IT Transformation

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Why?

- Diversion maintains several databases – 8 terabytes of information
- These systems house data which DEA employees and DEA registrants access through several Oracle and Java-based web applications, including: RICS, CSOS, ARCOS, SORS, TLR, CTRANS, QMS, CMEA and others.
- Designed for DEA's internal stakeholders ~ Diversion Groups, TDS Groups, Diversion Investigators.

Why?

- Existing systems are complex - refined over decades in accordance with organizational needs.
- Challenges
  - Silos.
  - Changes require significant time to develop and deploy.
  - Reputational risk to DEA for system failures and outages. Runs contrary to mission
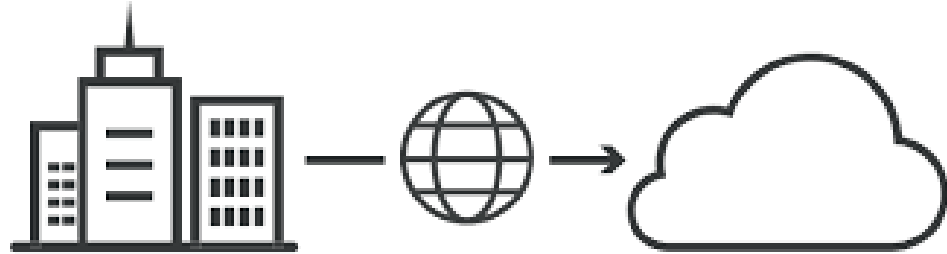- These systems do not position DEA and its registrants to address the future needs of the organization.

Solution

- Diversion intends to transform its systems to a cloud-based and vendor-maintained infrastructure.
- Mission OS

Cost Reduction
Scalability
Security
Reliability
Fast Implementation
Availability

Survey

Applications

- Registration - Renewal, Modification, Verification
- Registrant Data Access
- ARCOS
- CSOS
- Suspicious Orders Reporting (SORS)
- Theft Loss Report (TLR)
- Quota Management System / Year-End Reporting
- Conference Registration

Diversion Website

Customer Support

Timing

Website Development – started and ongoing

Call Center Transformation – Ongoing. Contract solicitation forthcoming.

App Development and Single Sign On Portal -