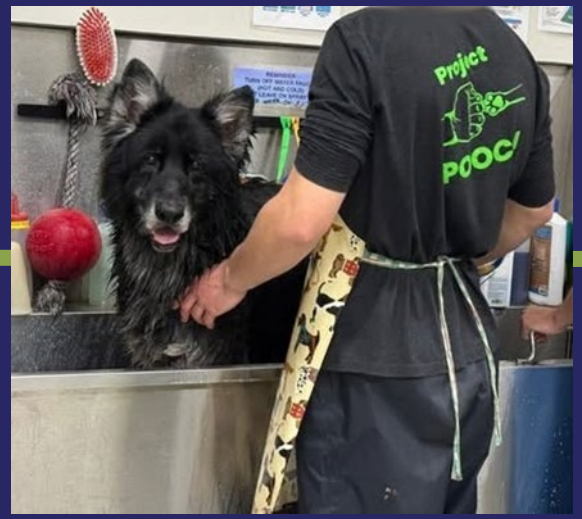






OYA Information Services

IMPACT Measures

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

10/8/2026

Oregon Youth Authority

The Developmental Approach



SKILLS FOR CREATING A CULTURE OF DEVELOPMENT

Oregon Youth Authority

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

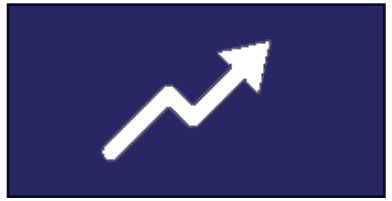
Sharing successes and struggles strengthens our collective effectiveness.



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

Information Services

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.

Information Services

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.

IMPACT

Insight | Measurement | Performance | Accountability
Continuous Improvement | Transparency

Projects & Priorities

Information Services

Ticket Overview
September 2026

Tech Services

Tickets Created
636

Tickets Resolved*
666

Average Time to Close
6 days 21 hrs 26 min

JJIS

Tickets Created
388

Tickets Resolved*
427

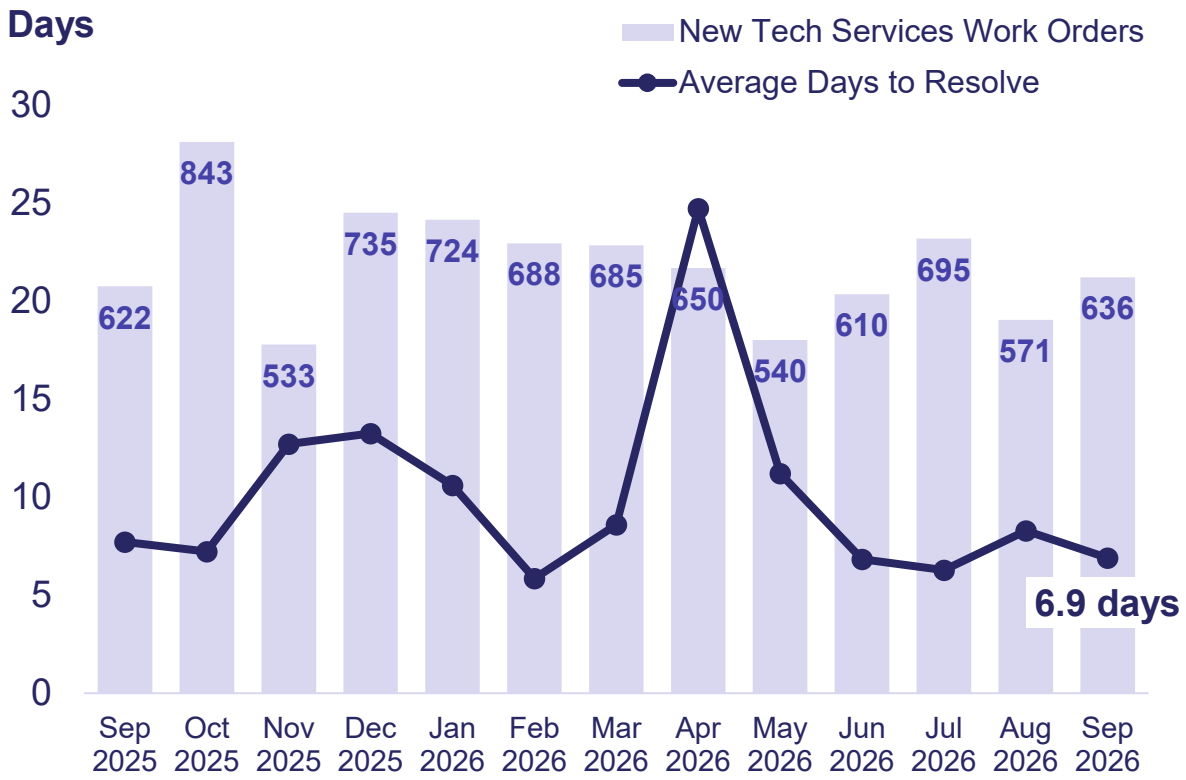
Average Time to Close
16 days 05 hrs 56 min

