



OYA Information Services

IMPACT Measures

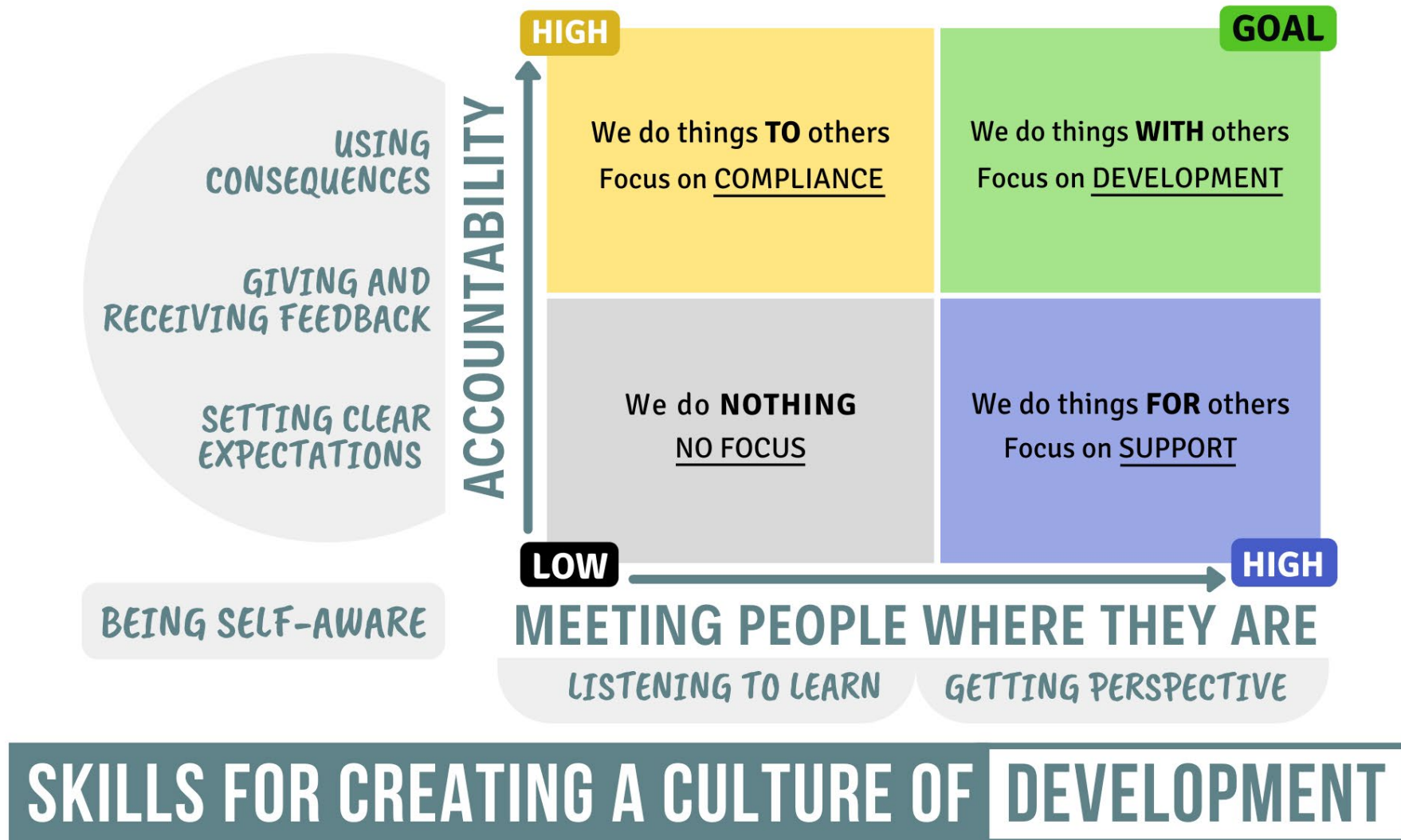
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8/13/2026



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 Work Order	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 by OYA and county users for an issue related to the JJIS application or reporting system.
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.



Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



Projects & Priorities



Ticket Volume

July 2026

Ticket Metrics

❖ New Tickets: **1,145**

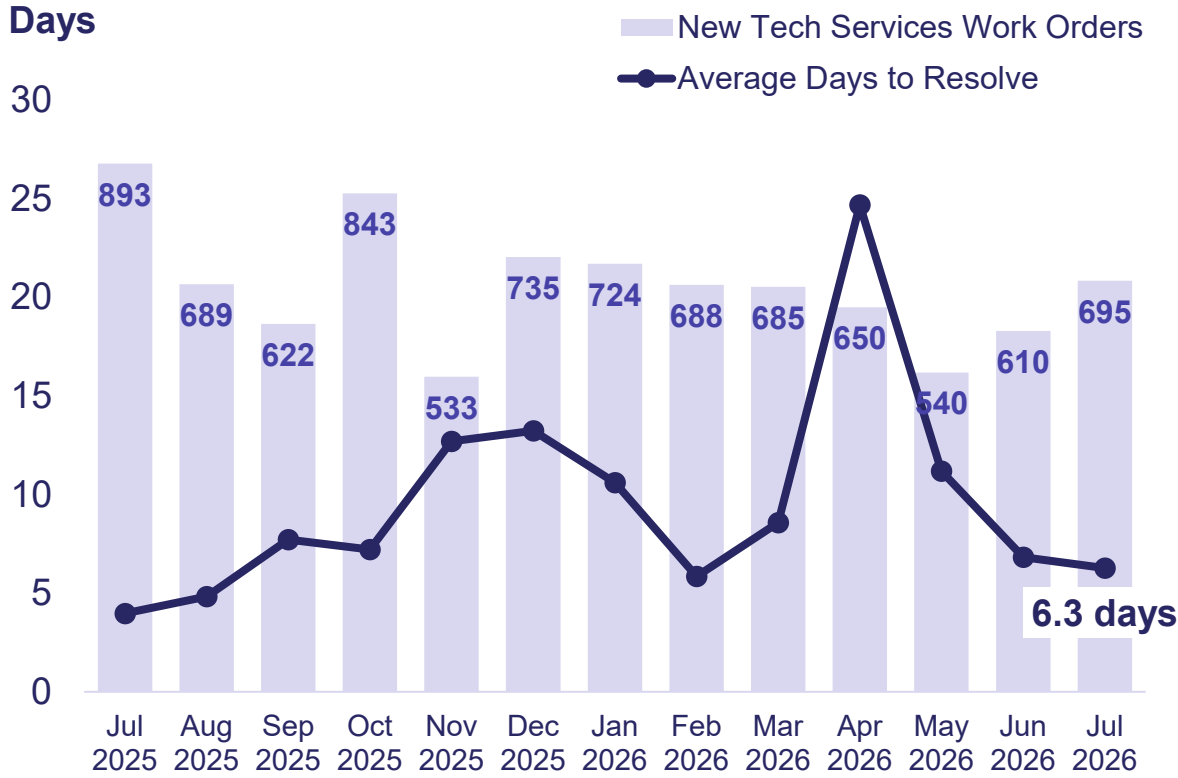
❖ Closed Tickets: **1,100**

🕒 Avg. Closed Time: **9 days 4hrs**

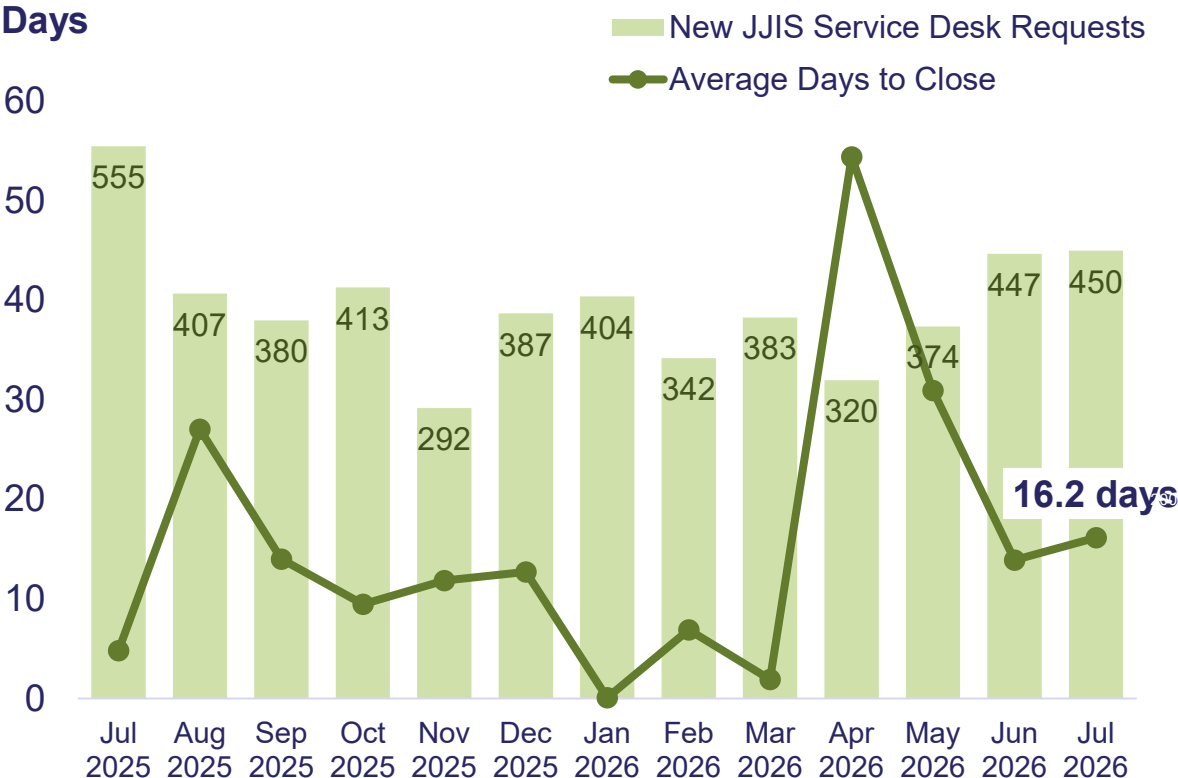


Timeliness improved slightly in July for IS Work Orders and increased for JJIS Requests

IS Work Orders



JJIS Service Desk Requests





Ticket Backlog

July 31, 2026

Backlog Snapshot

- Total IS Backlog Tickets: **71**
- Backlog refers to all unresolved tickets older than 60 days, regardless of when they were originally submitted.
- Represents work in progress across all open statuses (New, In Progress, Waiting on User, On Hold, Pending vendor/partner)

This provides a complete view of outstanding work, operational load, and areas requiring extended follow-up or external coordination. Note that JJIS tickets will be declined in the future when enhancement requests are reclassified for separate tracking.

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.



Project Status

Current Projects

IT PMO Establishment

- **Status:** Completion expected 8/2027
- **Highlights:**
 - Foundational PMO processes being formalized

Server 2016 Upgrade

- **Status:** Completion expected 2/2027
- **Highlights:**
 - 60 of 81 servers migrated
 - Covers core OYA business and camera-network infrastructure
 - Remaining migrations scheduled and sequenced to minimize service impact

IS Intranet Webpage Restructuring

- **Status:** Completed
- **Highlights:**
 - Requirements gathering in progress across all IS teams
 - Early content audit shows high opportunity for consolidation and simplification

Camera Switch Replacement

- **Status:** Completion expected 9/2028
- **Highlights:**
 - 4 facilities completed
 - Risk reduction expected as aging switches are phased out



Project Status

Current Projects

JJIS Info Center Update

- **Status:** Completion expected 12/2026
- **Highlights:**
 - Updating Info Center web pages, policies, procedures, and forms
 - Content modernization underway to improve usability

Targeted Case Management

- **Status:** Completion expected 1/2027
- **Highlights:** Requirements confirmed from OHA. Received requirement signoff.

