



OYA Information Services

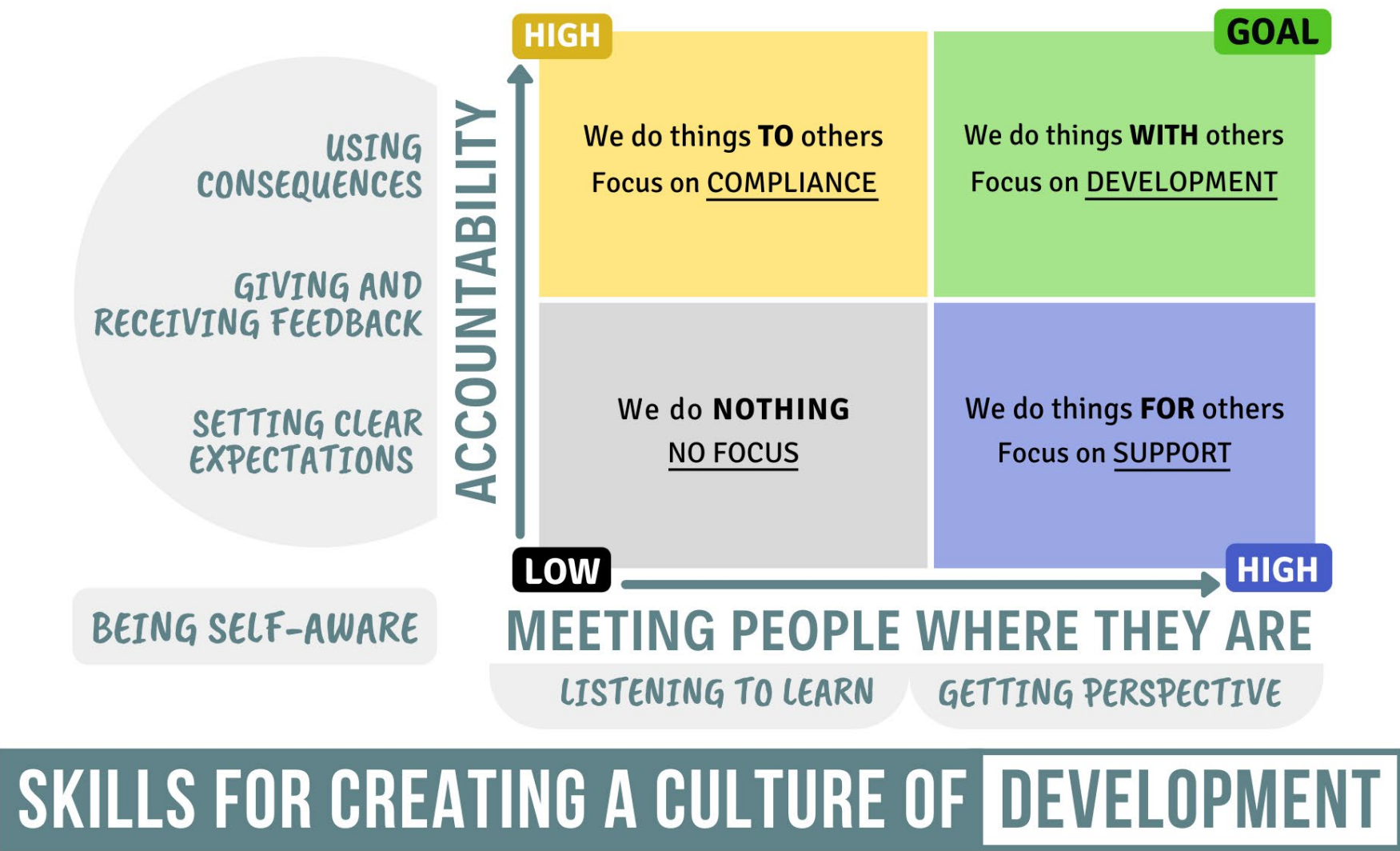
IMPACT Measures

Aparna Thomas, Chief Information Officer | Business Services
Troy Sanders, Infrastructure and Operations Manager | Business Services

