

From TechBiz to Console: A New Central Platform for StackOps



Agenda

A Console

B Subscription & Onboarding Workflow in Console

C Additional Features in Console

D StackOps Features in Console

E What's Next

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A Console

B Subscription & Onboarding Workflow in Console

C New Console Features for Existing Users

D StackOps Features

E What's Next

Console: The Unified Subscription & Onboarding Platform

Feedback that we have received in various surveys over the years

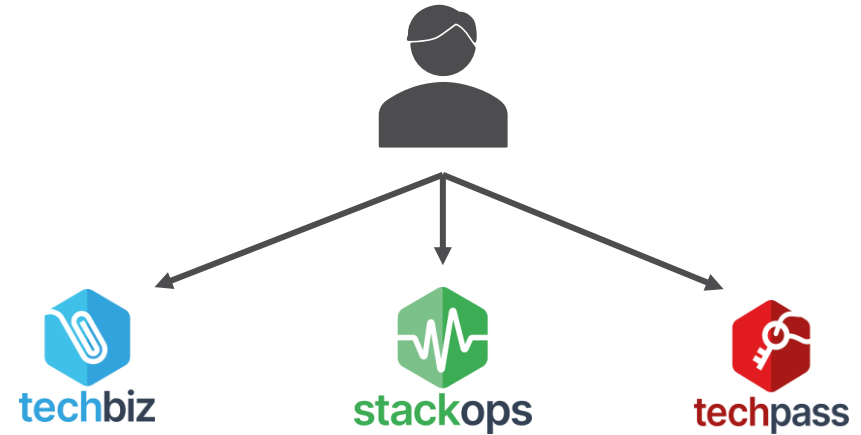
- ✓ **Fragmented Access points**, too many portals to navigate around
- ✓ **Confusing Workflows**, sometimes unsure what is the next step
- ✓ Tiresome to **log in to multiple applications**

Annual Developer Survey

G

SGTS suggestions

Instead of multiple different platforms, for onboarding, billing and configuration. Is there a possibility for a single platform/portal where users can access or be linked to the admin portal for each? Each product is also using its own ticketing platform for support, can there be a common support platform for logging tickets?



GovTech Con 2025

Post your question WORKFLOW 9:32 AM

Question

Has GovTech established an internal team or initiative focused on streamlining the user experience across government facing platform? While our outward-facing appear strong, agencies face fragmented workflows - requiring users to access multiple portals to subscribe to services, update of user details such as sub BU, and navigate varying verification processes with inconsistent deadlines. Some products lacks portal altogether, relying on manual email submission. Would it be feasible to consolidate these touchpoint to unified user centric interface - akin to a marketplace mode like Shopee, where a single front pages manages user profile and connects them to diverse services offered by different product team? Such inward alignment could significantly enhance operational efficiency and long-term user satisfaction.

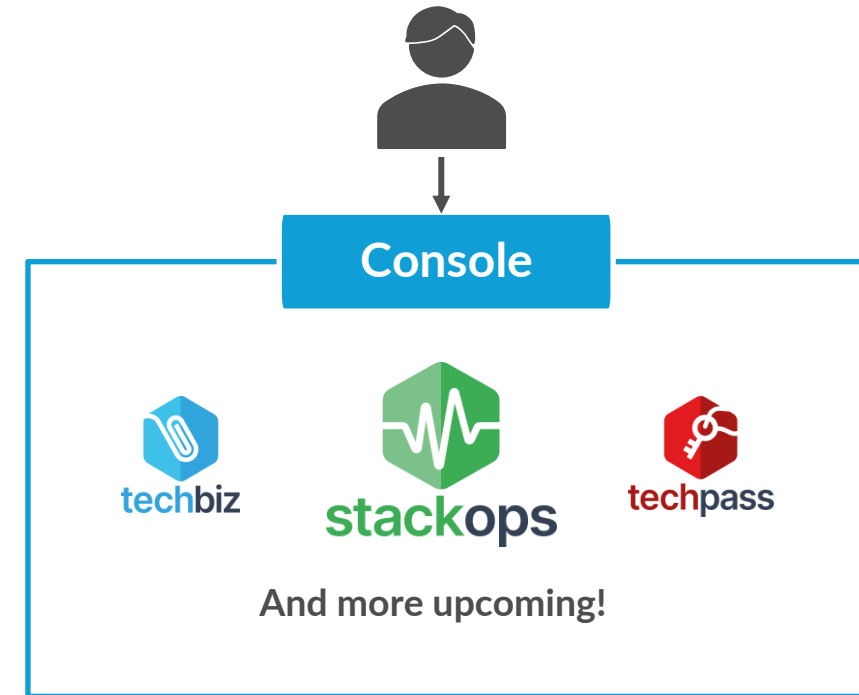
Console: The Unified Subscription & Onboarding Platform

What is Console?

