



OYA Information Services

IMPACT Measures

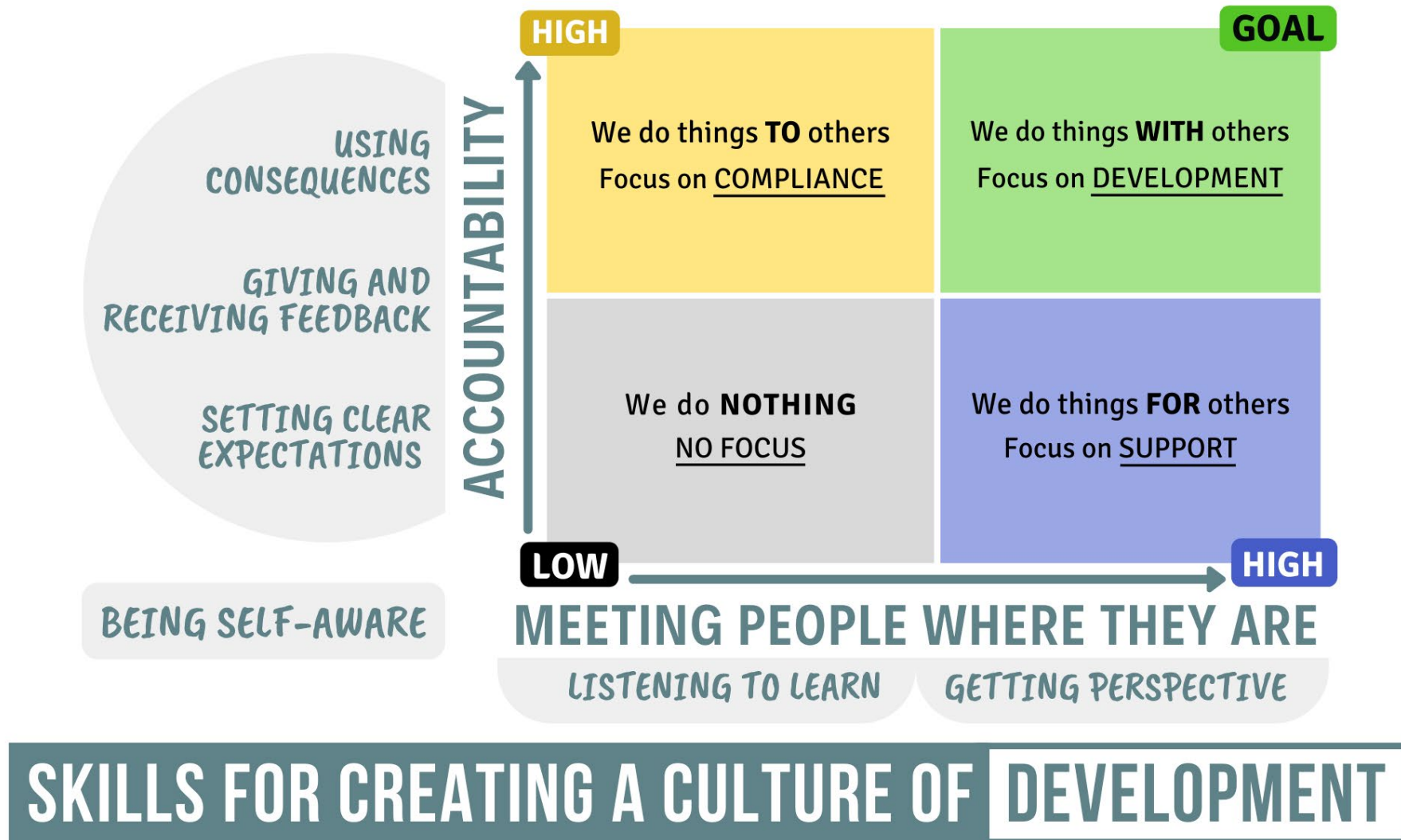
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7/9/2026



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 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 June 2026