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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

- Community Connection
- Meaningful Participation
- High Expectations and Accountability
- Caring and Supportive Relationships
- Safety and Security



ORGANIZATION

- **JJIS Modernization** is creating an improved experience for JJIS users.
- **Application Development and Business Intelligence** maintains and enhances statewide core system along with a diverse set of independent applications.
- **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	<i>Distinguish from JJIS Service Request</i>
JJIS Service Request	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.
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

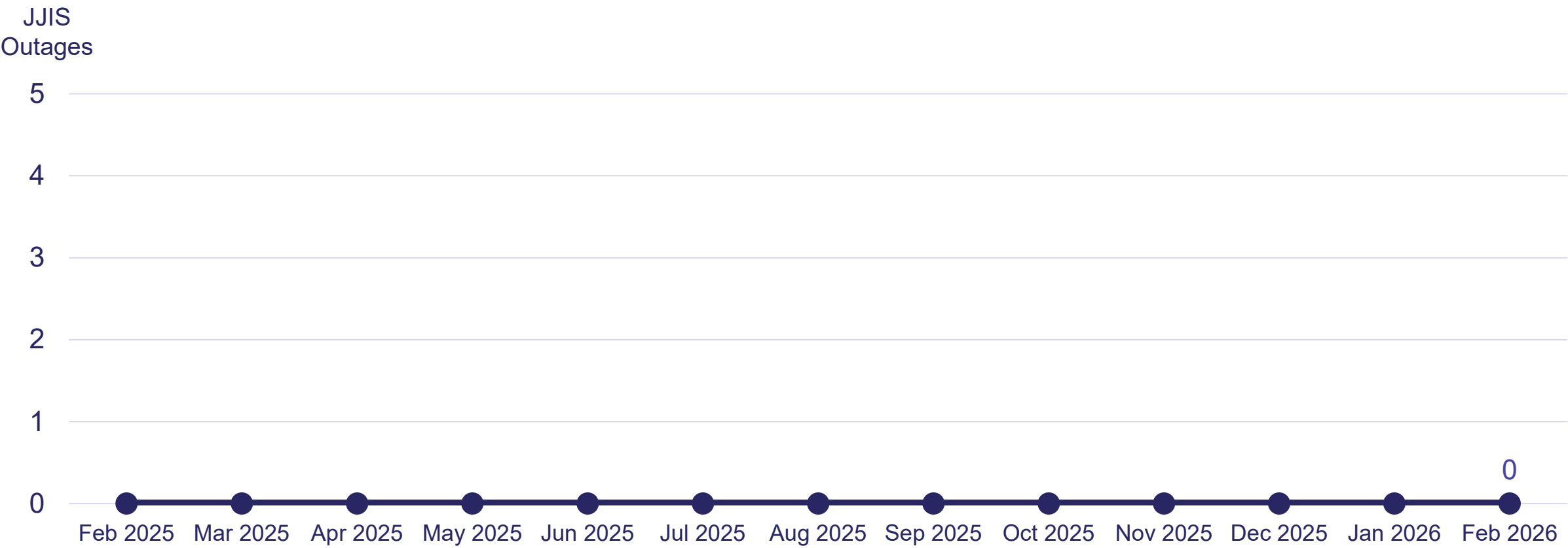


Performance Metrics



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

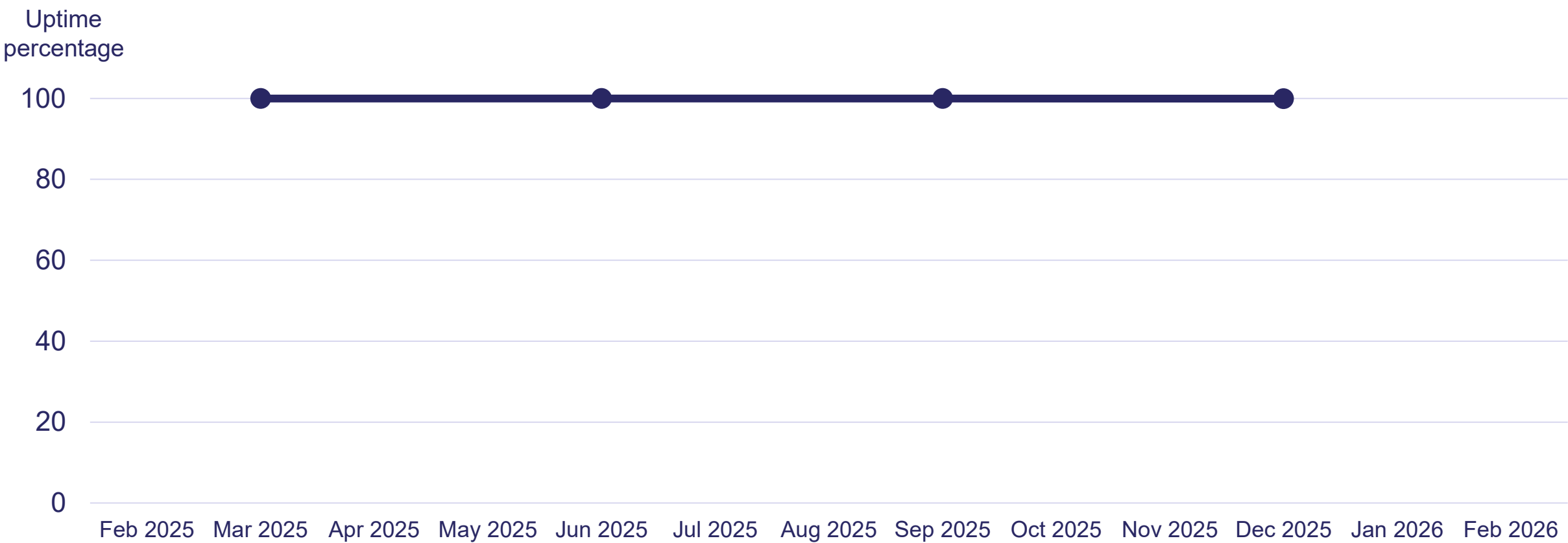
JJIS: Mission-Critical Application Availability





