



OYA Information Services

IMPACT Measures

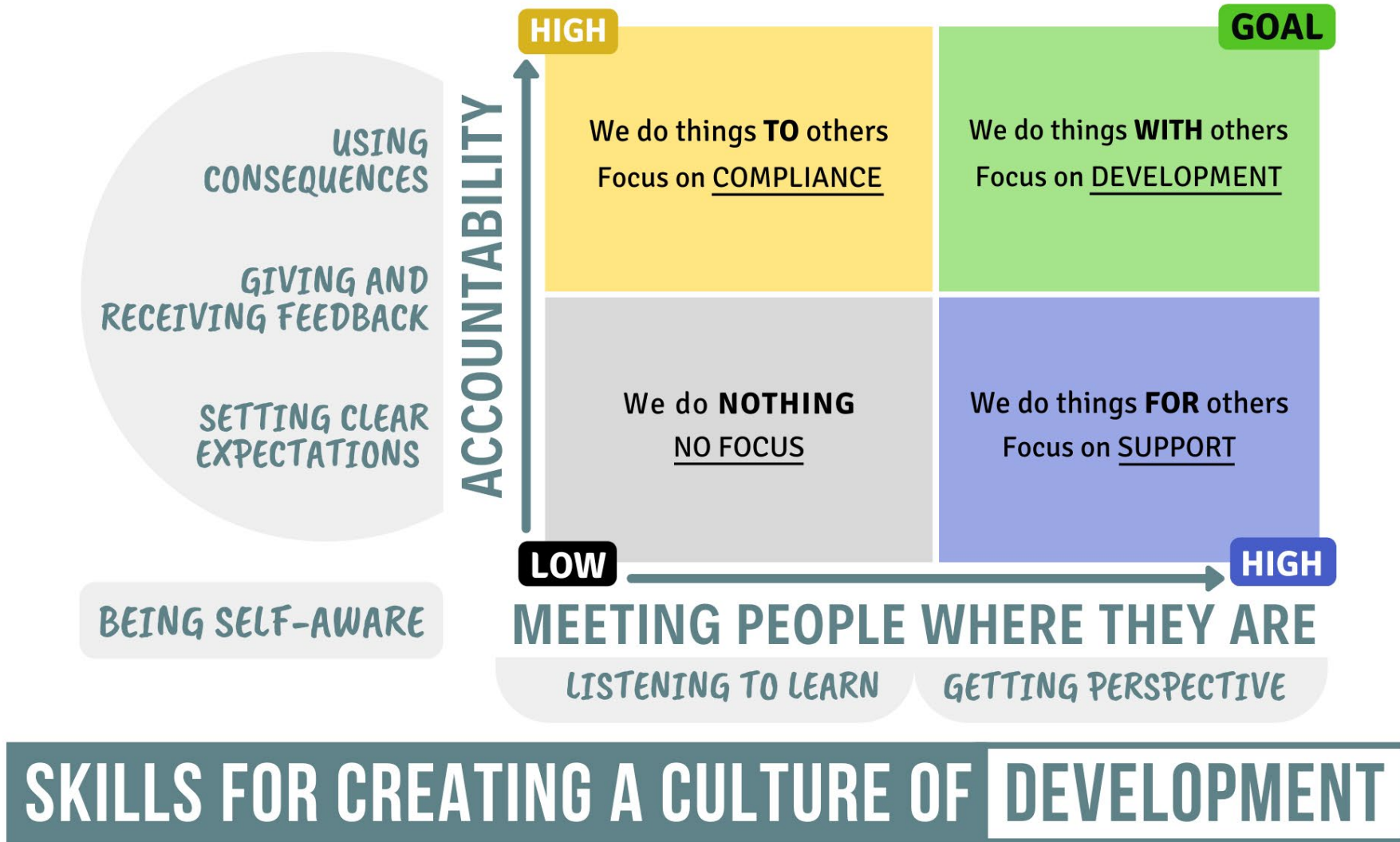
Aparna Thomas, Chief Information Officer | Business Services

Troy Sanders, Infrastructure and Operations Manager | Business Services

4/9/2026



The Developmental Approach





Insights into Action

Our Data Culture Framework



Hard on Data, Intentional with People

We challenge the information, not the individual.