Verizon Cell Phone Replacement

- **Status:** On Hold
- **Highlights:**
 - *Reviewing the replacement process to include litigation hold status*
 - Replacing 262 unsupported Verizon cell phones
 - Transitioning to new, zero-cost, carrier-provided models
 - Ensures continued security, support, and reliable service
 - Deployment schedule being finalized based on staff availability



Project Status

Current Projects

Case Plan Transition

- **Status:** Completion expected 8/2026
- **Highlights:**
 - Facility case plan rolled out Jul 31
 - Subsequent roll out for Camps, Community Supervision, Revocation is scheduled for Aug 31

BRS Project

- **Status:** Completion TBD
- **Highlights:**
 - Finalizing the requirement currently and will determine the timeline shortly

Sapphire Project

- **Status:** Completion expected 9/2026
- **Highlights:**
 - Medical data transfer from JJIS to Marion County records management

JJIS Release Project

- **Status:** Completion expected 11/2026
- **Highlights:**
 - Combines all Smalltalk updates from last six years to deploy as a single build



Project Status

Current Projects

Service Referral Data Initiative

- **Status:** Completion expected 10/2026
- **Highlights:**
 - Adds service referral data to the data warehouse

Historical Population Dashboard Update

- **Status:** Completion expected 10/2026
- **Highlights:**
 - Adds historical data to population dashboards

Recidivism Initiative

- **Status:** Completion expected 12/2026
- **Highlights:**
 - Revises DOC matching process and converts legacy reports

OYA Reports Conversion Initiative

Status: Completion expected 12/2026

- **Highlights:**
 - Converts OYA legacy Crystal Reports

Victim Notification Initiative

- **Status:** Completion expected 12/2026
- **Highlights:**
 - Converts OYA victim notification data and adds county notification



Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



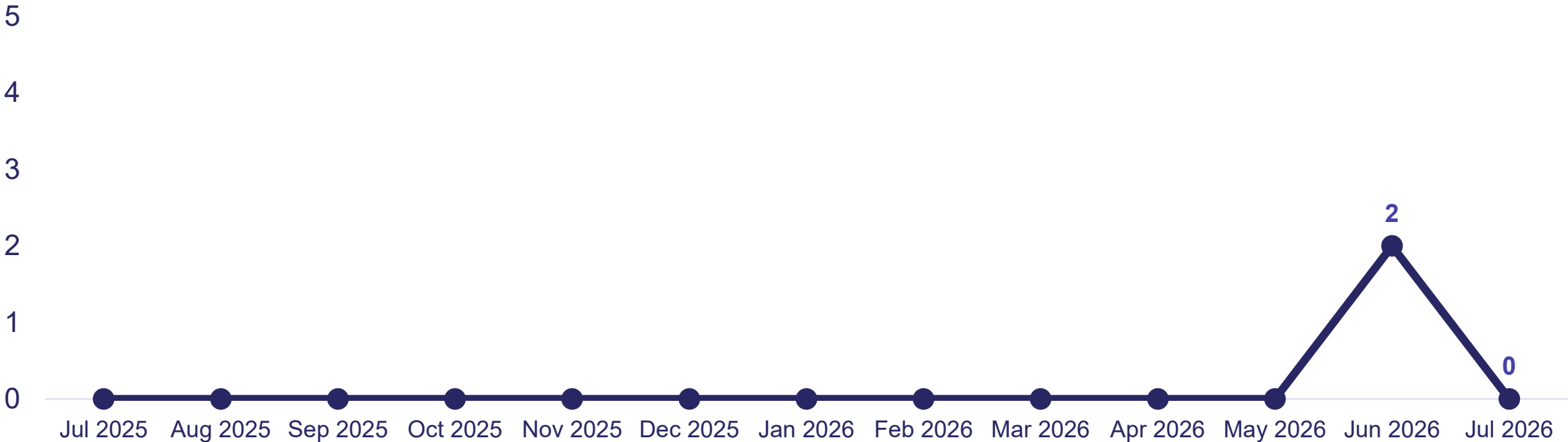
Performance Metrics



No JJIS interruptions occurred in July

JJIS: Mission-Critical Application Availability

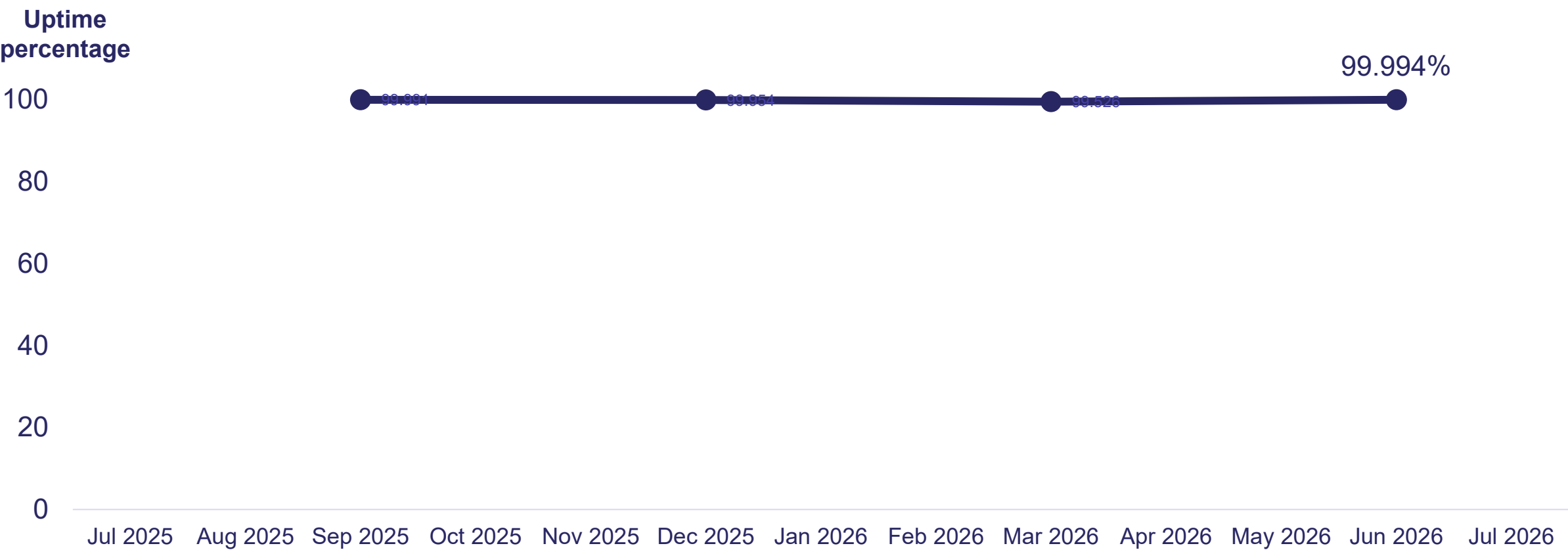
JJIS
Outages





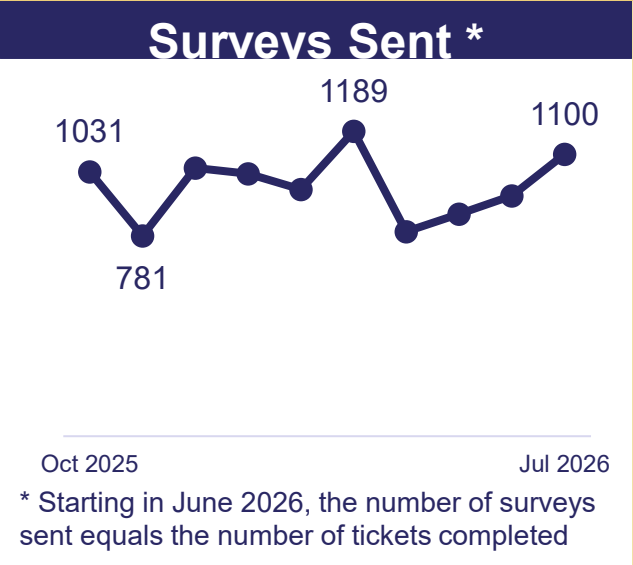
Enterprise Communication Platforms Remained Highly Reliable in Q2

Enterprise communication availability (e-mail, Teams) is reported quarterly.