Enterprise Communication Platforms Remained Highly Reliable

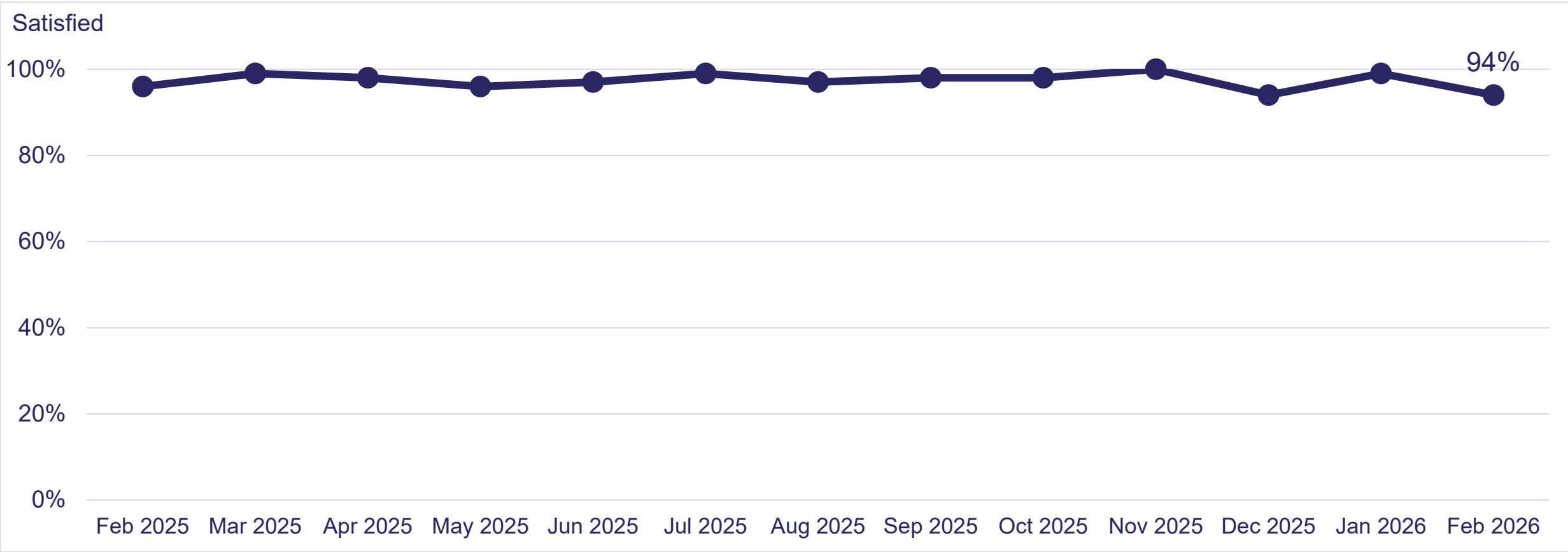
Enterprise Communication Availability (Email, Teams). Reported quarterly.





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

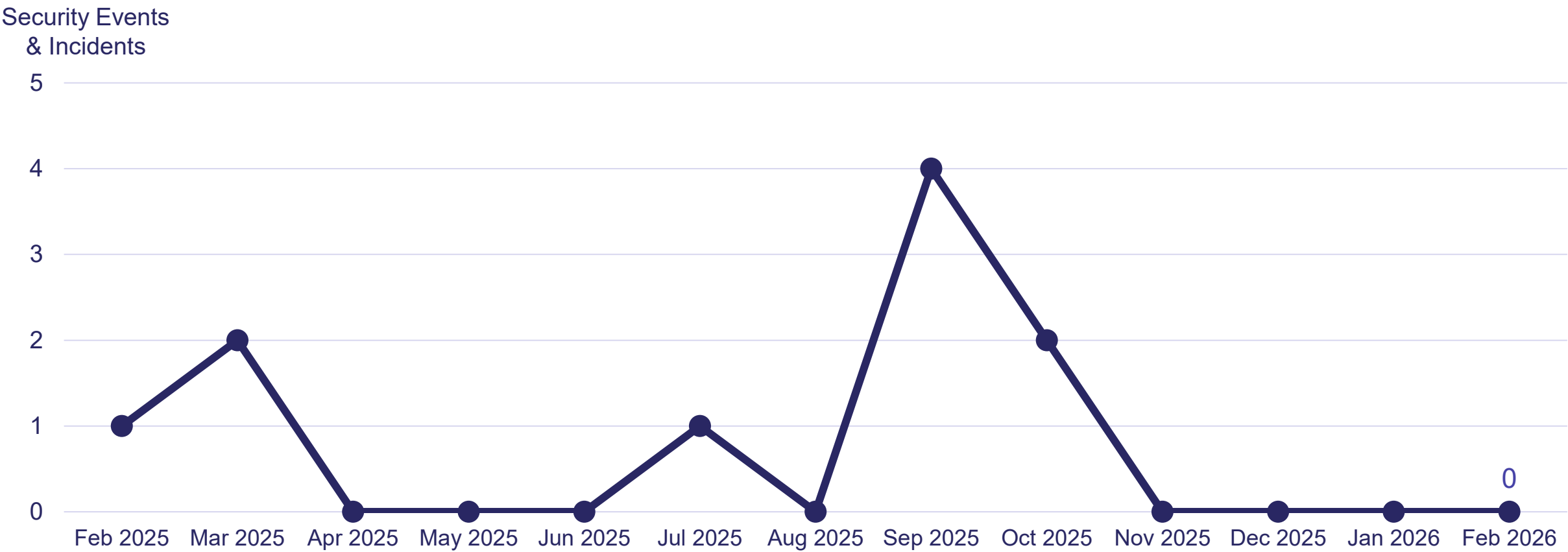
The IS Customer Satisfaction measure compiles survey results from Technical Services, JJIS Business Integration, Business Intelligence, and Application Development customers.





