ATLAS – Architecture & Workflow Overview

ATLAS is a production-grade IT Service Management (ITSM) platform built with Django and deployed at the Greek Ministry of Migration and Asylum.

1. Problem Context
- Fragmented IT request handling (emails, phone calls, informal communication)
- Limited transparency, no SLA visibility, no operational metrics

2. High-Level Architecture
- Django monolithic application
- PostgreSQL as primary datastore
- Authentication via Microsoft 365 Single Sign-On
- Role-Based Access Control (RBAC)
- Django Admin as the primary operational interface for IT agents
- Email integration for notifications and state changes

3. Workflow-Driven Design
- Explicit ticket lifecycle: Open → In Progress → Resolved → Closed
- Synchronous business rules implemented directly in Django
- Automated routing based on ticket category and responsibility

4. Automation & Observability (Without Background Workers)
- Automation handled through synchronous Django workflows
- Deterministic state transitions and SLA timers
- Operational metrics collected for reporting and dashboards

5. Production Impact
- 70% faster incident response initiation
- 98% user satisfaction
- Zero external budget, open-source technology stack

This document provides supporting context for the DjangoCon Europe 2026 talk submission.