Healthy tension strengthens our thinking.



If You Don't Know Your Data, You Don't Know Your Business

Understanding our metrics is a shared responsibility.

Knowing your data builds credibility and informs better decisions.



Transparency Builds Trust

Sharing successes and struggles strengthens our collective effectiveness.



Can't Manage a Secret

No one has to carry the issues alone.

Open communication enables accountability and shared solutions.



Complexity is the Enemy of Execution

Simplicity and clarity accelerate progress.

Keep it understandable, actionable, and measurable.



Collective Accountability

We rise together. Data ownership matters, but improvement is a team sport.

We turn data into direction — not just to report, but to refine, learn, and improve



What We Do

Information Services delivers secure, reliable technology and data services that support OYA staff, facilities, and county juvenile departments statewide. The division operates and protects the agency's IT infrastructure, manages enterprise applications including JJIS, and provides data, reporting, and technical support that enable daily operations and informed decision-making.



IS GUIDING PRINCIPLES

- Quality Service to Clients and Partners
- Best Practices
- Diversity, Equity, and Inclusion
- Balance Innovation and Efficiency
- Value-Driven and Cost-Effective
- Reliable and Effective Service
- Data Security
- Qualified and Motivated Staff



ORGANIZATION

JJIS Modernization is creating an improved experience for JJIS users.

Application Development and Business Intelligence maintains and enhances JJIS, and delivers reporting, dashboards, and data analysis.

Business Integration provides business analysis, training, and partner support for JJIS users.

Technical Services maintains infrastructure and provides technical support for agency staff.



Definitions

Term	Definition
Service Level Agreement (SLA)	A documented commitment that defines the expected level of service for an IT function, including response times, resolution targets, and system availability standards. SLAs help ensure accountability and consistent service delivery.
Juvenile Justice Information System (JJIS)	The statewide information system used by the Oregon Youth Authority and county juvenile departments to manage juvenile justice records, track case information, and support research and reporting related to youth services and outcomes.
IS Workorder	A request submitted to Information Services for technical assistance, system support, equipment requests, or issue resolution. Workorders allow IT staff to track, prioritize, and manage support tasks.
JJIS Service Request	A request submitted to Information Services for any issue related to JJIS application and reporting system by OYA and County users.
Phish	A fraudulent email, message, or website designed to trick individuals into revealing sensitive information such as passwords, financial information, or personal data. Phishing attempts often appear to come from trusted organizations.
JJIS Service Desk	The support team responsible for assisting users of the Juvenile Justice Information System. The service desk handles requests such as user access, troubleshooting, system guidance, and coordination with technical teams to resolve JJIS issues.
Information Services Service Desk	The Information Services Service Desk is the primary point of contact for OYA staff who need technical assistance. The Service Desk receives, tracks, and manages IT requests and incidents, including troubleshooting technical issues, coordinating support with technical teams, and ensuring timely resolution of service requests.
Mission-Critical Application	Applications essential to daily agency operations. An outage significantly disrupts OYA or county juvenile justice services. Example: JJIS.
Availability (Uptime)	The percentage of time a system or service is operational and accessible to users during the reporting period.
Security Event	A detected or reported occurrence within IT systems that may indicate a potential security concern but has not resulted in a confirmed impact.
Security Incident	A confirmed event that results in unauthorized access, disruption, data exposure, or other operational or legal impact.
Critical Risk Exposure	Unresolved vulnerabilities or security weaknesses that present a high risk to agency systems based on industry standards such as the CIS Critical Security Controls.
Technology-Related Operational Disruption	An IT issue that interrupts normal agency operations and impacts staff productivity, facilities, or program delivery.



1.1: What is the number of tickets submitted each month and what is the time it takes to close those tickets?