Ticket Metrics

❖ New Tickets: **1057**

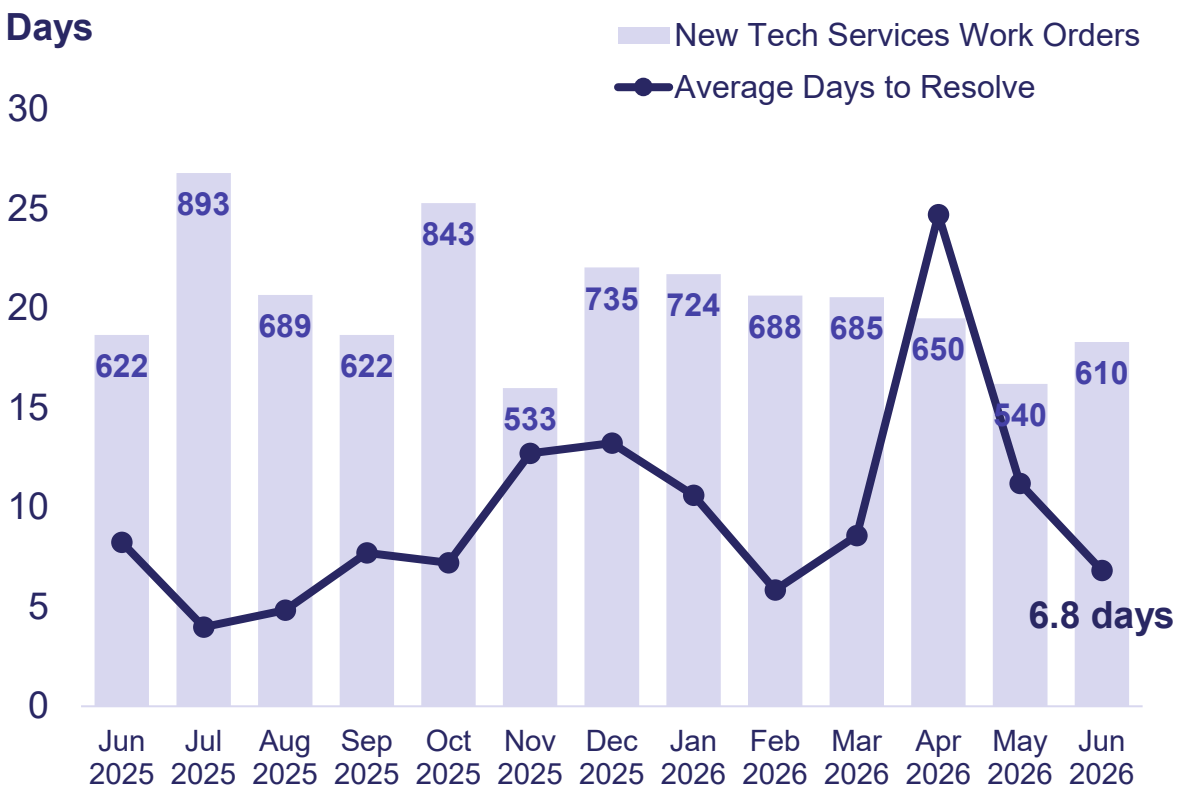
❖ Closed Tickets: **938**

🕒 Avg. Closed Time: **9 days 16 hrs**

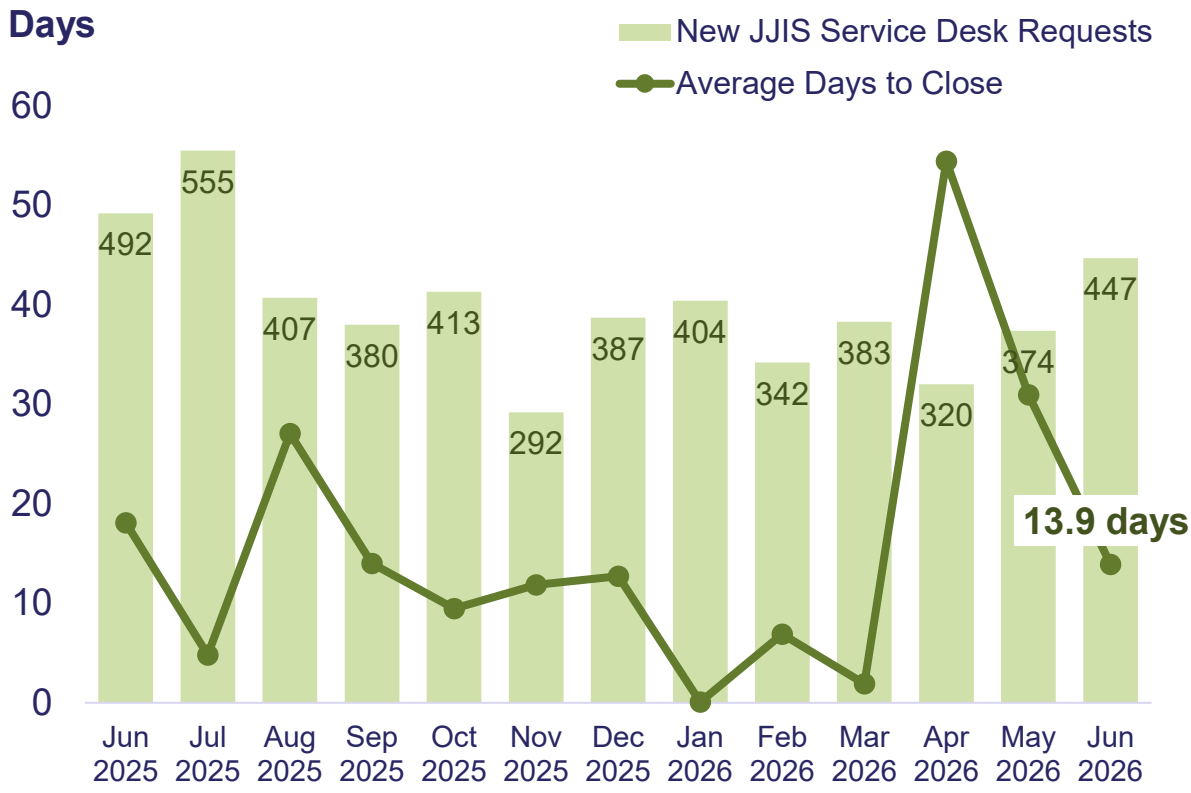


Timeliness improved in June for both IS Work Orders and JJIS Requests

IS Work Orders



JJIS Service Desk Requests





Ticket Backlog as of June 1, 2026

Backlog Snapshot

- Total IS Backlog Tickets: **87**
- 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.



Current Projects

IT PMO Establishment

- **Status:** Completion expected 8/2027
- **Highlights:**
 - Two new positions approved
 - Project management training completed
 - 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:** Completion expected 7/2026
- **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



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

JJIS Ticket Backlog Reclassification

- **Status:** Completed
- **Highlights:** Reclassified JJIS enhancement requests for separate tracking purposes

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

Targeted Case Management

- **Status:** Completion TBD
- **Highlights:** Requirements confirmed from OHA.



Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



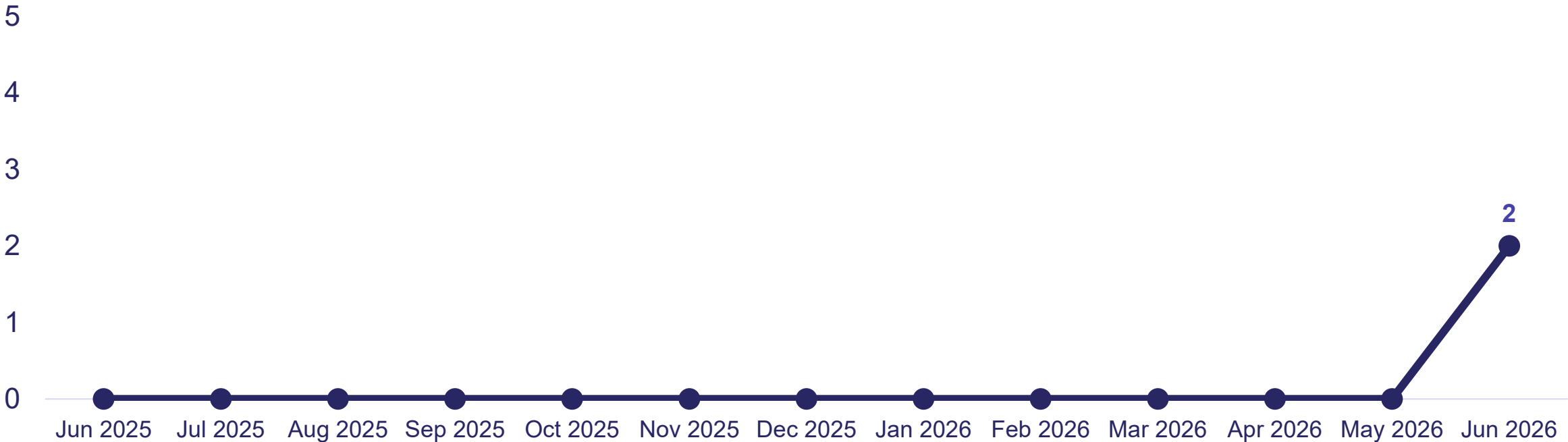
Performance Metrics



Two JJIS interruptions occurred in June (one planned, one unplanned)