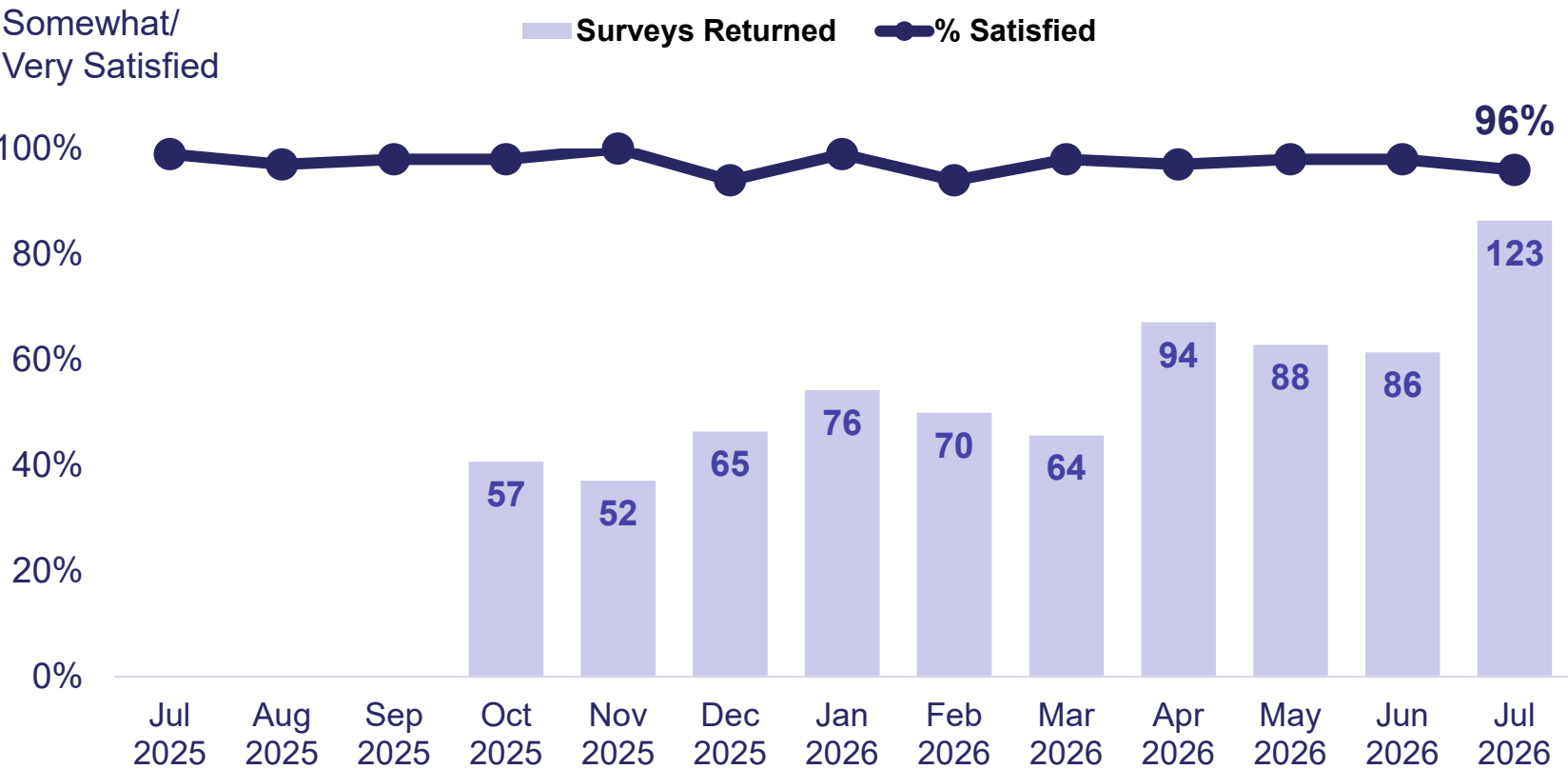


Customer satisfaction has stayed well above 90% for most of the year, reflecting steady, reliable service



Group	Count
Benton County	1
Business Services	41
Columbia County	1
Community Services	8
Development Services	8
DHS - Background Check	3
Director's Office	3
DOC - Community Corrections	1
Facility Services	39
General	1
Health Services	8
Jackson County	1
Linn County	1
Not Assigned	4
Polk County	1
Tillamook County	1
Umatilla County	1
Grand Total	123

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



Of the 1100 tickets closed—and surveys sent—in July 2026, 123 surveys were returned (response rate = 11%).