* Resolved tickets may have been created in a prior month.

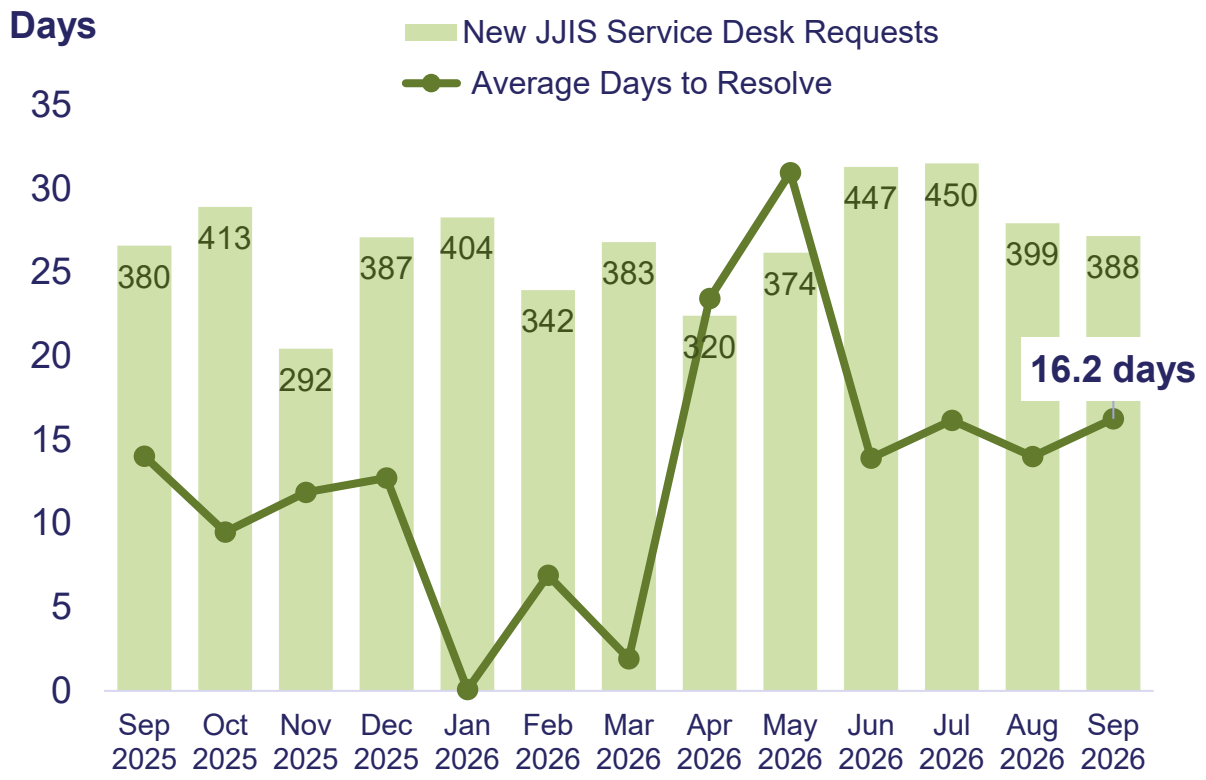
Ticket Turnaround

From June through September 2026, IS Work Order turnaround stayed steady at roughly 6–8 days, while JJIS Service Desk Request turnaround held in the mid teens.