(Previously DevConsole)

- ✓ **Single entry point** – A single console to access and manage products and services
- ✓ **Unified experience** – Standardised interface across products, reducing learning curve and time-to-value
- ✓ **Shared login sessions** – Single login session to complete multiple workflows

Note: Respective portals will still exist until fully integrated



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E What's Next

Subscription & Onboarding Workflow in Console

Create
subscription
account

Create System

Create
Deployment

View Invoice

1. Log in to the [Console](#) with TechPass (or sign up if you don't have one it just takes 2 minutes!)
2. Click on **Subscription Accounts > View subscription accounts** in the top nav
3. Click on **Create subscription account**. Fill in the required information and submit to Agency Approver for approval
4. Agency Approver can reply via email to approve or reject

Singapore Government Developer Console

Subscription accounts ▾ Products Security Centre

HOME / DASHBOARD

View subscription accounts
View activity logs

Dashboard

Main

SHIP-HATS Console

CSA Cloud (01GPHXHCBCJ48)

Atlassian
61/68 users

FOD
Not subscribed

SHIP-HATS User L

Atlassian license paying account:
01JCYD9-HYFFGQ78G2278J0QK7 Ph

GitLab license paying account:
01JCYD9-HYFFGQ78G2278J0QK7 Ph

Sonatype license paying account:
-

Create subscription account

Prerequisites Account details Select product(s) Select plan(s) Approver details Summary

Account details

Agency name
Select...

Subscription account
Account name cannot be changed once submitted

Account short name
You can edit the account short name once submitted

Subscription account

This section is valid

Email Notification:

From: Damien Ngor <damieng.ngor@hmv.tech.gov.sg>
To: Damien NGOR (GOVTECH)

This is an internet email. If you are unsure of the content, please check the source before you respond.

SS Exhibit C - StackOps.pdf 13.8 KB
UST-SS_Exhibit A_v234400.pdf 123 KB
SS Exhibit B - Account details.pdf 6.3 KB

Dear Approver,

equestor damien ngor has nominated you as the official approver while submitting the following Subscription account request on TechBiz.

Subscription account: Damien Test
Subscription account ID: 01GNBQQESN0529WKS0AK6HJEIT
Product: StackOpsStg
Approver: damien ngor
Remarks to Approver: nil

Refer to the attached files for more information.

You are required to approve this Subscription account on TechBiz for your team to complete the subscription process.

Action required:

1. Click Reply All to this email and do not exclude no-reply@stg.techbiz.suite.gov.sg. In the first line of your reply, enter one of the supporting response words below

Approval words	Rejection words
Approve	Reject
Approved	Rejected
Yes	No

2. In the second line, add your comments with not more than 255 characters (this is optional).

Note: For non-SE GSIB users, you can login to [TechBiz](#) to approve the request.

Subscription & Onboarding Workflow in Console



1. After your subscription account has been approved, head to your account and click on **System** under the tabs

2. Create your system by filling in the details required

Note: System is a logical container to separate teams and will be tied to your DGP ID, if any. Having multiple systems in an account allows multiple teams to share the same subscription while segregating access

The image displays two screenshots of the StackOps console interface. The top screenshot shows the 'Account Details' page for a StackOps account, which is marked as 'Approved'. The page includes tabs for ACCOUNT DETAILS, BILLING, SUBSCRIBED PRODUCTS, SYSTEMS, RESOURCES, USER MANAGEMENT, and HISTORY LOGS. The 'Account Details' section shows the account name 'GOVERNMENT TECHNOLOGY AGENCY (GOVTECH)' and an 'Edit' button. The bottom screenshot shows the 'Create system' form, which is divided into two steps: 'System details' and 'Summary'. The 'System details' step includes fields for 'System name' and 'System description' (with a character count of 255 / 255). The form also includes a note about Digital Governance Platform (DGP) ID and a checkbox to indicate if the user has a DGP ID.

Subscription & Onboarding Workflow in Console



1. After creating system, you can now proceed to create your deployment (resource)
2. Click on **Resource** in your account tabs. Fill in the required information to create the deployment and indicate your provisioning configuration.
3. It will take a few minutes for your deployment to be provisioned, after which you would be able to see your Kibana URL under your deployment resource.

The image shows two overlapping screenshots from a console interface. The background screenshot is the 'Create resource' page, and the foreground screenshot is the 'Azure Non-Prod Monitoring' deployment details page.

Create resource page:

- Header: Create resource (with Cancel and Submit buttons)
- Section: Resource details
- Product: Select...
- Resource type: The type of resource associated with this product. Select...
- Resource name: [Text input field]
- Resource short name: You can edit the resource short name before it is changed once submitted. [Text input field]
- Resource description: [Text area]

Azure Non-Prod Monitoring page:

- Header: Azure Non-Prod Monitoring (with Provisioned status, Download summary, Terminate, Delete, and Edit buttons)
- Section: Deployment details
- Deployment name: Azure Non-Prod Monitoring
- Deployment short name: azurenonprodmoni
- TechBiz resource ID: 01HCF1Q8RC21250DYNSC1YXSNN
- Deployment description: Monitoring cluster for Azure non-productions tenants
- Product: StackOps
- Resource type: Resource-stackops
- Systems: StackOps Prod Systems
- Product tag(s): NIL
- Agency tag(s): NIL
- Section: Product provisioned details
- Date: Details Date 11 Oct 2023
- Kibana URL: <https://azurenonprodmoni-7254d9.kb.southeastasia.azure.elastic-cloud.com/>

Subscription & Onboarding Workflow in Console



1. Click on **Billing** in your account tab
2. You would be able to see and download your preliminary monthly invoices

Reminder

- Invoice will be available on the 8th of every month for the previous calendar month.
- Admins will receive an email on 8th of every month.
- Review and raise any issues before 14th of the month
<https://go.gov.sg/techbiz-sr>
- Invoice for payment will be sent every three months (e.g Receive Jan'26 actual invoice for the service period Oct-Dec'25)

Table of invoice

You can view your billing details and download a copy for your records. If there are any billing issues/disputes, please reach out [here](#).

