-conscious materials" [2][3]
- New survey data posits that 66% of all respondents consider sustainability in their purchases. [3]

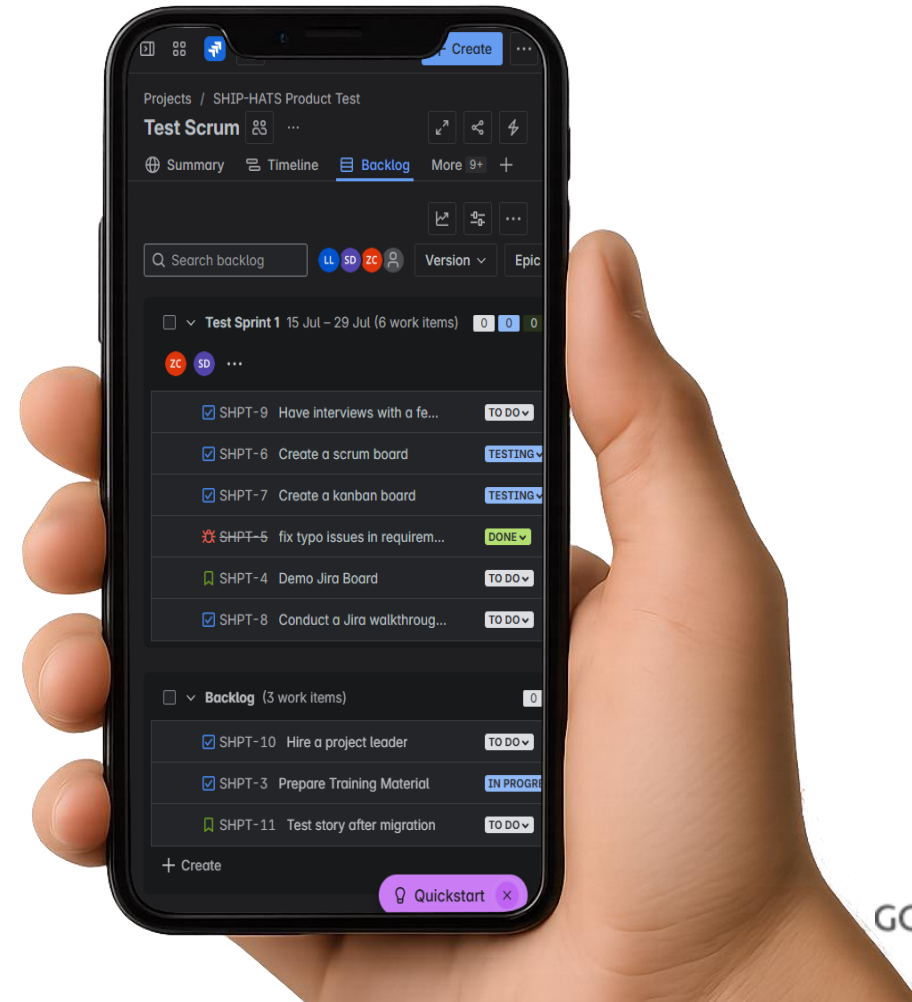
View full version history

Content quality may vary

Powered by AI

SHIP on Mobile: Jira / JSM – FYQ4*

- Ability to be notified of incidents, review and approve tickets on the go will be a game-changer for collaboration.
- This leads to faster turnaround times and reduced bottleneck on reviews and incident response.
- While we are only looking at enabling Jira / JSM initially, we plan to expand this if this initiative is successful.



Billing & Account Management



Onboard & offboard SHIP-HATS users with API

User Feedback: “ClickOps is a pain!”, “We want to automated user onboarding and offboarding!”

What is handled automatically today:

1. If a user is removed from a paid subscription, they are removed from all groups in the subscription (e.g. triggered from CAM when someone leaves the organization)

What we intend to provide:

1. GET and CREATE APIs for app and project creation (Jira, Confluence and GitLab)
2. APIs for user cleanup where user is moved to another subscription
3. APIs for assignment and removal of user to a tool in project management
4. APIs to ADD / REMOVE users for licenses in TechBiz

Value proposition:

1. Teams can leverage on APIs to build onboarding / offboarding automation
2. Less reliance and mistake via ClickOps
3. Faster turnaround time for user management

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Close gaps on Developer Experience	✓ New Templates (e.g. Token Rotation, Nexus) ✓ GitLab 18	▪ Coder (Trial)		▪ SHIP Golden Paths: GitOps, Nexus report template	
Platform Enabling & Performance	✓ Higher Spec Docker Runners - medium and large ✓ ARM64 Docker runners	▪ Runner+ Pilot (for GCC+) ✓ Shared runner variant: GitLab DinD Runner (replacing CStack Runner)	▪ Runner+ GA (for GCC+) ▪ Shared runner variant: macOS	▪ SHIP-HATS tooling re-evaluation outcomes	▪ Platform reliability (SLA, BCP)
Fostering better Planning & Collaboration	✓ Atlassian Cloud (Jira, Confluence, JSM)	✓ Atlassian Dedicated GA	▪ Atlassian Goals	▪ Atlassian Intelligence on SHIP (Rovo) ▪ SHIP on Mobile for Jira / JSM	▪ Loom
Uplift DevSecOps baseline & testing	✓ Socket.dev (Pilot)				
Billing & Account Management	✓ Last Active Report on portal (Jira, Confluence, GitLab)	▪ SHIP Account Management API Pilot (onboard & offboard)		▪ SHIP-HATS Pricing Revision	▪ Vendor Subscription possibilities

Did we miss anything?



Share Feedback

<https://go.gov.sg/ship-hats-roadmap-feedback>

1. What are themes and items you see missing from the roadmap that can immensely help your agency?
2. What are the key blockers when it comes to enabling your agencies to deploy faster?
3. Do you think being able to deploy faster is important to your agencies' goals?



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