Ticket Metrics

 New Tickets: **1,070**

 Resolved: **931**

 Avg. Close Time: **6d 18h**

Key Insights

-  Establishes our operational starting point for future month-over-month analysis.
-  Trend arrows, performance targets, and visuals will be added once month 2 data is collected.



1.2: What does the backlog of tickets look like? How many?

Backlog Snapshot

- Total Open Tickets: **650**
- Includes tickets opened in March and prior months
- Represents work in progress across all open statuses (New, In Progress, Waiting on User, On Hold, Pending vendor/partner)

Backlog represents all unresolved tickets that remain open as of March 31, regardless of when they were originally submitted. This provides a complete view of outstanding work, operational load, and areas requiring extended follow-up or external coordination.

Context & Insights

- A portion of the backlog consists of higher-complexity items requiring vendor involvement, multi-team coordination, or extended diagnostic work.
- Current backlog levels indicate a capacity imbalance: the volume of new tickets and the complexity of open items are exceeding the team's available staffing to resolve them within the desired timeframe. This baseline establishes a clear starting point for monitoring capacity, workload trends, and resourcing needs over time.



1.3: Product support, lifecycle for our equipment, and the costs

Laptops – 4-year lifecycle

- Warranty extended to 4 years, aligning battery and full device coverage to reduce long-term replacement costs.
- Deployment volume continues to increase due to hybrid work needs, mobility, and operational flexibility.
- Replacement cost: \$2,500–\$2,750

Desktops – 5-year lifecycle

- Warranty extended to 5 years to maximize value and reduce downtime.
- Monitors refreshed or replaced as needed to maintain performance.
- Replacement cost: \$1,600



1.4: Which systems create the most operational risks for us as it pertains to vulnerabilities?

Operational Risks

- **Data Center Services** – Critical infrastructure dependency increasing security exposure.
- **Cyber Security Services** – Oversight gaps elevate cloud platform vulnerabilities.
- **Youth-based systems** – Limited IS visibility creates oversight and security risks.
- **JJIS Web** – Legacy–modern mix driving complex, vulnerable access controls.
- **Email** – Frequent misrouting risks sensitive data exposure.
- **Camera Network** – Access-control challenges threaten network isolation integrity.



Current Projects

IT PMO Establishment

- **Status:** ● Expected completion 9/2026
- **Highlights:** 2 positions approved, completed project management training

Server 2016 Upgrade

- **Status:** ● Expected completion 2/2027
- **Highlights:** Completed 60 of 81 servers, covering OYA Business and Camera network

IT SharePoint Restructuring

- **Status:** ● Expected completion 5/2026
- **Highlights:** Requirement gathering in progress

Camera Switch Replacement

- **Status:** ● Expected completion 27-29
- **Highlights:** 2 facilities completed

Service Desk Backlog Review

- **Status:** ● Expected completion Q2-26
- **Highlights:** Initial discussion among IS leadership completed



Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



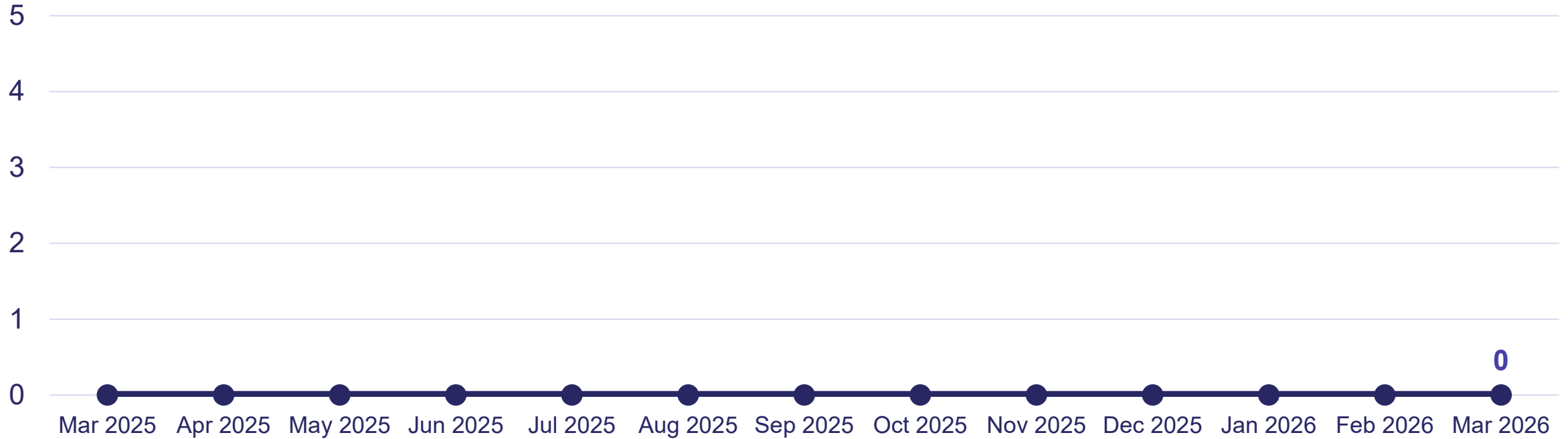
Performance Metrics



March 2026 continued the trend of zero Mission-Critical JJIS Outages

JJIS: Mission-Critical Application Availability

JJIS
Outages





Enterprise Communication Platforms Remained Highly Reliable

Enterprise Communication Availability (Email, Teams). Reported quarterly.