☐	Service month	Products	Total amount	Created	Version	Download
☐	August 2025	SHIP-HATS 2.0		08-09-2025	-	↓
☐	July 2025	SHIP-HATS 2.0		08-08-2025	-	↓
☐	June 2025	SHIP-HATS 2.0		08-07-2025	-	↓
☐	May 2025	SHIP-HATS 2.0		09-06-2025	-	↓
☐	April 2025	SHIP-HATS 2.0		09-05-2025	-	↓
☐	March 2025	SHIP-HATS 2.0		08-04-2025	-	↓
☐	February 2025	SHIP-HATS 2.0		10-03-2025	-	↓
☐	January 2025	SHIP-HATS 2.0		10-02-2025	-	↓
☐	December 2024	SHIP-HATS 2.0		14-01-2025	-	↓
☐	November 2024	SHIP-HATS 2.0		11-12-2024	-	↓
☐	October 2024	SHIP-HATS 2.0		18-11-2024	-	↓

Agenda

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Additional Features in Console

Consolidated
Dashboard

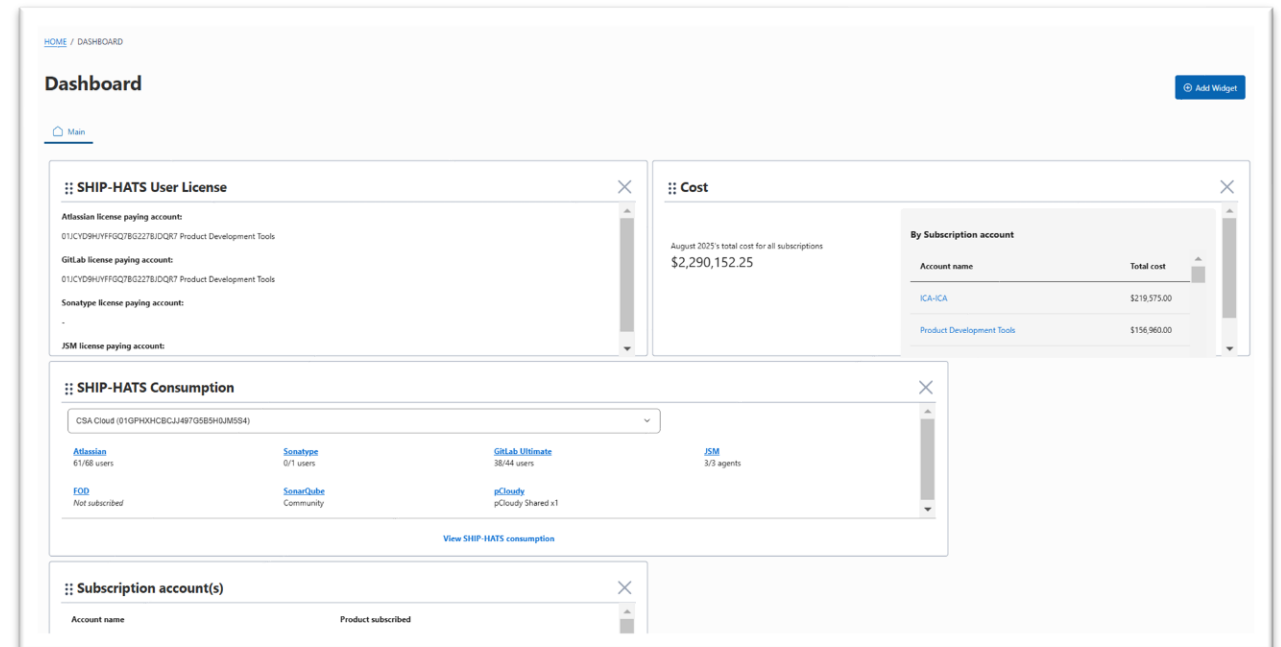
Support
Tickets

TechPass

Programmatic
APIs

View metrics from various products at one glance in a single consolidated dashboard

1. The dashboard is reflected upon logging in
2. Click **Add widget** to add additional widgets



Additional Features in Console

Consolidated
Dashboard

Support
Tickets

TechPass

Programmatic
APIs

Raise support tickets via Console instead of heading to JIRA Service Management

1. Click ? on the right of the top nav bar
2. Select **StackOps** under product selection
3. Fill in the details as required

The screenshot shows the 'Service Desk' form in the Console. At the top, there's a navigation bar with a bell icon, a question mark icon, a 'DN' dropdown, a 'CURRENT VIEW' dropdown set to 'AGENCY', and a grid icon. Below the navigation bar, the 'Service Desk' section is titled. It contains a paragraph: 'Raise a service request to the relevant teams with ease—some details are prefilled based on your current context, so you can get the support you need faster. You may continue to raise requests directly via [JSM](#).' Below this, there's a 'Request On Behalf Of' field with the value 'Damien Ngor (damien_ngor@tech.gov.sg)'. The 'Product Selection' dropdown is set to 'StackOps'. The 'Request Type' dropdown is set to 'Feedback or Suggestion'. The 'Summary' field has a placeholder 'placeholder'. Below the summary, there's a text area with a placeholder 'Placeholder'. The 'Attachment' section has a 'Choose files' button with an upload icon. Below the attachment section, there's a note: 'Combined size of the files must be less than 1MB.' The 'Reporting Agency' dropdown is set to 'Select an option'. At the bottom right, there's a 'Submit' button and a small icon.