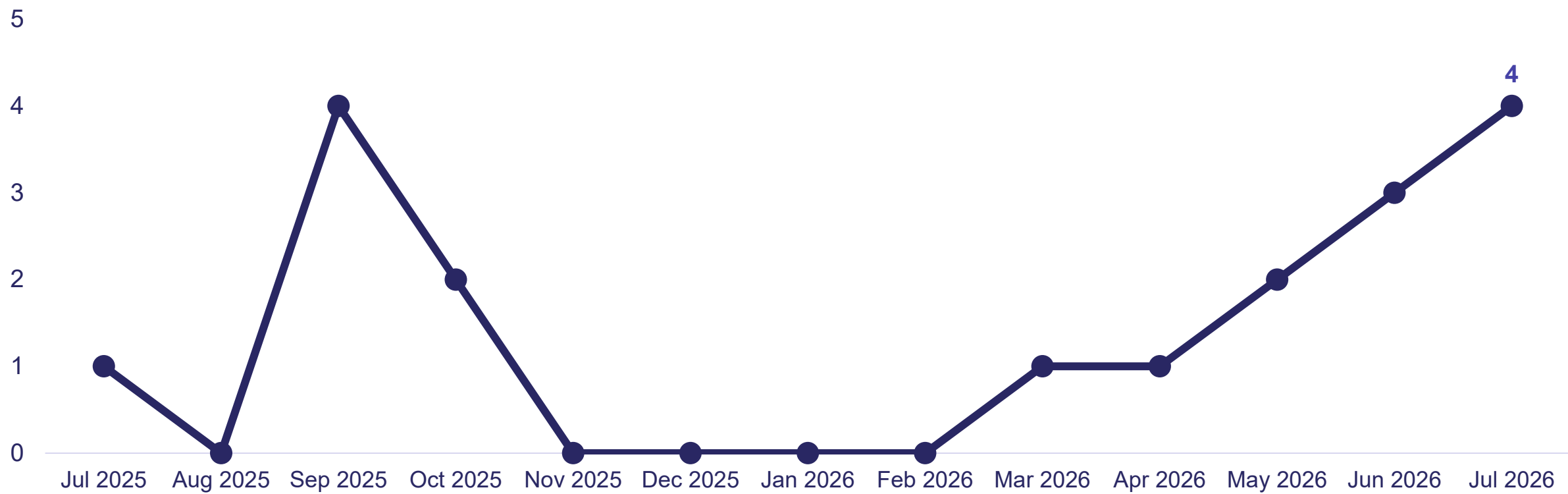
The Customer Satisfaction measure compiles survey results from Technical Services, JJIS Business Integration, Business Intelligence, and Application Development customers.



Four security events occurred in July

Security Events (lower-impact), Incidents (operational, legal, or data impact)

Security Events
& Incidents

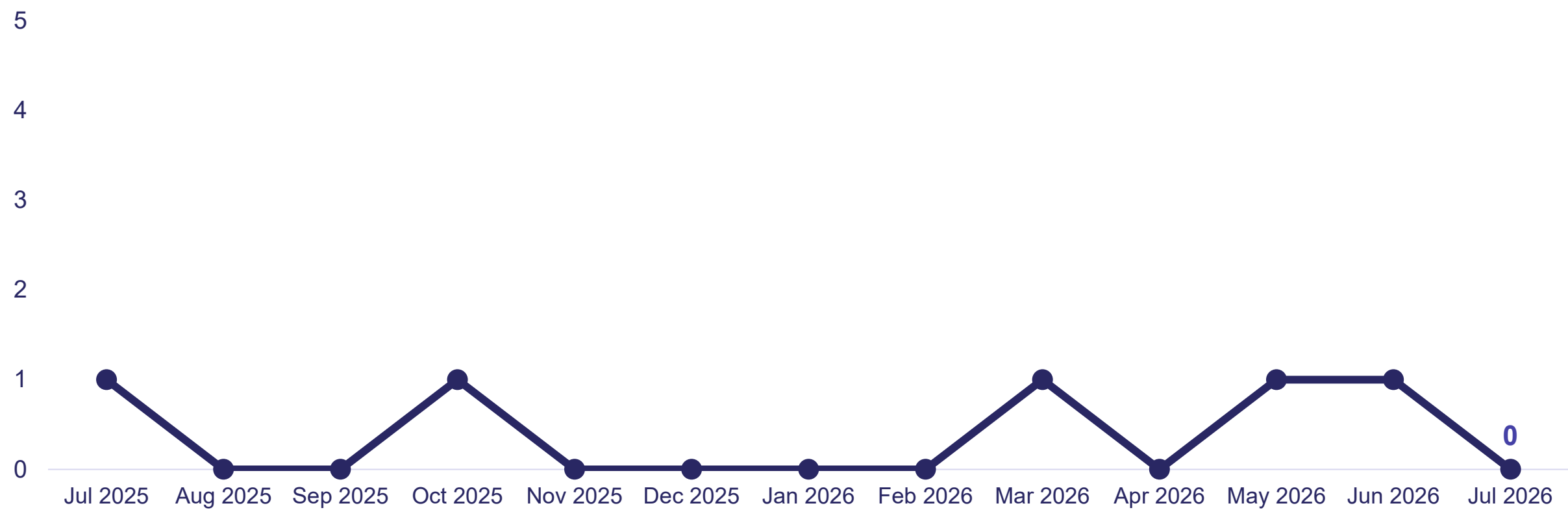




Technology-related disruptions are rare, and none were reported in July 2026

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

Disruptions





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?

Question 4:
In the last 7 days, I have received recognition or praise for doing good work



Employee Engagement

Updates on employee engagement efforts and areas of focus.



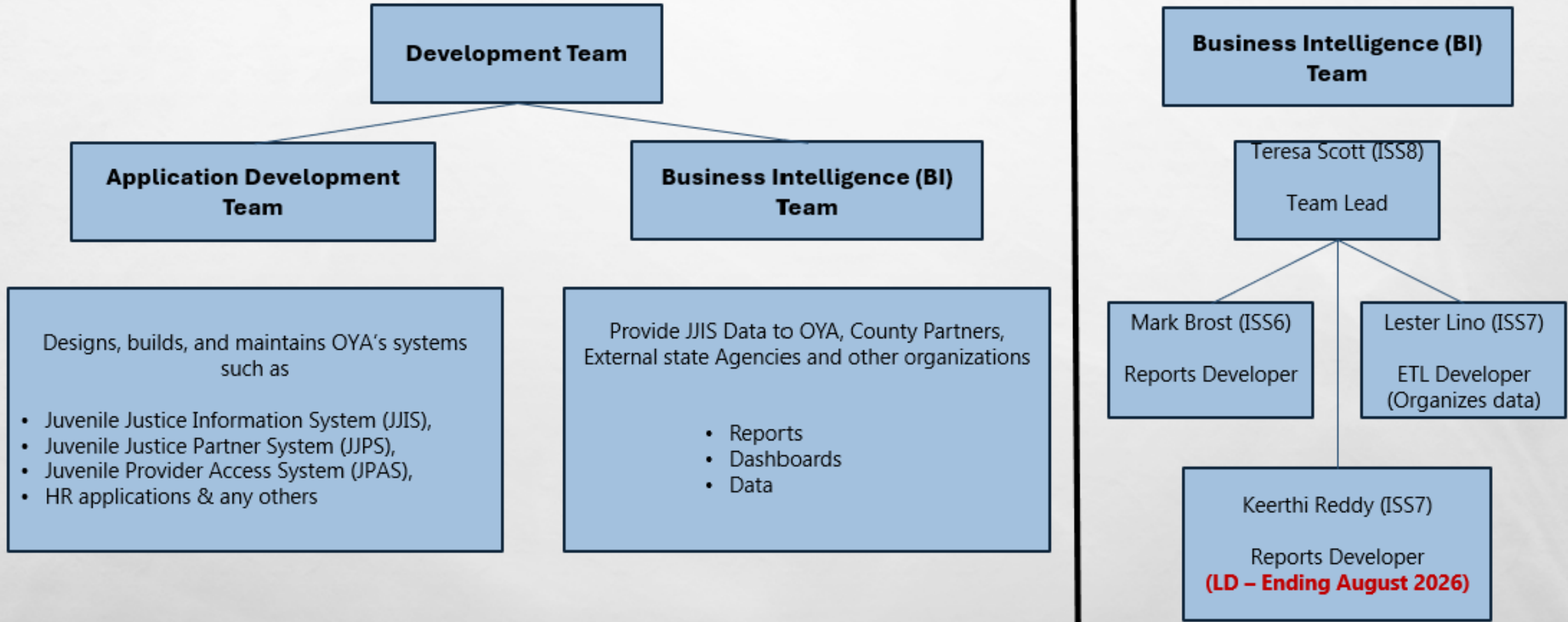
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OYA Business Intelligence (BI) Team