Security incidents are sporadic, with a zero-incident streak the last four months

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





Critical Vulnerabilities

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

Vulnerabilities

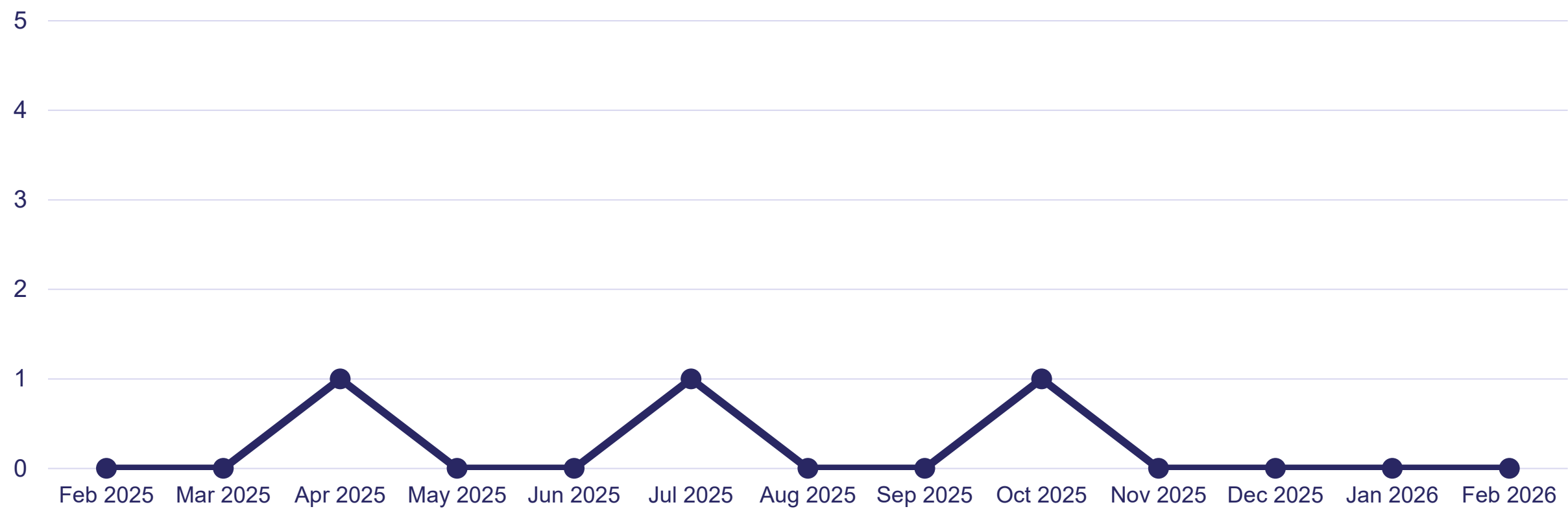




Technology-related disruptions were rare, with only a few isolated events across the year and none reported since October 2025

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?

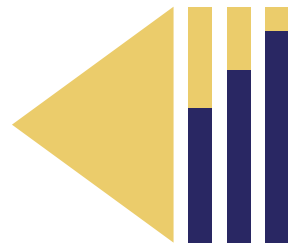


Employee Engagement

Updates on employee engagement efforts and areas of focus.



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Continuous Improvement | Transparency



Help us improve

Follow QR code to provide feedback