Additional Features in Console

Consolidated
Dashboard

Support
Tickets

TechPass

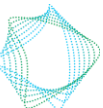
Programmatic
APIs

View your TechPass profile and create TechPass accounts for others

1. Click on the dropdown beside your name on the right of the top nav
2. Select **My profile** to view details regarding to your own TechPass account
3. Select **Invite user** to create TechPass account for public officers and vendors

(Note: this function is only available to public officers in WOG Entra ID)

The screenshot displays the TechPass console interface. The background shows the 'Profile' page with fields for Email (damien_ngor@tech.gov.sg), User Principal Name (damien_ngor_tech.gov.sg#EXT#@gdstechpassprod.onmicrosoft.com), Account Type (Public Officer), SHIP's Alias, SEED Status (Fully Onboarded), and SEED Devices. An 'Onboard device to SEED' button is visible. Overlaid on this is the 'Invite User' modal. The modal contains fields for Email (damien_ngor@lta.gov.sg) and Mobile Number (+65 91234567). It also includes a section for 'Is onboarding to SEED required?' with radio buttons for 'Yes' and 'No' (selected). Below this, there are three bullet points providing instructions on SEED compliance and onboarding requirements.



Additional Features in Console

Consolidated
Dashboard

Support
Tickets

TechPass

Programmatic
APIs

Enable automation of workflow actions without relying on the user interface

1. Click the dropdown beside your name on the right of the top nav
2. Select **API Keys** to create the API key
3. Select the subscription account to which you want to link the API key
4. Click **Generate Key** > enter a name for the key.
5. Select the scopes to associate with the key and Submit the form.

More details on how to use this for Custom Roles later.

API key details

API key name

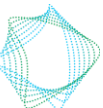
Enter a name for your API key

- Should start and end with alphanumeric characters and contain only alphanumeric characters, dash (-), underscore (_) and spaces.
- Max 50 char long.

Select scopes

Scopes set the permission levels granted to the token.

- ☐ StackOps
- ☐ customroles.delete
Custom Roles Delete Operations
- ☐ customroles.read
Custom Roles Read Operations
- ☐ customroles.write
Custom Roles Write Operations (Create/Update)
- ☐ deployments.read
Deployment Read Operations
- ☐ rolemappings.delete
Role Mappings Delete Operations



Demo

StackOps Features in Console

01 Viewing StackOps Resources

02 Creating Private Network between your Environment and StackOps

03 Customising Role-based Access Controls (RBAC)

04 Automating Custom Roles with APIs

05 Managing Service Accounts

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01 Viewing StackOps Resources – Deployment Details

This comprehensive view allows you to monitor the status, performance and resource utilization effectively.

1. Log in to the [Console](#) with TechPass.
2. From the **Products** page, click **StackOps**.
3. Click **Deployments**. Your existing deployments are displayed.

The screenshot shows the 'testdevresource' deployment details page. The breadcrumb navigation is 'HOME / STACKOPS / DEPLOYMENTS / testdevresource'. The resource name 'testdevresource' is displayed with a 'Healthy' status indicator. A 'Go to Kibana' link is available. The 'Deployment details' tab is selected, showing 'Cluster Information'.

Field	Value
Agency	GOVERNMENT TECHNOLOGY AGENCY (GOVTECH)
Account ID	01H6R75GMHJK7JYHPX6QFPMRSC
Account Name	stackops-dev
Account Shortname	stackopsdev
Resource ID	01HGD6RYW4AEH7QDGGQA0DN7WM3
Resource Name	testDevResource
Environment	Non-production
Cloud Service Provider	aws
Version	8.11.1
Created On	29 Nov 2023

Viewing StackOps Resources – Cluster Information

1. Log in to the [Console](#) with TechPass.
2. From the **Products** page, click **StackOps**.
3. Click **Deployments**.
Existing deployments are listed here.
4. Click the shortname of the deployment.
5. Go to the **Cluster Information** section

The screenshot shows the 'Deployments' page in the StackOps console. The breadcrumb navigation is 'HOME / STACKOPS / DEPLOYMENTS'. The page title is 'Deployments'. There is a 'Refresh' button in the top right. Below the title, there are filters for 'Search' (a text input with placeholder 'Search deployment name'), 'Account Short Name' (a dropdown menu with 'All' selected), and 'Status' (a dropdown menu with 'All' selected). A checkbox labeled 'Show more info' is present. Below the filters, a deployment card is shown for 'testdevresource', which is marked as 'Healthy'. The card displays a table with columns: CSP, Version, Environment, and Account Shortname. The row shows 'aws', 'v8.11.1', 'Non-Prod', and 'stackopsdev'. Below the table, it says 'Created on 29 Nov 2023'. A red box highlights the 'testdevresource' link. To the right of the deployment card, a 'Cluster Information' panel is open, displaying the following details:

Agency	GOVERNMENT TECHNOLOGY AGENCY (GOVTECH)	Account ID	01H6R75GMHJK7JYHPX6QFPMRSC
Account Name	stackops-dev	Account Shortname	stackopsdev
Resource ID	01HGD6RYW4AEH7QDGGQA0DN7WM3	Resource Name	testDevResource
Environment	Non-production	Cloud Service Provider	aws
Version	8.11.1	Created On	29 Nov 2023

Viewing StackOps Resources – Usage information

1. Log in to the [Console](#) with TechPass.
2. From the **Products** page, click **StackOps**.
3. Click **Deployments**.
Existing deployments are listed here.
4. Click the shortname of the deployment.
5. Go to the **Usage** section.

HOME / STACKOPS / DEPLOYMENTS

Deployments

Refresh

Search:

Account Short Name:

Status:

☐ Show more info

Healthy

[testdevresource](#)

CSP	Version	Environment	Account Shortname
aws	v8.11.1	Non-Prod	stackopsdev

Created on 29 Nov 2023

Usage

Refresh

Hot
5.83% (3.5 GB of 60 GB)

Warm
0.03% (0.1 GB of 380 GB)

Frozen
0.08% (4.83 GB of 6.25 TB)

Viewing StackOps Resources –Sizing Information

1. Log in to the [Console](#) with TechPass.
2. From the **Products** page, click **StackOps**.
3. Click **Deployments**.
Existing deployments are listed here.
4. Click the shortname of the deployment.
5. Go to the **Sizing Info** section.

The screenshot shows the StackOps interface. At the top, there's a breadcrumb trail: HOME / STACKOPS / DEPLOYMENTS. Below this is the 'Deployments' section with a 'Refresh' button. There are filters for 'Search' (a text input), 'Account Short Name' (a dropdown menu set to 'All'), and 'Status' (a dropdown menu set to 'All'). A checkbox labeled 'Show more info' is also present. Below the filters, a deployment card for 'testdevresource' is shown. It has a 'Healthy' status badge and a link to the deployment. The deployment details table shows: CSP (aws), Version (v8.11.1), Environment (Non-Prod), and Account Shortname (stackopsdev). It was created on 29 Nov 2023. To the right of the deployment card is the 'Sizing Info' section. It includes a link to find out more on sizing information. Below this is the 'Hardware Profile' section, which shows 'aws storage optimized v6'. A table follows with columns: Instance, Storage, Memory, vCPU, and Zone Count. The table lists six instances: Hot, Warm, Frozen, Machine Learning, Kibana, and Integrations Server, each with its respective storage, memory, vCPU, and zone count.

HOME / STACKOPS / DEPLOYMENTS

Deployments

Refresh

Search: Search deployment name

Account Short Name: All

Status: All

☐ Show more info

testdevresource

Healthy

CSP	Version	Environment	Account Shortname
aws	v8.11.1	Non-Prod	stackopsdev

Created on 29 Nov 2023

Sizing Info

[Click here to find out more on sizing information](#)

Hardware Profile
aws storage optimized v6

Instance	Storage	Memory	vCPU	Zone Count
Hot	30 GB	1 GB	Shared	2
Warm	380 GB	2 GB	Shared	2
Frozen	6400 GB	4 GB	Shared	1
Machine Learning	-	1 GB	Shared	1
Kibana	-	1 GB	Shared	2
Integrations Server	-	1 GB	Shared	1

StackOps Features

01 Viewing StackOps Resources

02 Creating Private Network between your Environment and StackOps

03 Customising Role-based Access Controls (RBAC)

04 Automating Custom Roles with APIs

05 Managing Service Accounts

02 Creating Private Network between your Environment and StackOps - Traffic Filters

StackOps Documentation

Traffic Filters allows you to restrict traffic and enhance security based on the trusted traffic sources

1. Tenant Admins or Tenant Managers can create or manage Traffic filters
2. Maximum of five (5) traffic filters. For additional, [raise a service ticket](#)
3. Traffic filter is **account-specific**, not a **Global** traffic filter.

Role	Eligibility	Requester	Approver	Conditions
Technical Admin	Public Officers and Vendors	✓	✗	• Should be the Technical Admin of the subscription account.
Subscription Admin	Public Officers only	✓	✓	• Should be the Subscription Admin of the subscription account used for subscribing to StackOps • Requester and Approver must not be the same person. E.g. A tenant manager cannot approve his/her own request.

Creating Traffic Filters

1. Whitelist the endpoint [Traffic Filtering in Elastic Cloud]
2. Log in to the Console with TechPass > Products page > StackOps.
3. Click Traffic Filters > Create.
4. Provide the requested information > Next.
5. In the Approver details page, select the required approvers > Next > Submit.