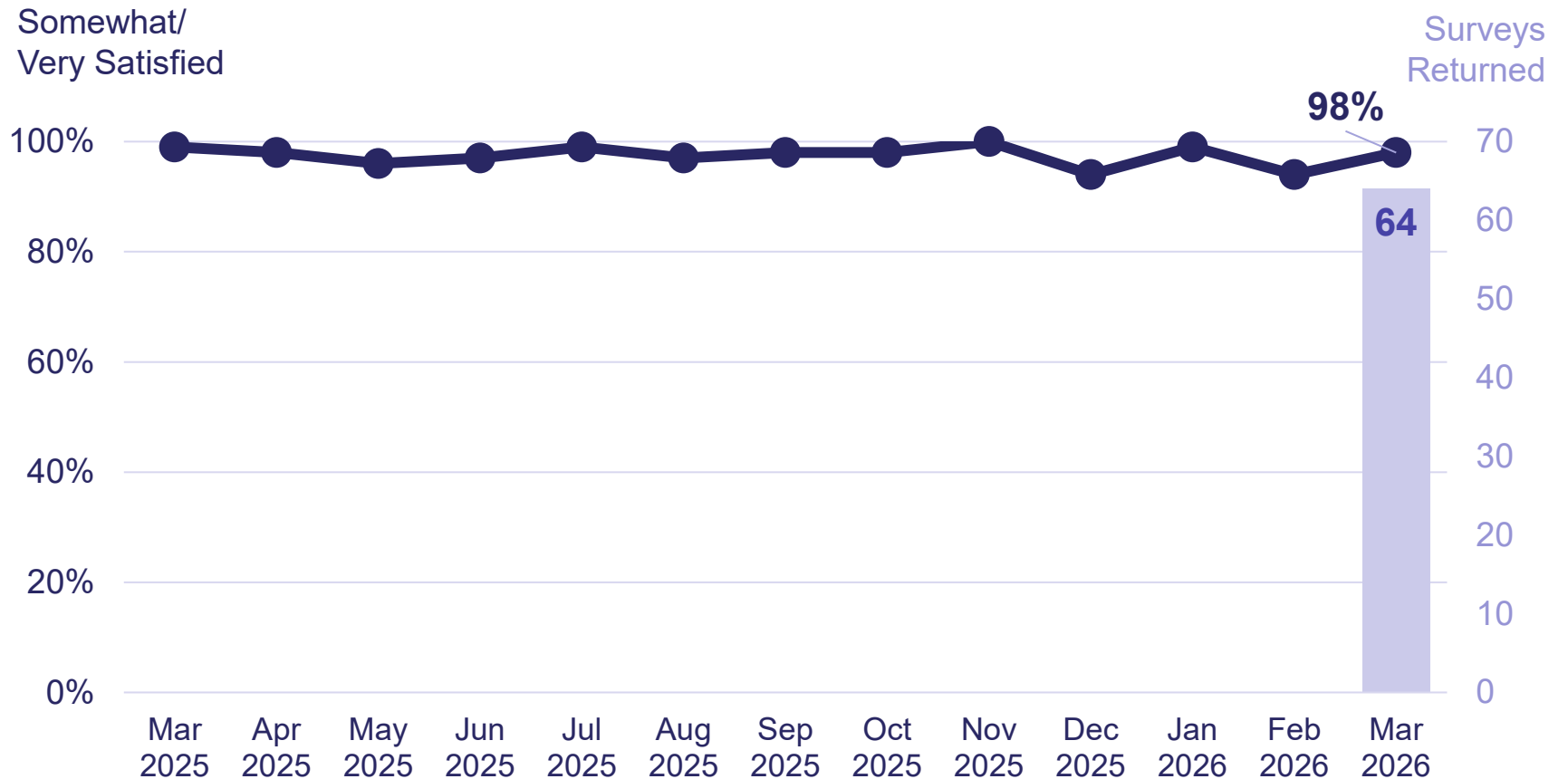




Customer satisfaction has stayed well above 90% for most of the year, reflecting steady, reliable service

The Customer Satisfaction measure compiles survey results from Technical Services, JJIS Business Integration, Business Intelligence, and Application Development customers.

Overall, how satisfied are you with the IS services you received?

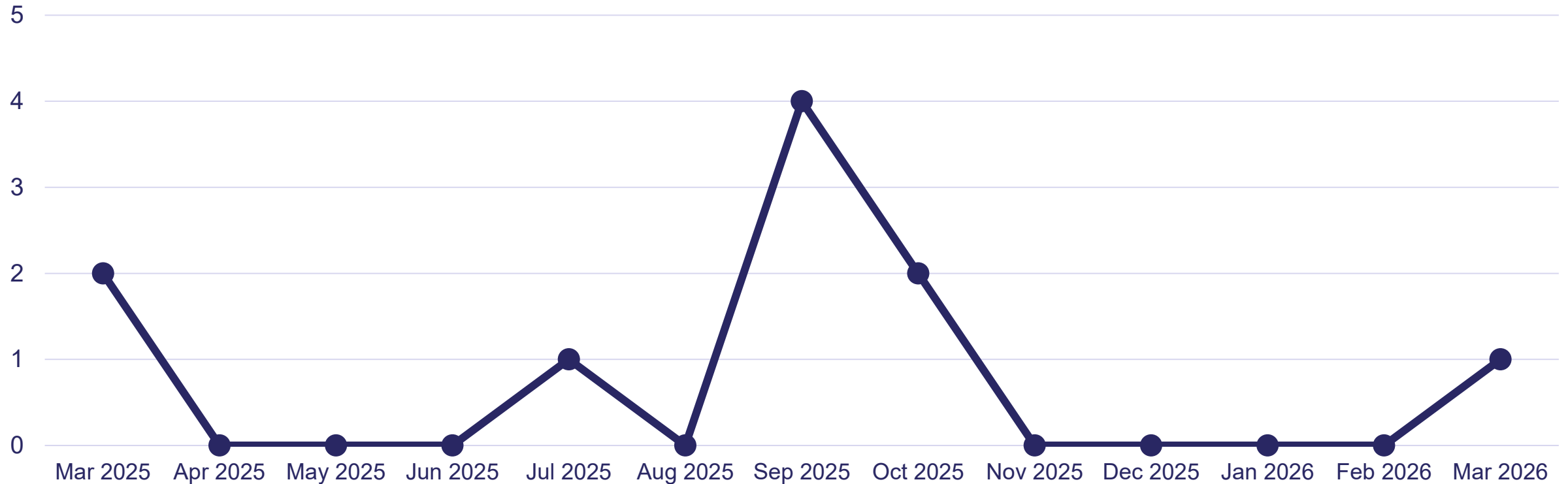




The first security event of 2026 occurred in March

Security Events and Incidents are those with operational, legal, or data impact.

