



OYA Information Services

IMPACT Measures

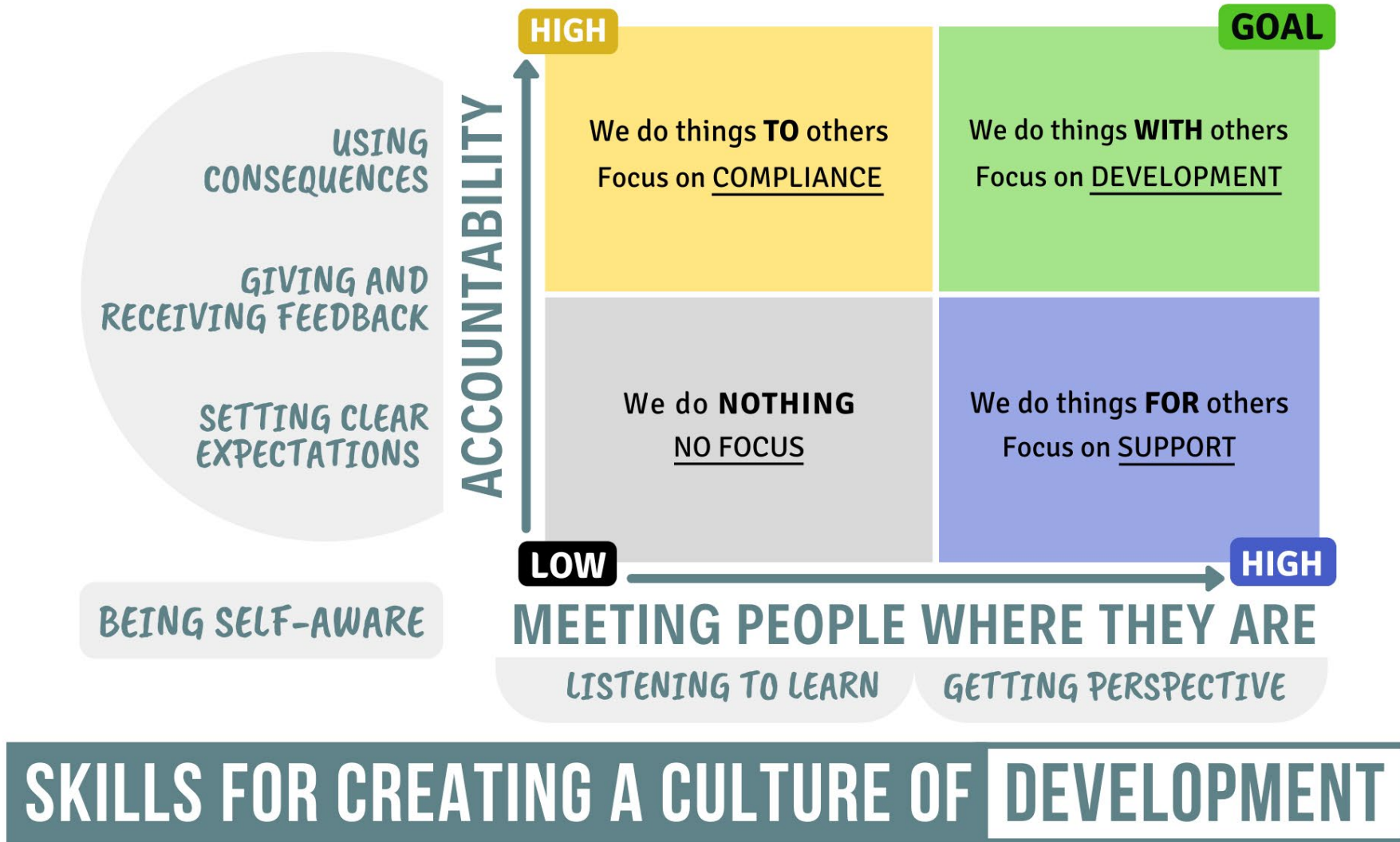
Aparna Thomas, Chief Information Officer | Business Services

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6/11/2026



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.