IS Development Team Organization



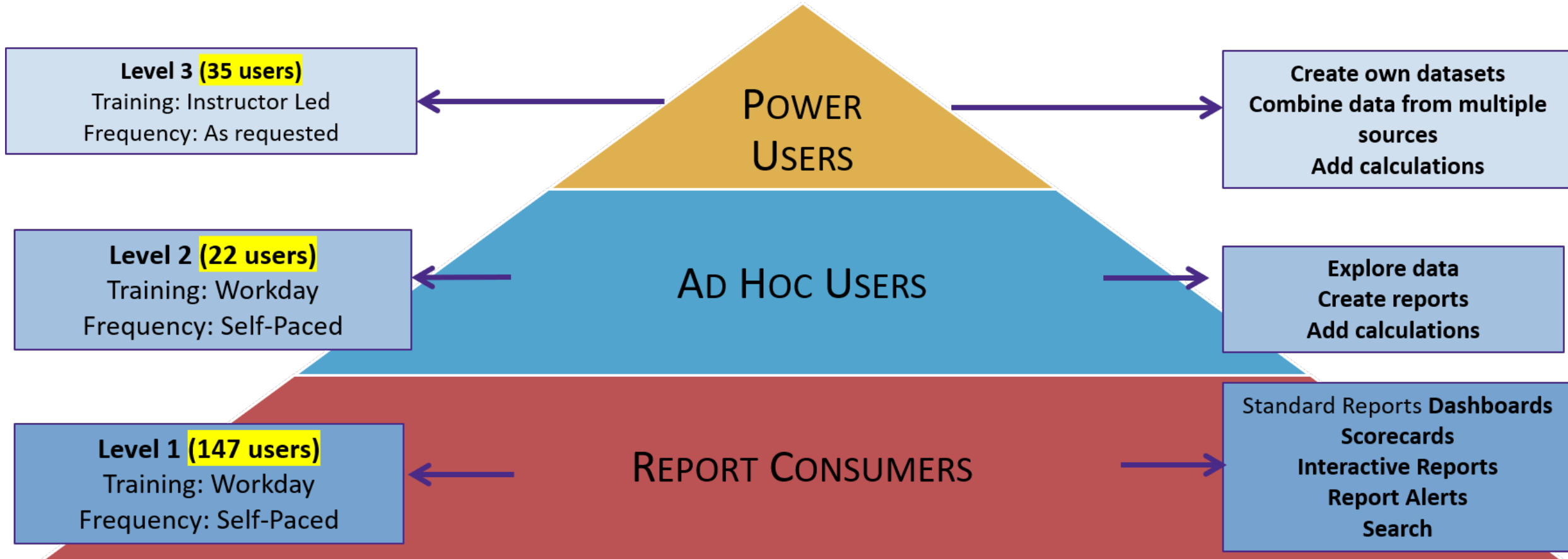


BI Key Responsibilities

Support Tickets (Break/Fixies)	• Closed 129 tickets, that were not enhancements, from 4/1/2026 to 7/31/2026. Average of 32.25 tickets/month.
Development/ Enhancements	• Build, maintain, and modernize reports. • Create and support dashboards • Provide user guidance on data access, interpretation, and retrieval.. • Annual Reports – disposition, recidivism, detention data for OYA and County partners • Daily updates - Generate daily Youth Reformation System (YRS) updates (scores, escalation, status history) for JJIS.
Training	• Deliver reports Training via Workday as well as virtual sessions.
Data Requests External/3rd party	• Monthly identifiable youth disposition, program and location data sent to DHS • Deidentified Referral and Allegation data sent to OHA • Youth deidentified allegation data for the LEAP (Leveraging Evidence to Activate Parents) project • Bi-annually deidentified youth allegation & residential location data for the OCID (Oregon Child Integrated Dataset) project • Receive monthly DOC Sentence data to be matched with OYA data and included in the database for recidivism
Maintenance & on-going support	• Manage and enhance the OYA Data Warehouse (repository), and Crystal/BIS Reports environment. • Maintain application accounts, Workday learning accounts, and training documentation. • Assess and respond to JJIS and EIS infrastructure (firewall/network) changes impacting BI systems. • Maintain BI server environments (4 production, 5 non-production) including updates, fixes, and lifecycle support.