JJIS: Mission-Critical Application Availability

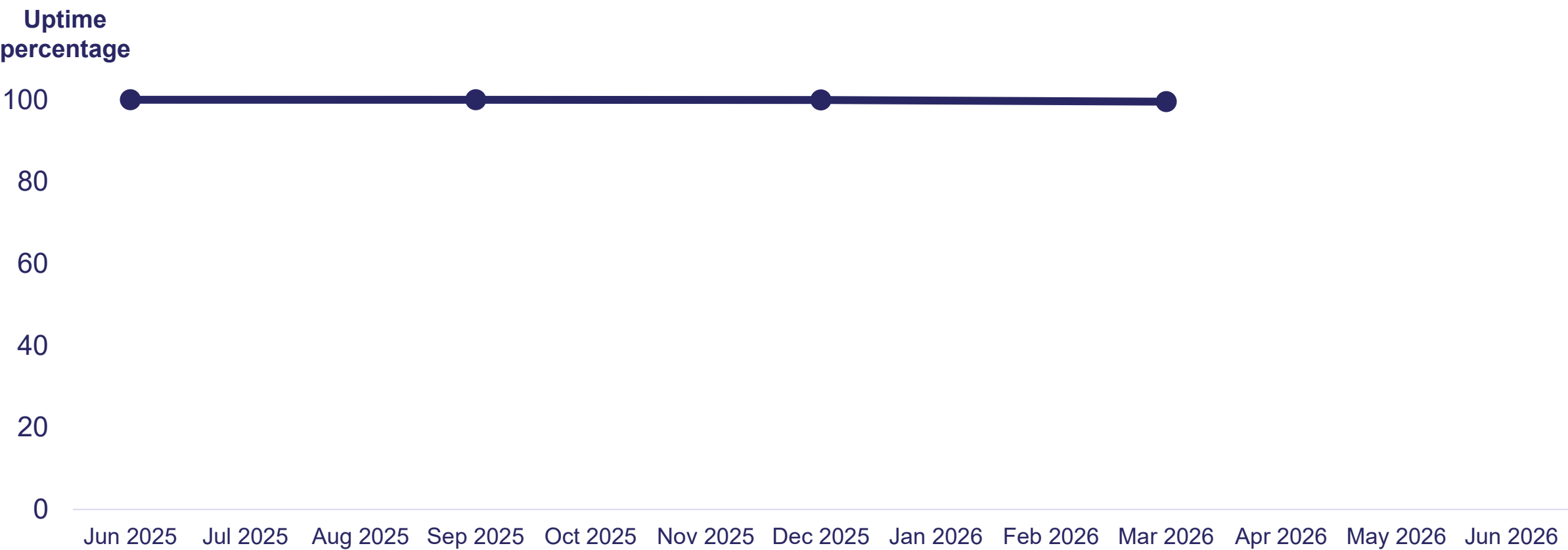
JJIS
Outages





Enterprise Communication Platforms Remained Highly Reliable

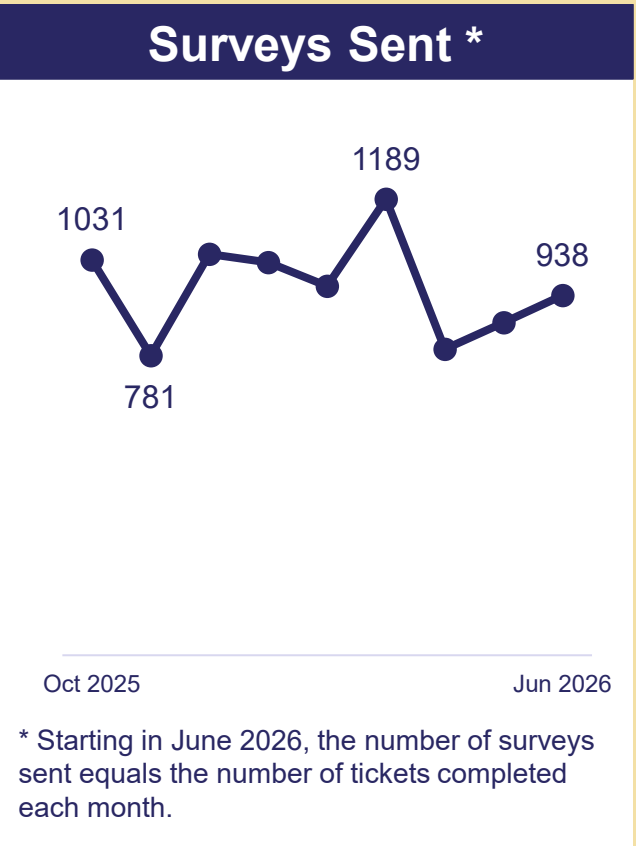
Enterprise Communication Availability (Email, Teams) is reported quarterly.



External data source was not refreshed for Q2 2026 as of 7/6/2026.