Computer Count by Location

Action Items
1.10,
1.11

Desktops: 288

Camp Florence	3
Camp Riverbend	5
Camp Tillamook	6
Central Office	29
CJIS	8
Coos County OYA	1
Desktops	42
DPSST - Training Academy	2
Eastern Oregon YCF	12
JJIS Test Lab	3
Josephine County OYA	1
MacLaren YCF	108
Marion County OYA	1
Oak Creek YCF	20
PSO	1
Rogue Valley YCF	35
Tillamook YCF	10
TS Test	1

Laptops: 645

Camp Florence	5	Klamath County OYA	2
Camp Riverbend	6	Lane County OYA	10
Camp Tillamook	4	Laptops	28
Central Office	214	Linn County OYA	9
Clackamas County OYA	10	MacLaren YCF	162
Coos County OYA	6	Marion County OYA	12
Crook County OYA	1	Multnomah County OYA	12
Deschutes County OYA	1	Oak Creek YCF	36
Douglas County OYA	5	Rogue Valley YCF	46
DPSST - Training Academy	7	Tillamook County OYA	2
Eastern Oregon YCF	23	Tillamook YCF	15
Jackson County OYA	9	Umatilla County OYA	2
Josephine County OYA	2	Washington County OYA	16

Central Office Computer Distribution

Action item 1.10

Central Staff	174
Central Computers	236
Staff computers	174
Staged for deployment	38
Staff with multiple computers (reporting, testing, elevated tasks, etc.)	16
JJIS Test Lab (QA testing)	4
Med Cart laptop (testing/imaging)	1
Loaner laptops (reception)	3
	<hr/>
	236

Disabled Machines by Location

Action item 1.11

0

(no disabled computers as of 6/8/2026)



Ticket Volume May 2026

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: **914**

 Resolved: **867**

 Avg. Close Time: **18 days 03 hrs**

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.

**Expect to standardize
SLA time frames in July 2026**



Backlog Snapshot

- Total Open JJIS and Tech Services Tickets: **290**
- Includes tickets opened in April 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 are older than 60 days, 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. Note, JJIS tickets will decline 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 10/2026
- **Highlights:**
 - Two new positions approved
 - Project management training completed
 - Foundational PMO processes being formalized

Server 2016 Upgrade

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

IS Intranet Web Pages Restructuring

- **Status:** ● Completion expected 6/2026
- **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:**
 - 3 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:** ● Completion expected 6/30/2026
- **Highlights:** Reclassify JJIS enhancement requests for separate tracking purposes and further analysis request is in progress

Verizon Cell Phone Replacement

- **Status:** ● Completion expected 8/2026
- **Highlights:**
 - 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 expected TBD
- **Highlights:** Requirements confirmed from OHA.



Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



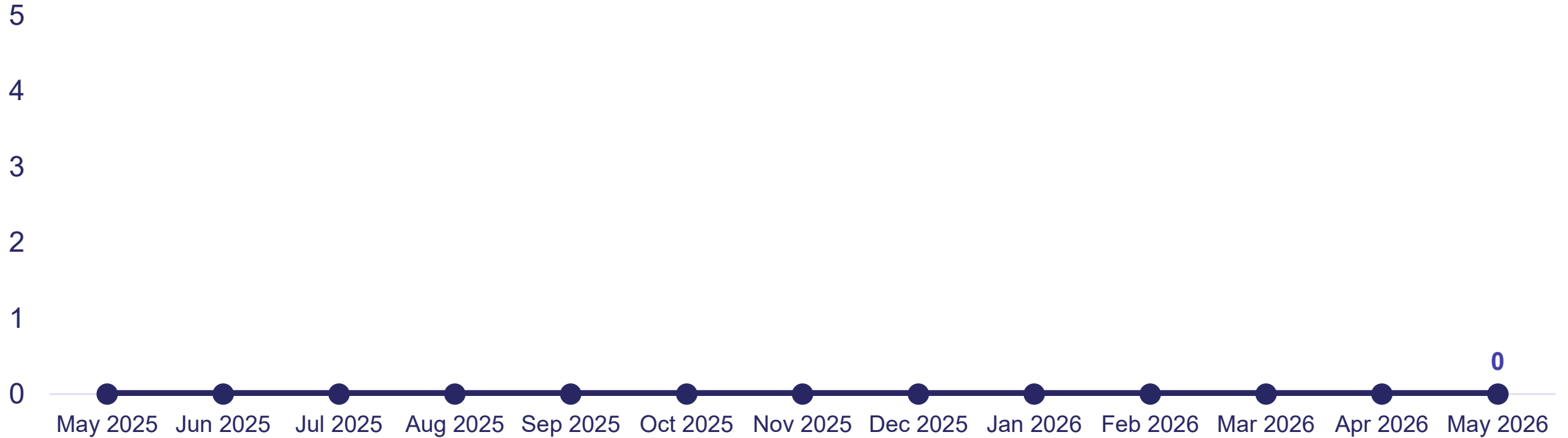
Performance Metrics



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

JJIS: Mission-Critical Application Availability

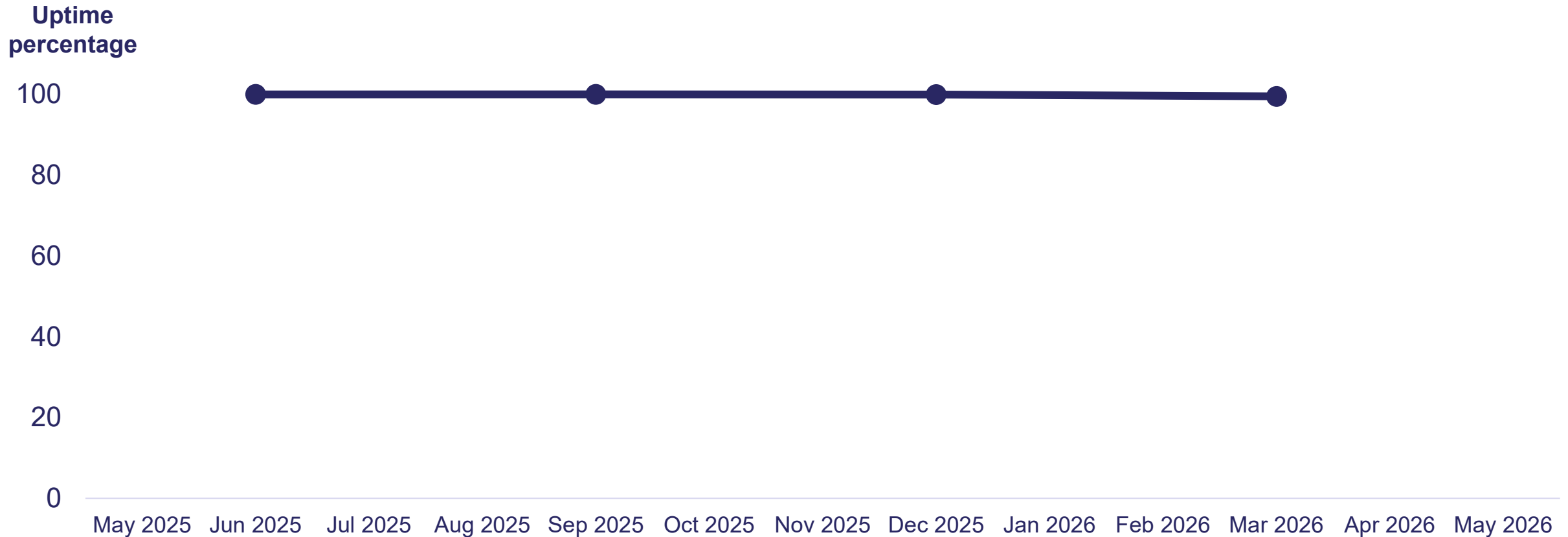
JJIS Outages





Enterprise Communication Platforms Remained Highly Reliable

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

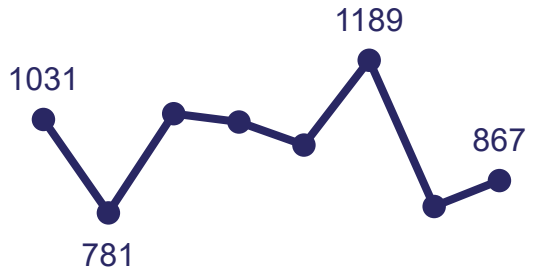


Next expected update for this measure is June 2026 (to be reported in July).