IS Work Orders



JJIS Service Desk Requests



Information Services

Ticket Backlog
As of September 30, 2026

Backlog Snapshot

- Total IS Backlog Tickets: **105**
- 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
Office of CIO

IT PMO Establishment
- **Status**: Completion expected 8/2027
- **Highlights**:
  - Foundational PMO processes being formalized
  - Establishing a project plan
  - PM1 and OPA2 positions approved by DAS and sent to HR to post

IT Security
- **Status**: Completion expected **11/2026** (extended 2 months due to policy change approval)
- **Highlights**:
  - Updating Incident Response Plan

Service Level Agreements (SLA)
- **Status**: Completion expected 4/2027
- **Highlights**:
  - Established Framework
  - Creating Project Plan

Project Status
Infrastructure

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

Computer Refresh
- **Status**: Completion expected 6/2027
- **Highlights**:
  - 354 workstations have been replaced
  - Continuing to schedule replacements with customers

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

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

Project Status
JJIS App Dev / BIT

Targeted Case Management (TCM- EDI File to OHA)

- **Status**: Completion expected 1/2027 (may change due to new testing strategy)
- **Highlights**: Feedback from users received and incorporated into the enhanced web page.

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 Release Project

- **Status**: Completion expected – new 10/14/2026 (11/2026)
- **Highlights**:
  - Project proceeding ahead of schedule.
  - Combines all Smalltalk updates from the last six years to deploy as a single build

BRS Project (EDI File to OHA)

- **Status**: Completion TBD
- **Highlights**:
  - Finalizing the requirement currently and will determine the timeline shortly.
  - Met internally (IS and business) and identified next steps to gather requirements and clarification.

Project Status
Business Intelligence

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

Historical Population Dashboard Update
- **Status**: **Completed on time** 10/2026
- **Highlights**:
  - Adds historical data to population dashboards

Recidivism Initiative
- **Status**: Completion expected: extended to 3/2027 due to resource constraints – was 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: extended to 3/2027 due to resource constraints – was 12/2026
- **Highlights**:
  - Converts OYA victim notification data and adds county notification

CIO Areas of Interest

IT Governance	• Policy development, maintenance, and compliance oversight • Decision-making frameworks and accountability structures • Portfolio and project governance (prioritization, alignment, tracking) • Technology standards and architecture alignment
IT Security	• Security policies, controls, and compliance (NIST, CIS, etc.) • Vulnerability management and threat monitoring • Incident response planning and execution • Identity and access management practices
Risk Management	• Enterprise IT risk assessments and reporting • Business continuity and disaster recovery planning • Vendor and third-party risk evaluation • Control effectiveness monitoring and remediation tracking
Service Level Agreements (SLAs)	• SLA definition, negotiation, and documentation • Performance metrics and reporting (uptime, response times, resolution targets) • Continuous improvement based on SLA trends • Enforcement, review cycles, and stakeholder communication

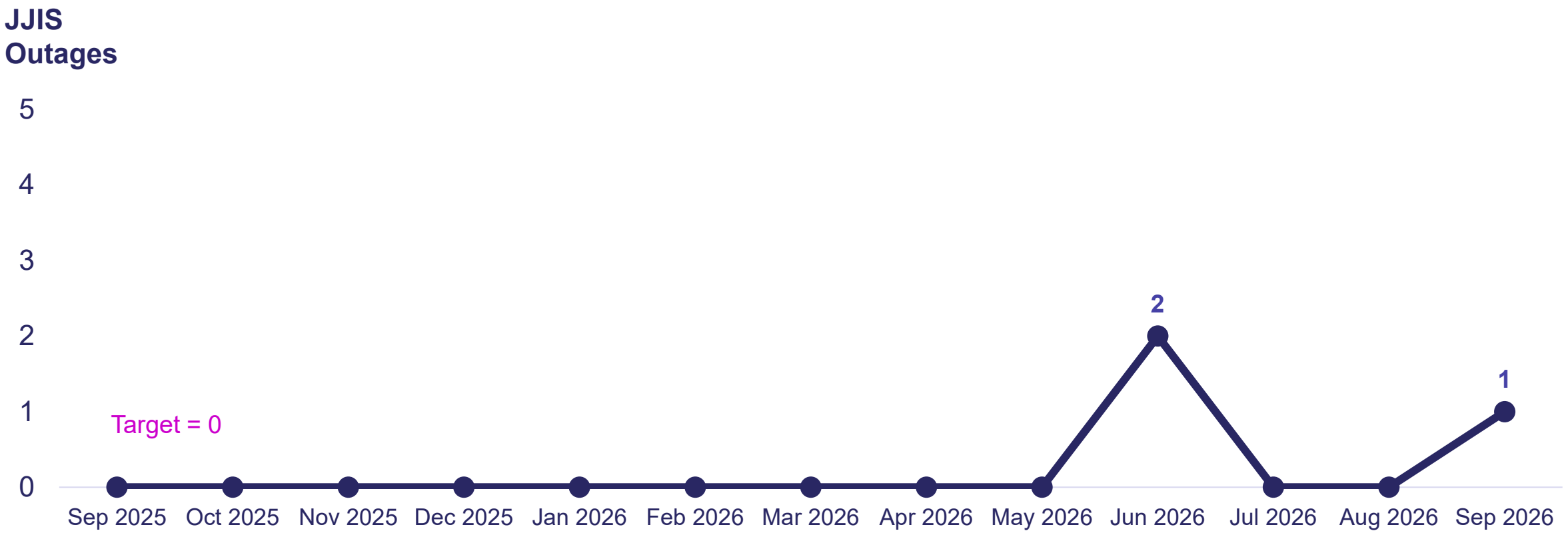
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Performance Metrics