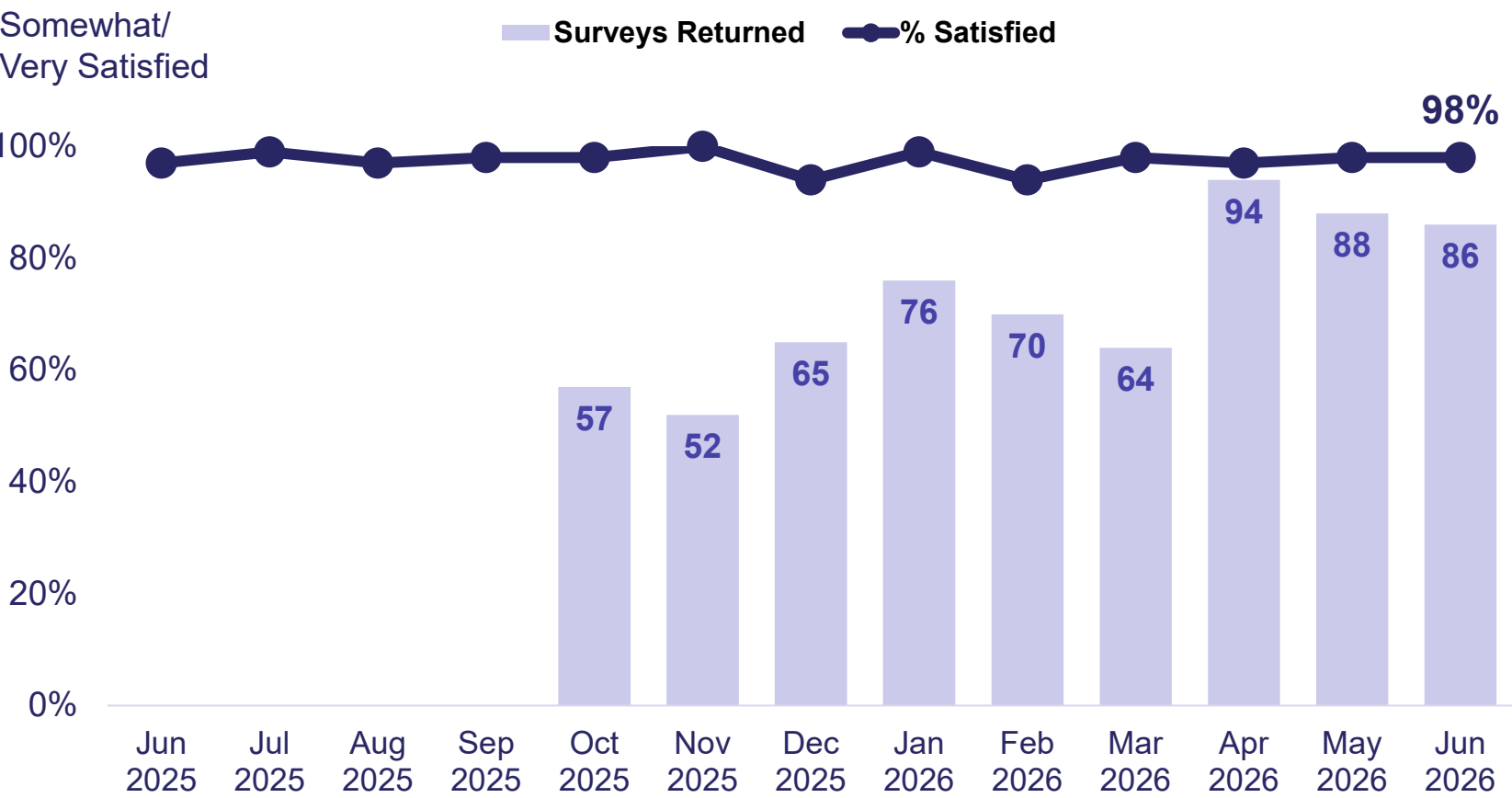


Customer satisfaction has stayed well above 90% for most of the year, reflecting steady, reliable service



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?



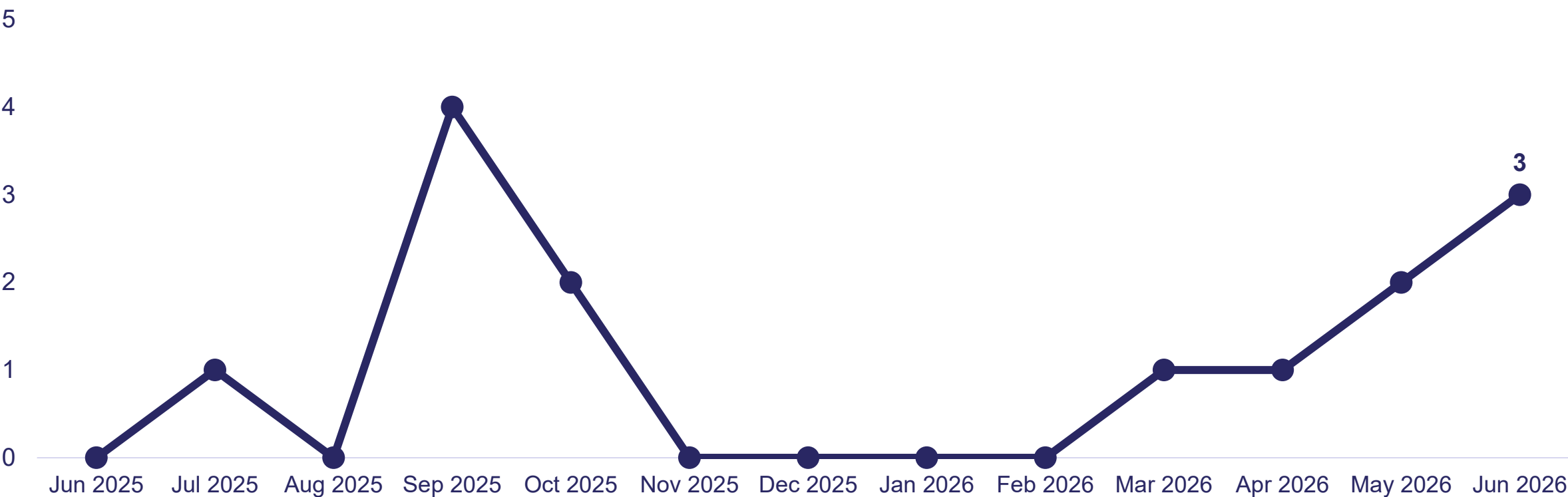
Of the 938 tickets closed—and surveys sent—in June 2026, 86 surveys were returned (response rate = 9.2%).