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

Surveys Sent *

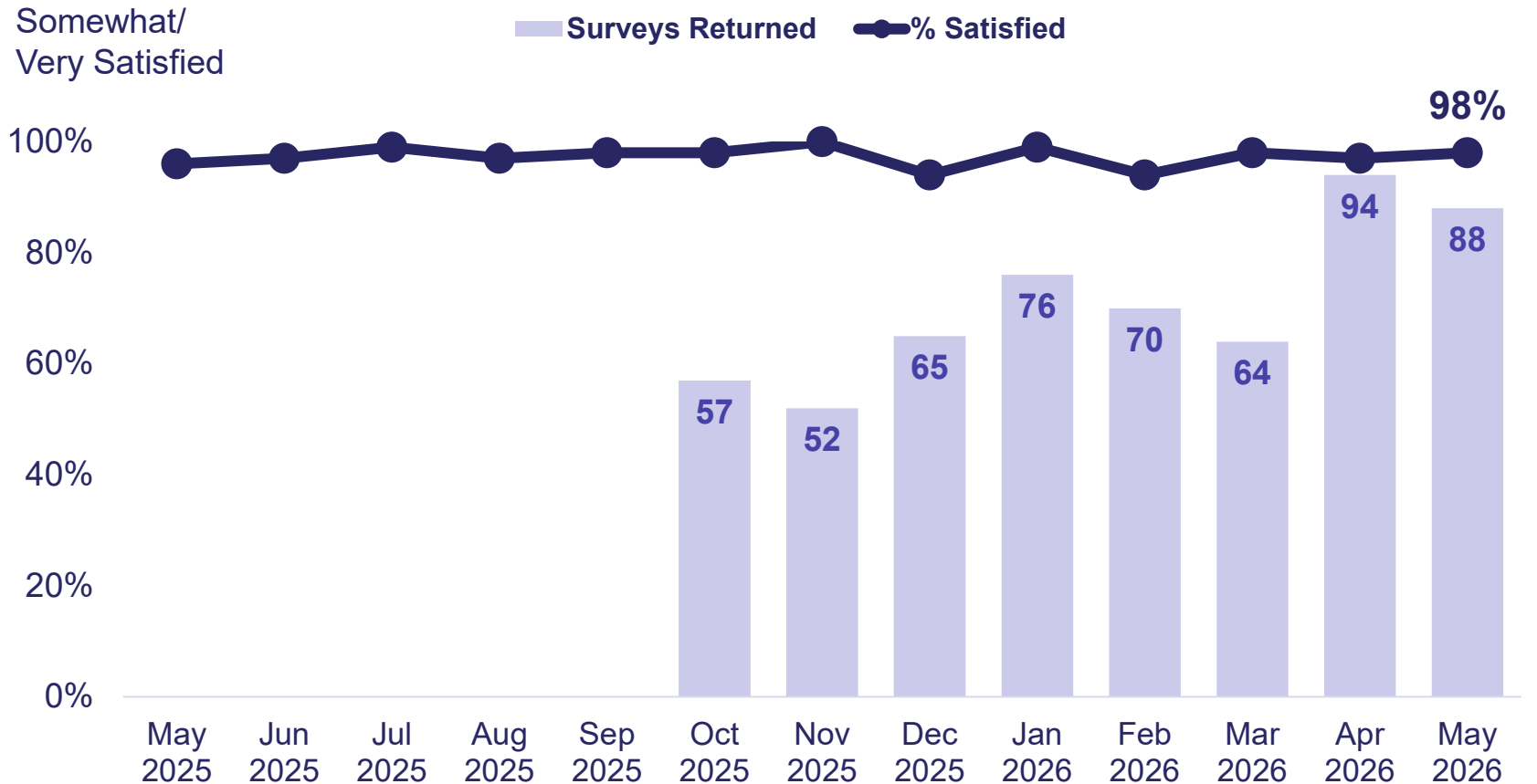


Oct 2025 May 2026

* Starting in June 2026, the number of surveys sent equals the number of tickets completed each month.

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?