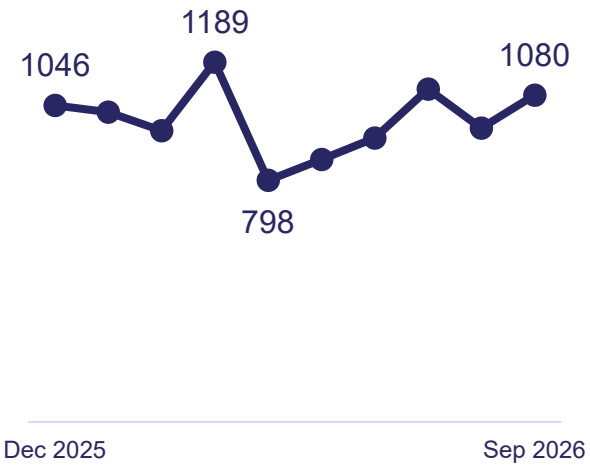
No JJIS Interruptions in September

JJIS: Mission-Critical Application Availability



Customer Satisfaction Stayed Above 90%

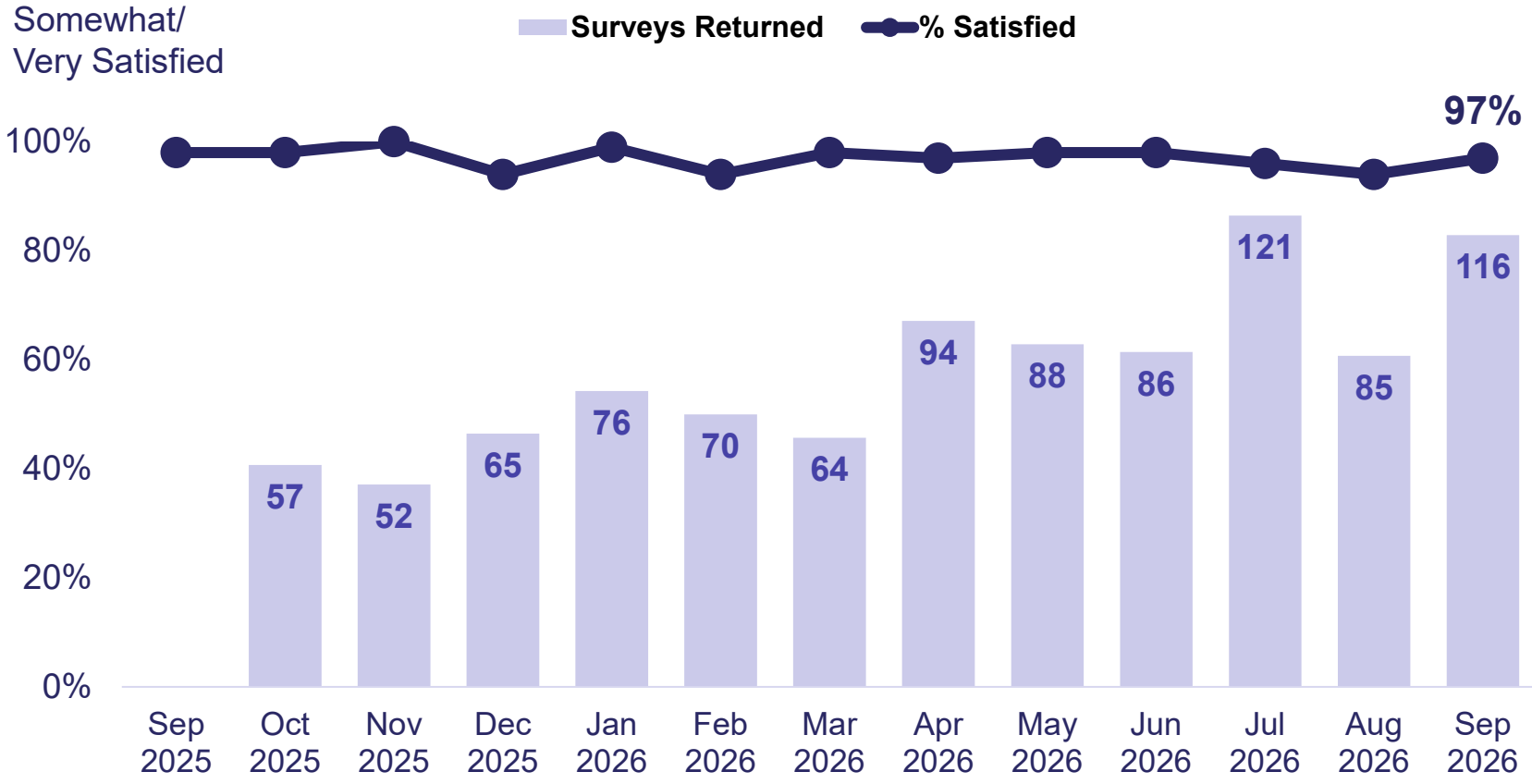
Surveys Sent *



* 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?