Create Traffic Filter

1 Traffic filter details 2 Approver details 3 Summary

Traffic filter details

Account Name
PMS Lite

Traffic Filter Name
pmslite_Data Access Control Filter

Cloud Service Provider
Amazon Web Services

Description (optional)

Type
☒ IP filtering rule set ☐ Private link endpoint / Private service connect endpoint

Sources
Enter IP address or CIDR e.g. 192.168.132.6/22
192.168.132.6/22
[Add New](#)

[Cancel](#) [Next](#)

Specify the required details

Create Traffic Filter

1 Traffic filter details 2 Approver details 3 Summary

Approver details

Select one or more approver(s) for your request

Nurhuda rafie ☒

Remarks to approver(s)
Remarks (optional)

[Cancel](#) [Back](#) [Next](#)

Select the required approver

[Create] pmslite_Data Access Control Filter

[Go To Item](#) [Cancel request](#)

Request Details

Requester's Name
Senthil Kumar SWAKAM

Date of Request
11 Jun 2024, 17:23 PM

Request ID
6460461742579

Remarks
Nil

Approver Details

Nurhuda RAFIE

Remarks
No remarks provided

Date of Approval
Nil

Traffic Filter Details

Account
PMS Lite

Name
pmslite_Data Access Control Filter

Description
No description

Cloud Service Provider
AWS

Type
IP filtering rule set

Subnet
192.168.132.6/22

StackOps Features

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03 Customising Role-based Access Controls (RBAC)

Custom Roles

[StackOps Documentation](#)

Create custom roles to customise admin privileges and map these custom roles to specific users

Creating Custom Roles enables you to:

- Segregate permissions for different user types
- Control access to their Kibana spaces (i.e., for cybersecurity or integration)
- Deployments with Elasticsearch version 8.15.x and above can create custom roles
- Subscription and Technical admins can create custom roles
- Privileges allowed for the Admin role ([marked as Yes in Roles and privileges](#)) can be assigned in custom roles

Creating Custom Roles

1. Log in to [Console](#) with TechPass.
2. Go to the **Products** page, click **StackOps > Deployments**.
3. Under **Deployments**, select the StackOps deployment where you want to add a custom role.
4. Select the **Custom roles** tab > click **Create**.
5. Select one of the following **preset custom roles** and click **Apply**.
 - **Observability User:** Full access to observability features and telemetry
 - **Security Read-only User:** Read-only access to security features and logs
 - **Security User:** Full access to security features and logs
 - You can also [configure Custom Roles manually](#)
6. Specify a unique role name (**format: socr_<role_name>**) and a description, click **Submit**.

HOME / STACKOPS / DEPLOYMENTS / testcustrole

testcustrole Healthy [Go to Kibana](#)

Deployment details Traffic filters associations **Custom roles** Role mappings

Search

Search by name or description

[+ Create](#)

Custom role name	Role description
socr_test10Feb2	test no2
socr_testcustrole	Created on 7 Feb. To be

Showing 1-2 of 2

Select a preset role template

These templates do not include cross-cluster access. After selecting a template, you will need to configure cross-cluster permissions if necessary.

Choose a preset role for quick setup. Alternatively, to begin role creation from scratch, continue without making a selection.

Observability User
☐

Full access to observability features and telemetry

Security Read-only User
☐

Read-only access to security features and logs

Security User
☐

Full access to security features and logs

[Cancel](#) [Apply](#)

Creating Role Mapping

Role mapping allows you to assign a custom role to multiple users and provide the same privileges to a *group of users*.

1. Log in to the [Console](#) with TechPass. Go to the **Products** page, click **StackOps**.
2. Under **Deployments**, select the StackOps deployment for the existing custom role.
3. From the **Role mappings** tab, select **Create**.
4. Specify a unique role mapping name (format: **sorm_<role_mapping_name>**) and the existing custom role(s), and the user email(s) to be mapped (valid TechPass user), and click **Submit**.

HOME / STACKOPS / DEPLOYMENTS / testcustrole

testcustrole Healthy [Go to Kibana](#)

Deployment details Traffic filters associations Custom roles **Role mappings**

Search
Search by name, role, or user

Create

Create Role Mapping

[Cancel](#) [Submit](#)

Use role mappings to control which roles are assigned to your users. [Learn more](#)

Role Mapping

Role mapping name

sorm_ test-mapping

Roles

socr_testrole x

User

User emails

Enter the email addresses of users you wish to assign roles to. Each email must belong to a valid TechPass user. Separate multiple emails with a line break.

sample@tech.gov.sg
sample@tech.gov.sg

StackOps Features

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[Documentation](#)

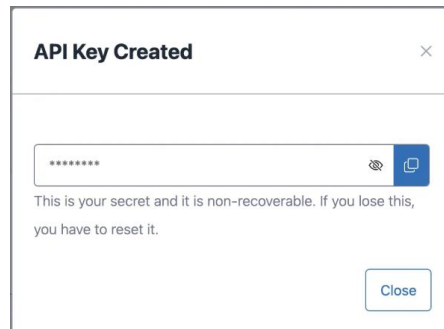
API keys allow your applications to securely interact with Console services.