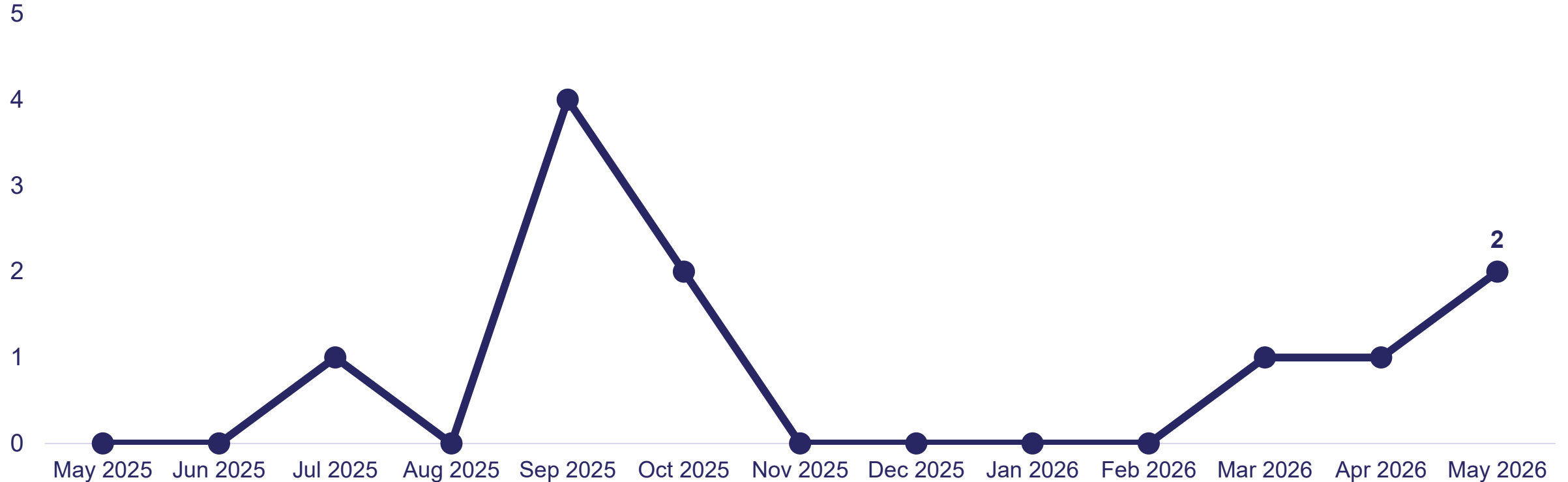
Of 867 customer satisfaction surveys sent out in May 2026, 88 were returned (response rate = 10.1%). 798 tickets closed in May.



