

User/Client



Running on



PostgreSQL

Priority & Classifier



- **FastAPI** handles ticket CRUD, classification, and scoring.
- **PriorityScorer** auto-calculates severity.
- **TicketClassifier** uses rule-based or ML model.
- **Prometheus** scrapes metrics from /metrics.
- **Grafana** visualizes metrics.

OTHER COMPONENTS AND PROCESSES:

Tickets



Tickets manage incident creation, updates, and lifecycle tracking.



GitHub Actions

GitHub Actions automates CI/CD pipelines — running linting, tests, and deploying the SmartOps API to AWS EC2 (Ubuntu).



Docker Compose orchestrates the full stack — API, database, and monitoring services — locally or on EC2.



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ubuntu

AWS EC2 (Ubuntu) hosts the Dockerized SmartOps stack:

- FastAPI API: port 8000
- Grafana: port 3000
- Prometheus: port 9090
- PostgreSQL: port 5432