1. Log in to the [Console](#) with TechPass.
2. Go to the [API keys page](#)

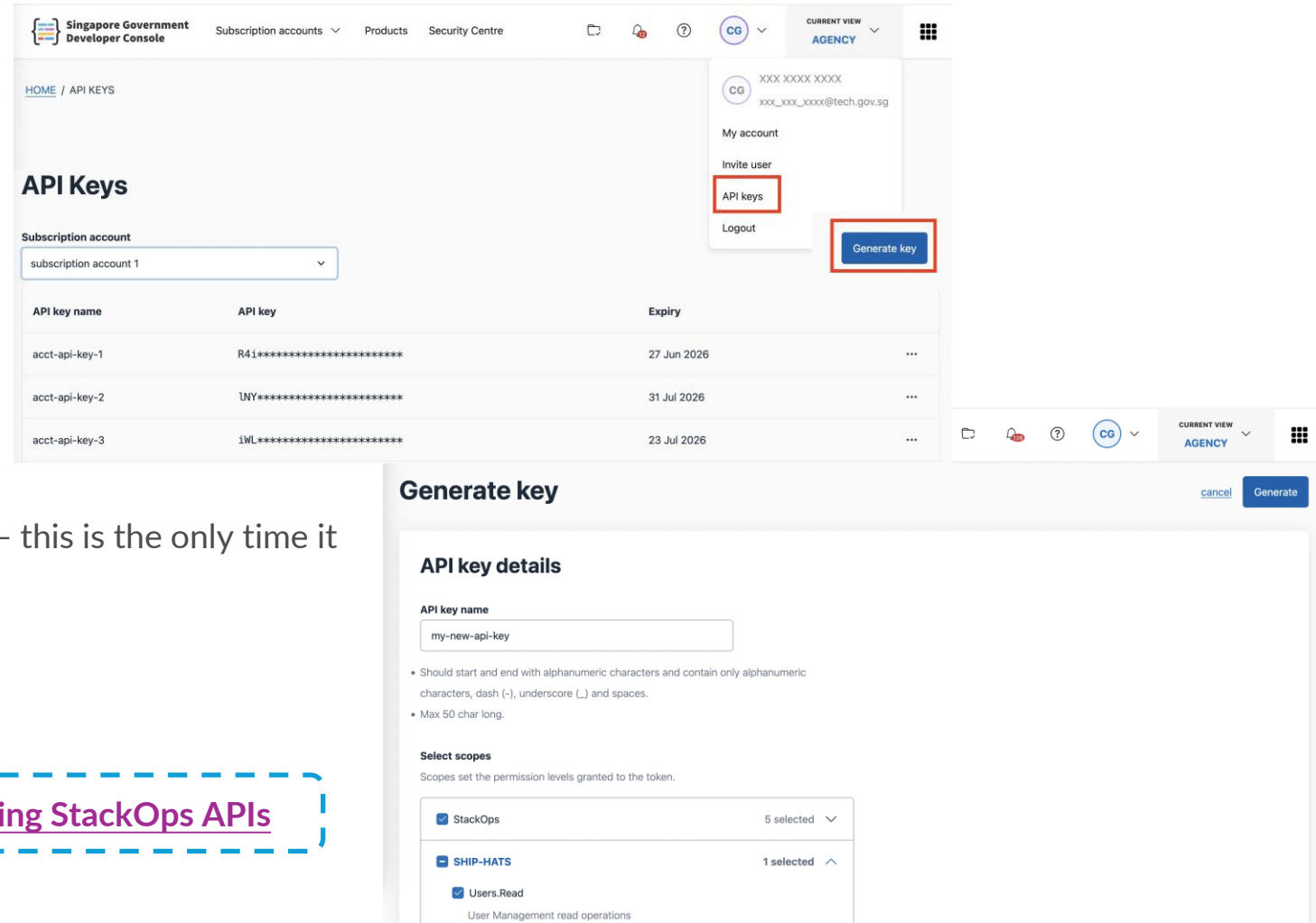
You can also access it by selecting **API keys** from the account dropdown in the navigation bar.

3. Select **Generate key** > enter a name for the key.
4. Select the scopes to associate with the key.
5. Submit the form.

When the modal appears, copy the API key value — this is the only time it will be shown.



[Using StackOps APIs](#)



Using StackOps API Keys

Refer to the documentation for details

<https://docs.developer.tech.gov.sg/docs/devconsole-agency-guide/api-keys/introduction>

<https://docs.developer.tech.gov.sg/docs/stackops-apis/>

customroles.read >
customroles.write >
customroles.delete >
role mappings.read >
role mappings.write >
role mappings.delete >
deployments.read >

StackOps API (v0.1.0)

Download OpenAPI specification: [Download](#)

Public APIs for StackOps

customroles.read

Custom Roles Read Operations

List Custom Roles

Get list of custom roles for a deployment

PATH PARAMETERS

accountId string
required
Default: "{accountId}"
Subscription account ID

resourceId string
required
Default: "{resourceId}"
Resource ID

QUERY PARAMETERS

includeManaged boolean
Whether to include system-managed roles in the response. Defaults to false when omitted.

GET /custom-roles/{accountId}/... ▼

Response samples

200

Content type

application/json

Copy Expand all Collapse all

```
{
  "canCreate": true,
  "roles": [
    + { ... }
  ]
}
```



StackOps Features

- 01 Viewing StackOps resources
- 02 Creating Private Network between your Environment and StackOps
- 03 Customising Role-based Access Controls (RBAC)
- 04 Automating Custom Roles with APIs
- 05 Managing Service Accounts

05 Managing Service Accounts

The Service accounts enables you to create deployment-level accounts with StackOps-defined role permissions.