Two security events occurred in May

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

Security Events & Incidents



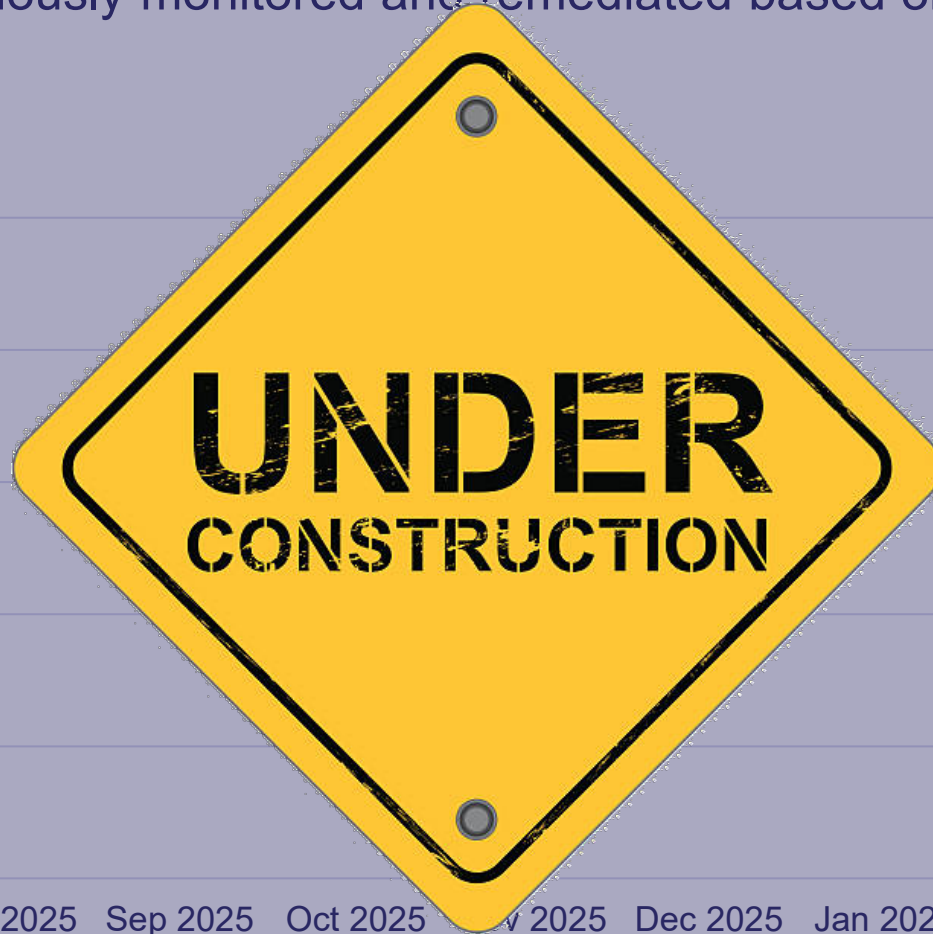


Critical Vulnerabilities

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

Vulnerability

5
4
3
2
1
0



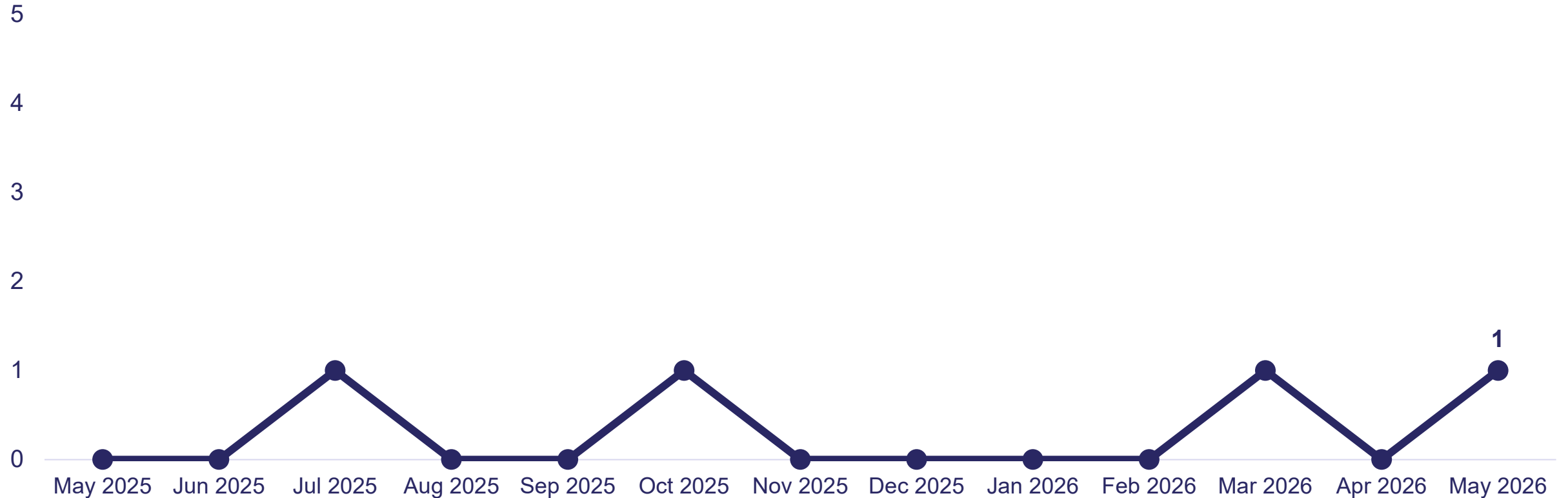
May 2025 Jun 2025 Jul 2025 Aug 2025 Sep 2025 Oct 2025 Nov 2025 Dec 2025 Jan 2026 Feb 2026 Mar 2026 Apr 2026 May 2026



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

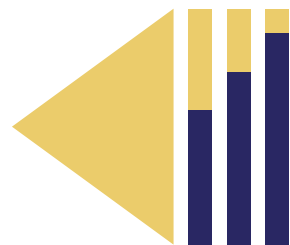
Updates on employee engagement efforts and areas of focus.

IMPACT

Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency



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Help us improve

Scan the QR code to share your insights, ask questions,
or provide feedback