BI Users



- **BIS meeting**: Lead by BI-Team lead; (minimal OYA participation outside of Research team): **Quarterly** - **Average 12 attendees**
- **User Groups**: Lead by Counties (BI attends for consulting): **Monthly** - **Average 15 attendees**



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OYA Business Integration Team (BIT)

You Are Here

Director's Office

Facility Services

Community Services

Development Services

Business Services

A host of Business Services departments, including

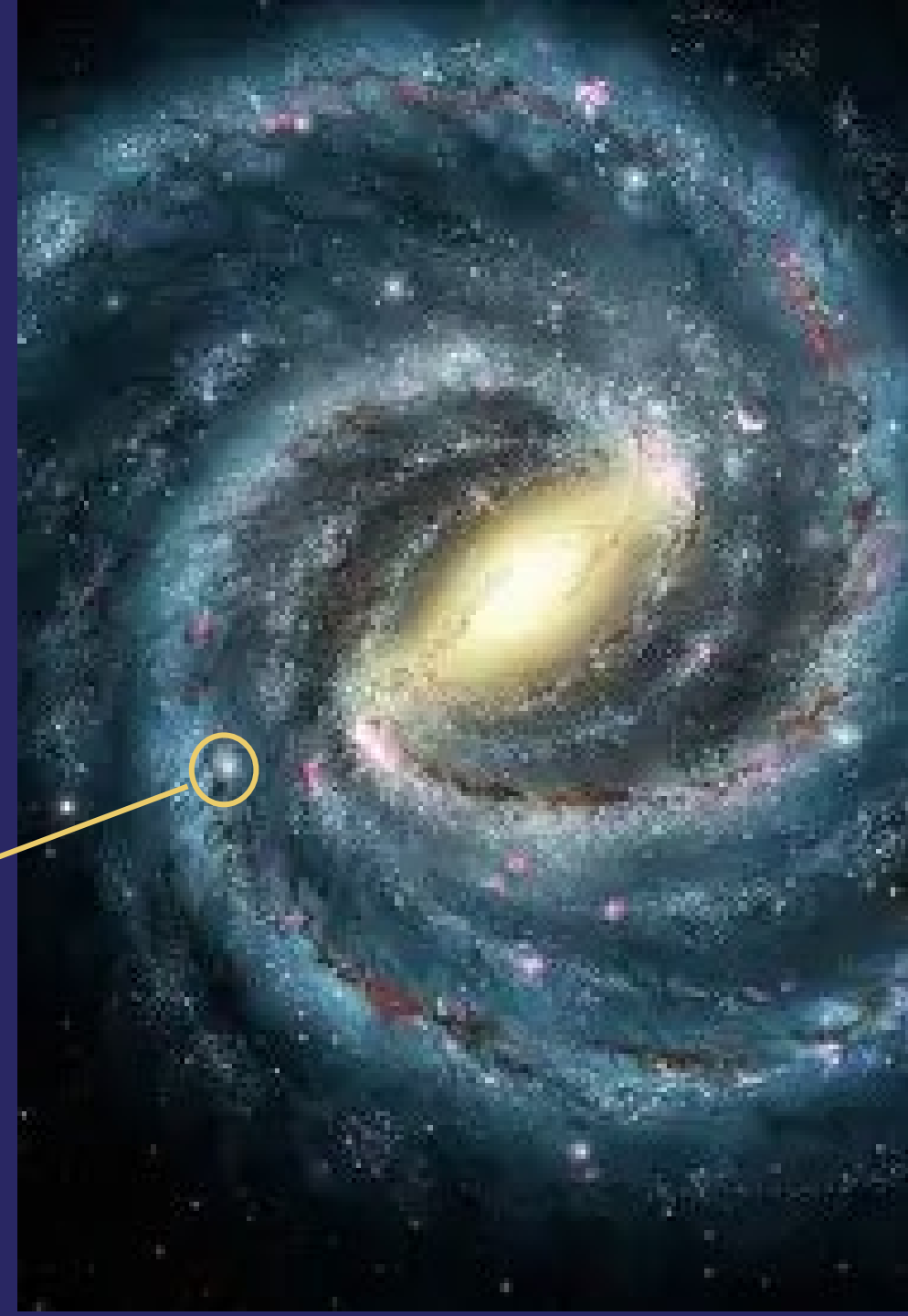
Information Services (Office of the CIO)