- Use service accounts to connect automation tools, CI/CD pipelines, monitoring agents, or custom applications to your StackOps deployments.

Key benefits

- **Automation access:** Programmatic access for scripts, deployment tools, and applications.
- **Scoped permissions:** Assign roles with only the privileges needed (e.g., read-only as rule management).
- **Credential isolation:** Separates automation credentials from personal accounts, helping prevent service interruptions and unauthorised access.
- **Reduced manual work:** Integrate with Elastic deployments via API instead of UI.

Creating Service Accounts

1. Log in to the [Console](#) with TechPass.
2. Select the deployment where you want to add a Service account.
3. Go to the **Service accounts** tab > click **Create**.
4. Enter a unique username (**format: `sosa_<username>`**).
5. Enter a password or click **Generate** to create one automatically.
6. Select a predefined StackOps role from the dropdown.
7. Click **Submit** > **Confirm**.
8. Return to the **Service accounts** tab to view your newly created account.

HOME / [STACKOPS](#) / [DEPLOYMENTS](#) / [demodeployment](#) / CREATE SERVICE ACCOUNT

Create Service Account

[Cancel](#) [Submit](#)

Use service account credentials to make API calls to Kibana.

Username

sosa_ testserviceaccount

Password

1235679ABcD!

[Generate](#)

- ✓ Minimum 12 characters
- ✓ Contains both uppercase and lowercase letter
- ✓ Contains number
- ✓ Contains special character

Roles

Select one or more role(s)

- sosar_api_management
- sosar_apm_management
- sosar_ingestor

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solutionconsulta

[Go to Kibana](#)

Deployment details Traffic filters associations Custom roles Role mappings **Service accounts**

Search

Search by username or role name [+ Create](#)

Username	Roles	Last password update
sosa_	rcr_solutionconsulta_elasticnonprodmo-cf1d26	09 Sep 2025, 2:28 PM

Manage API keys with Service Accounts

Elasticsearch provides REST APIs that can be called directly to configure and access features securely. API keys are the recommended way to authenticate automated access.

API keys can be generated:

- With service account credentials (username and password) or
- Through Kibana with TechPass.

Service accounts provide deployment-level access with predefined role permissions, ensuring that API keys can be created and managed independently of personal user accounts.

Before generating an API key, create a service account to obtain the required credentials.

[StackOps Documentation](#)

[Elastic API Documentation](#)

Generate your API Key

After creating a [service account](#), you can use the credentials to generate API keys.

1. Encode your service account credentials (username and password):

```
echo -n "username:password" | base64
```

2. Generate an API key using the encoded credentials. Refer to this sample code:

```
curl -X POST "<elastic_endpoint>/_security/api_key" \
-H "Content-Type: application/json" \
-H "Authorization: Basic <Base64 encoded credentials>" \
-d '{
  "name": "my-new-api-key",
  "expiration": "1d",
  "role_descriptors": {
    "sosar_ingestor": {
      "cluster": ["monitor", "manage_own_api_key"],
      "indices": [
        {
          "names": ["logs-*", "metrics-*"],
          "privileges": ["create_index", "create", "create_doc"]
        }
      ],
      "applications": [],
      "run_as": [],
      "transient_metadata": {"enabled": true}
    }
  }
}
```

For more information, refer to [Elastic API Documentation](#).

On this page

Generate your API Key

[Retrieve API key information](#)

[Delete API keys](#)

Agenda

A Console

B Console Workflow for New Users

C New Console Features for Existing Users

D StackOps Features

E What's Next

REMINDER: Pricing Timeline & Support

Review your
invoice

02 July 2025	14 July 2025	31 July 2025	August 2025	1 Sep 2025	8 Oct 2025	8 - 14 Oct 2025	End Oct 2025
Communication	Briefing	Cleanup Complete by StackOps Users	Monitor and Adjust Elastic Consumption as needed	Pricing Begins	First Preliminary Invoice Available in TechBiz	Validate Cost & Raise Issue https://go.gov.sg/techbiz-sr	Final Quarterly Invoice is Sent.

Documentation

- Sizing & Cost Guide:
<https://go.gov.sg/stackops-sizing>
(Includes updated pricing calculator)

Support

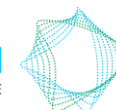
- For Billing queries:
<https://go.gov.sg/techbiz-sr>

Pricing Briefing

- Recording:
<https://go.gov.sg/stackops-pricing>

Cost Optimisation Options

- Session on 22 Aug: Access Recording + Slides [here](#)
- Learn how to [save costs by removing unused nodes, right-sizing resources, and scaling based](#) on actual usage



What's Next

Upcoming in StackOps:

- StackOps Trial
- JSM Integration

Subscription and Billing issue?

- Raise a ticket with Console:
- <https://go.gov.sg/techbiz-sr>

Technical issue?

- Raise a ticket with StackOps
- <https://go.gov.sg/stackops-support>

Available trainings:

- Level 101 - Overview & Ingestion
- Level 102 - App monitoring in StackOps
- Level 201 - Visualisation & Observability
- Level 202 - AI/ML & Data Science – Coming soon
- <https://go.gov.sg/stackops-learning-events>

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