Three security events occurred in June

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

Security Events
& Incidents

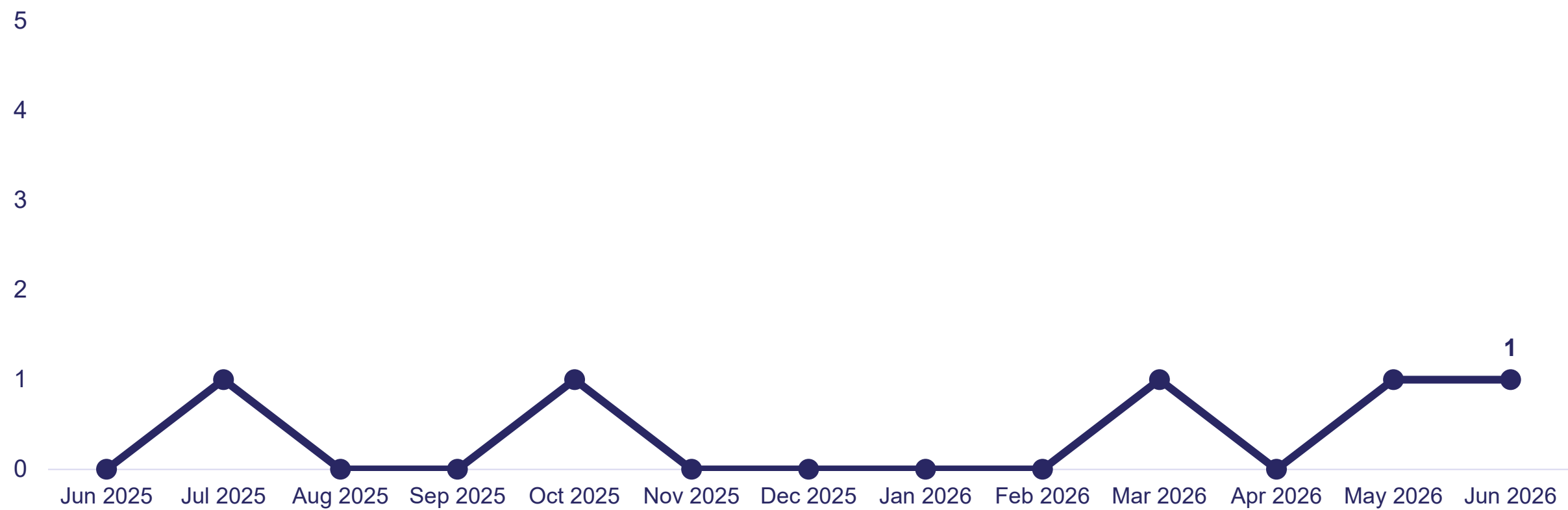




Technology-related disruptions are rare, and only one was reported in June 2026

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?



Employee Engagement

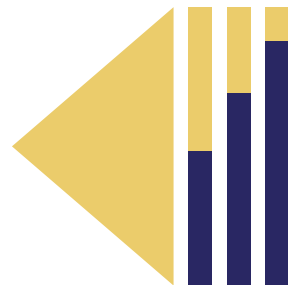
Updates on employee engagement efforts and areas of focus.



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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:

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