Security Events & Incidents





Critical Vulnerabilities

Critical vulnerabilities are continuously monitored and remediated based on risk prioritization aligned with CIS security standards.

Vulnerabilities

5
4
3
2
1
0



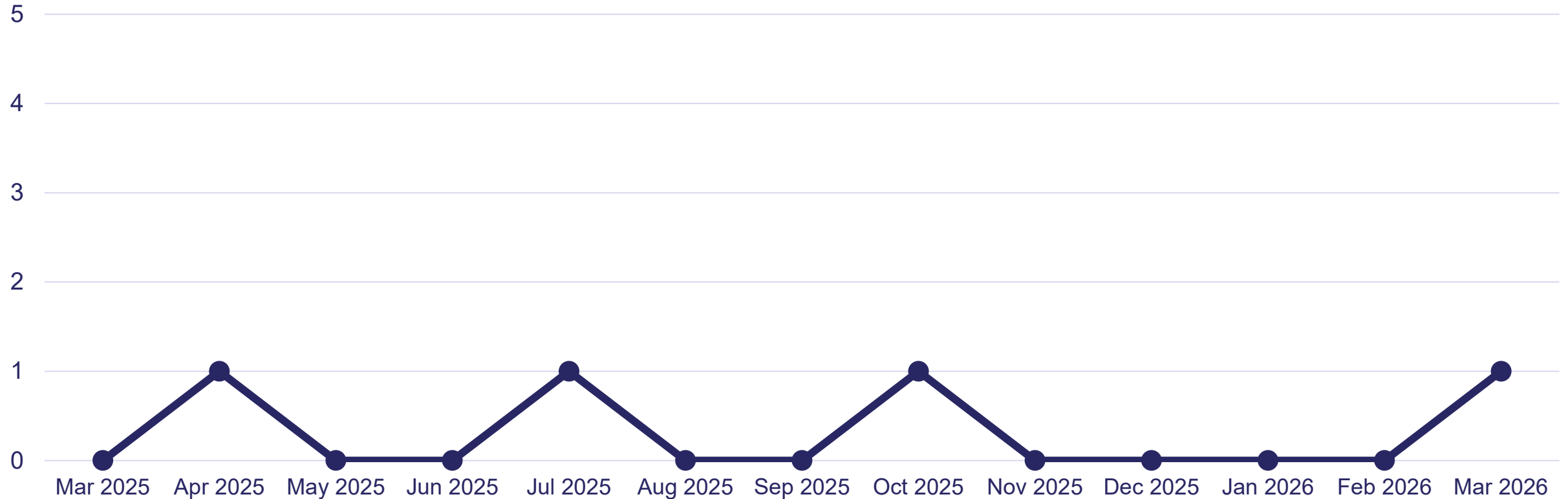
Mar 2025 Apr 2025 May 2025 Jun 2025 Jul 2025 Aug 2025 Sep 2025 Oct 2025 Nov 2025 Dec 2025 Jan 2026 Feb 2026 Mar 2026



While technology-related disruptions are rare, one was reported in March 2026

This metric considers the number of disruptions impacting operations, the number of staff or facilities affected, and total hours of business impact.

Disruptions





Supplemental Slides



Closing Updates



High Priority Work

Is there any high-priority work happening in your department that we don't see reflected in some way in these slides?

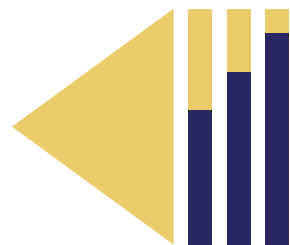


Employee Engagement

Updates on employee engagement efforts and areas of focus.

IMPACT

Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



Help us improve

Follow QR code to provide feedback