IT Project Management

Technical Services

Development Team

Business Integration Team



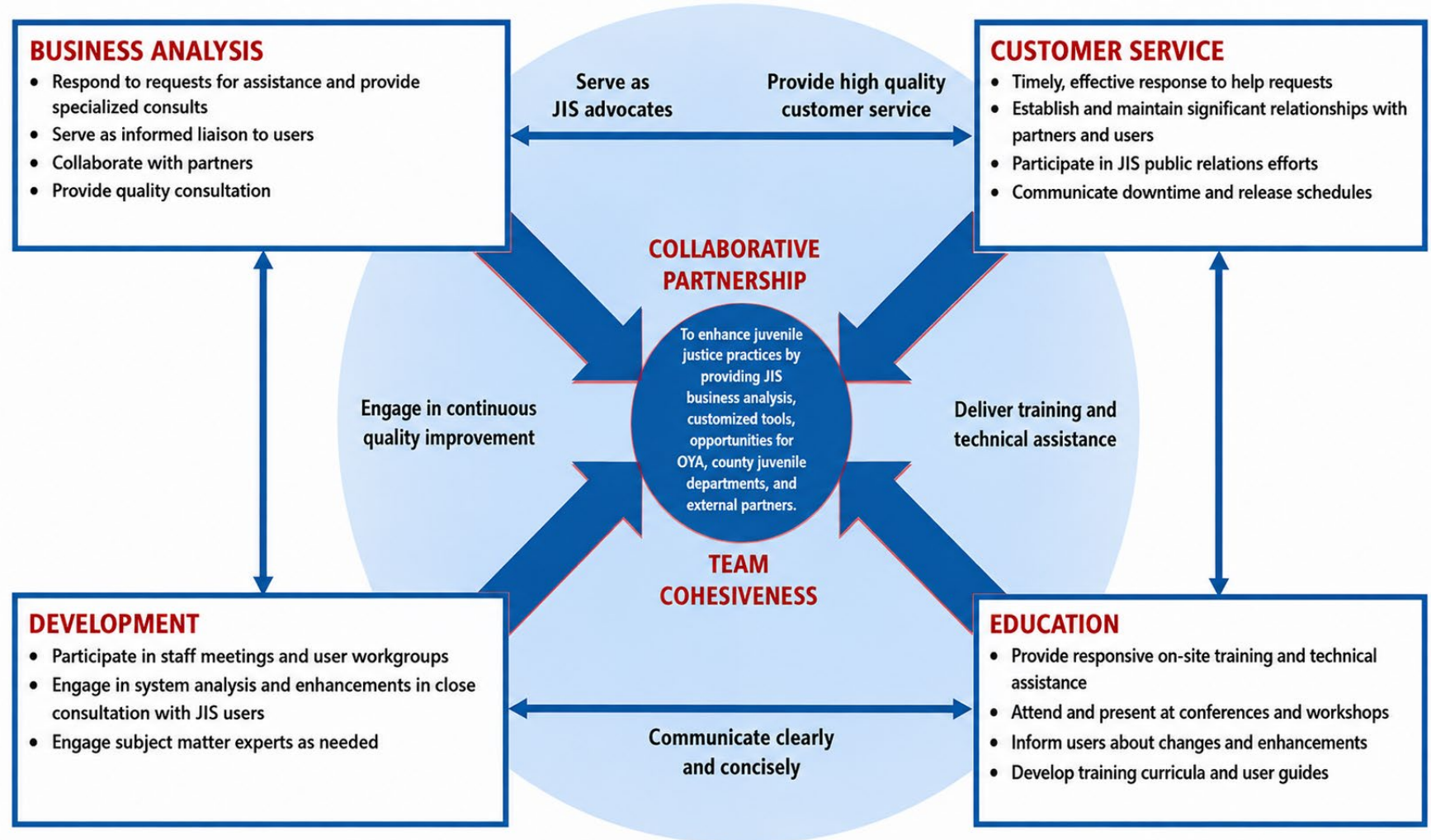


JJIS BIT Strategic Approach

Purpose

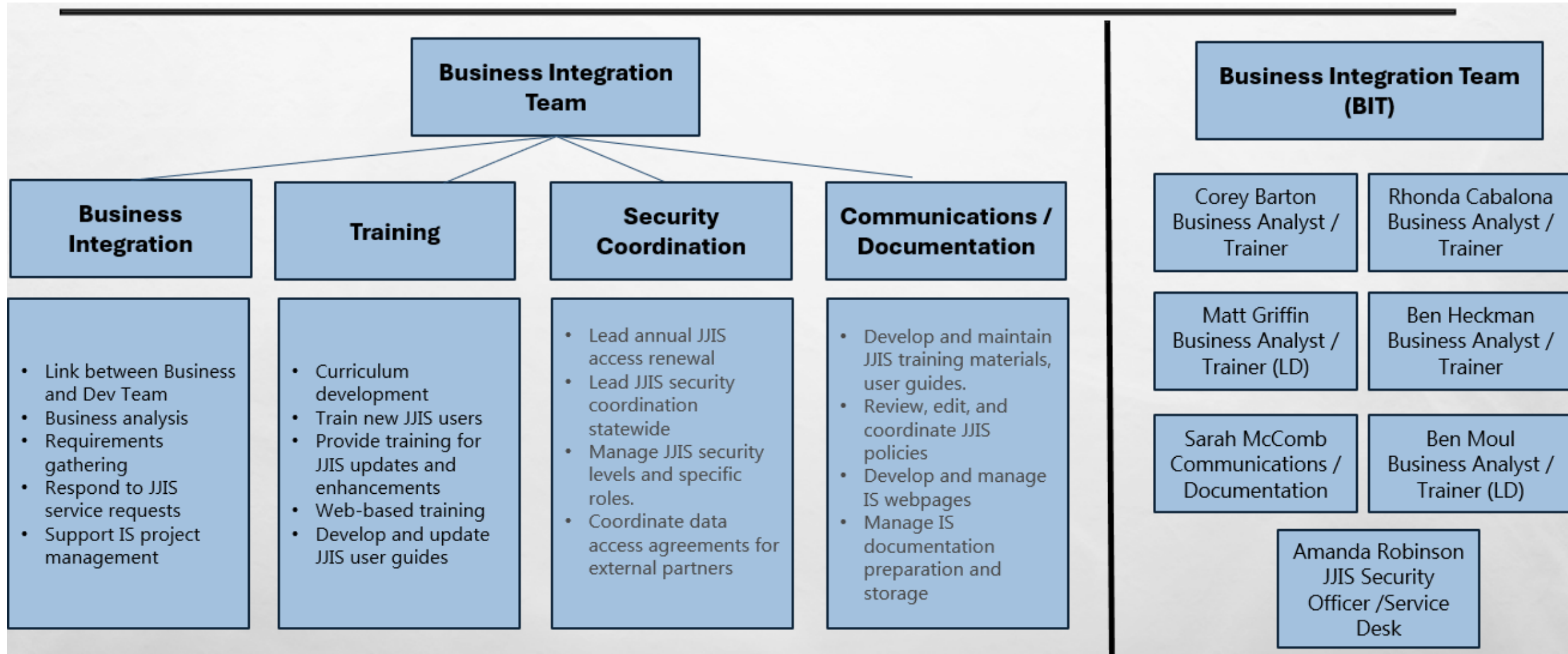
The purpose of the Information Services (IS) Business Integration and Training (BIT) team is to support OYA's mission by providing business analytic services, documentation, and training in alignment with the values, mission, and goals of OYA's IS Department. We meet this purpose in several ways, including:

- Supporting JJIS
- Supporting IS projects
- Documenting the business requirements of IS constituents,
- Responding to service requests, developing user guides, and training.





JJIS BIT Team Organization





JJIS BIT Team – Key Responsibilities

Key responsibilities are in the following categories:

1. Business Analysis

- Liaison to JJIS users and IS partners
- Collaborate with Development Team
- Gather requirements / develop user stories
- Support project management

2. Training

- Develop JJIS training curricula, guides, support documentation
- Provide entry-level training to new JJIS users and updates to active JJIS users
- Develop and maintain web-based training opportunities

3. Service Requests

- Respond to IS service requests – maintenance (password updates), enhancement requests and updates.
- Collaborate with Dev and BI teams as needed on complex service requests requiring business analysis
- Maintain IS policy and practice documentation
- Manage and maintain the IS webpage

4. JJIS Security

- Coordinate JJIS security among county juvenile departments and OYA central, facility, and field offices)
- Oversee JJIS security expectations and processes – access, appropriate use, and confidentiality, security administration and guidelines, etc.
- Manage annual JJIS security renewals

5. Communication and Documentation

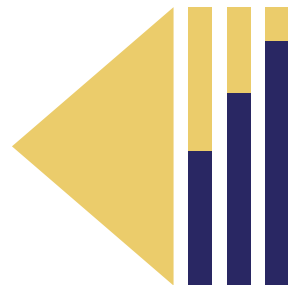
- Develop and maintain JJIS training materials, user guides.
- Develop and manage IS webpages
- Manage IS documentation preparation and storage



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Help us improve

To share your insights, ask questions, or provide feedback,
scan the QR code or enter this link into your browser:

bit.ly/oyaimpactsurvey