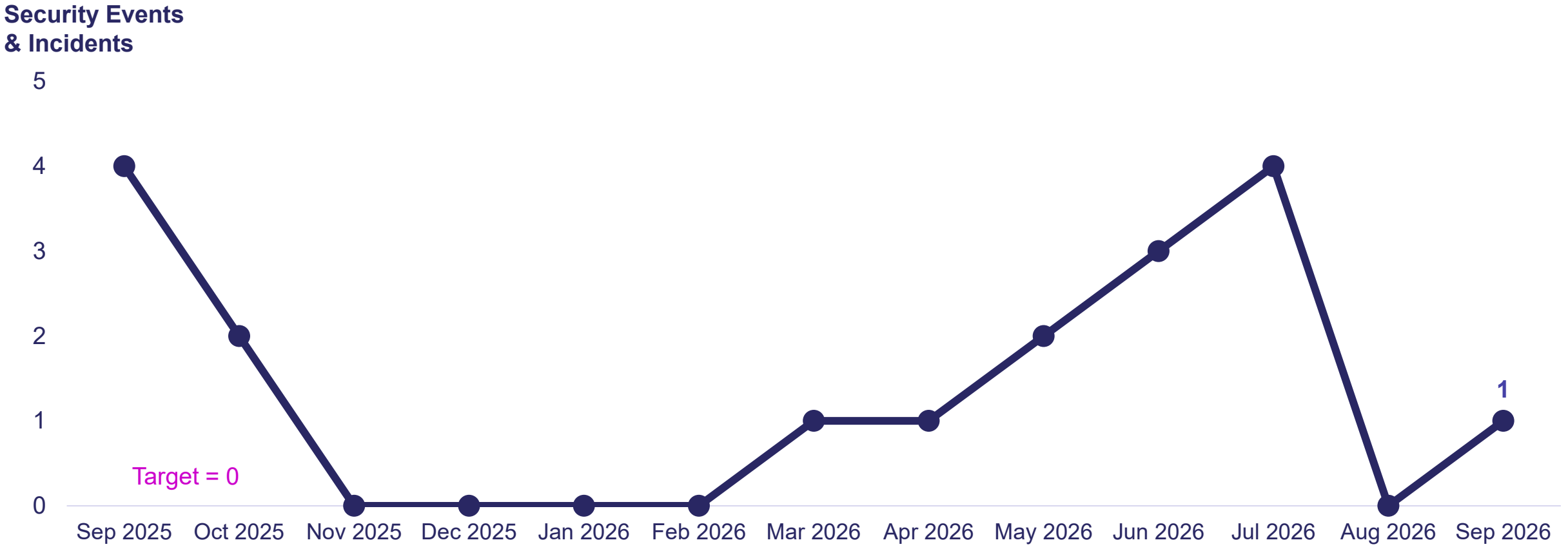


Of the 1,080 tickets closed—and surveys sent—in September 2026, 116 surveys were returned (response rate = 11%).

Information Services

One Security Event in September

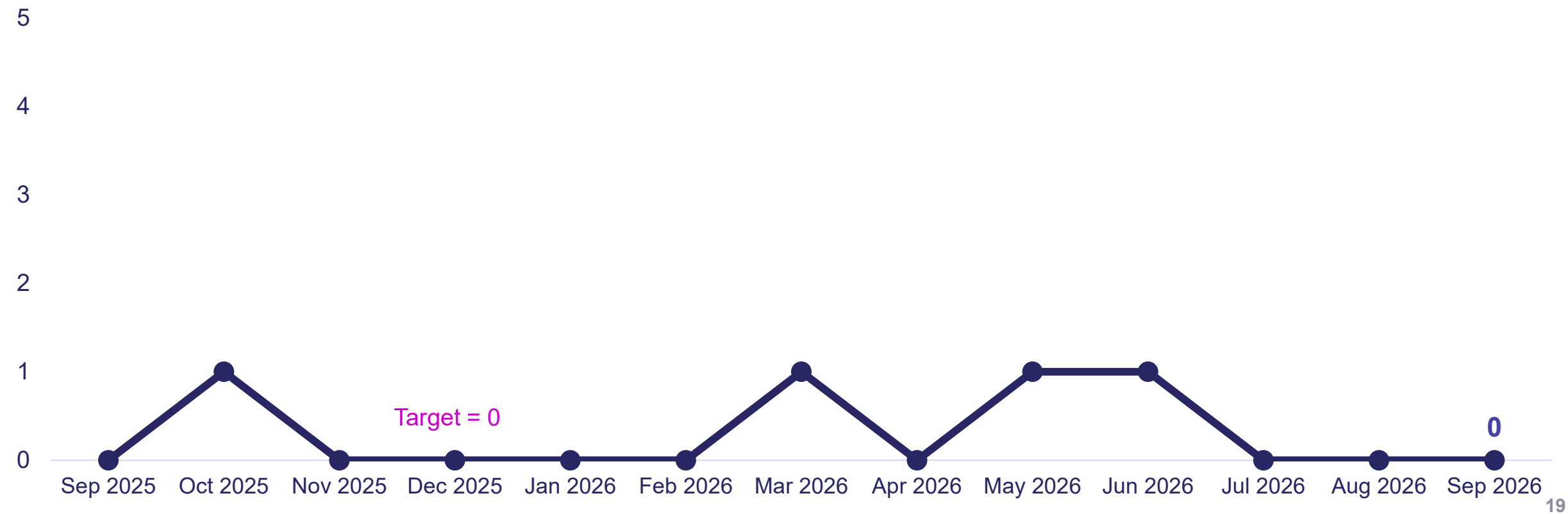
Security events are lower-impact; Incidents are operational, legal, or data impact.



Information Services

No Technology-Related Disruptions Reported in September

Technology-related disruptions are rare, and none were reported in September 2026. This metric considers the number of disruptions impacting operations, the number of staff or facilities affected, and total hours of business impact.



BIS Reports Trained User Count

Levels	Description	Trained Users # Sep 1, 2026	Trained Users # Oct 1, 2026
Level-3 (POWER USERS)	• Create own datasets • Combine data from multiple sources • Add calculations	31	33
Level-2 (AD HOC USERS)	• Explore data • Create reports • Add calculations	23	28
Level-1 (REPORT CONSUMERS)	• Run Standard Reports Dashboards • Scorecards • Interactive Reports • Report Alerts • Search	142	141

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 6:
There is someone at work who encourages my development.

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:
bit.ly/oyaimpactsurvey

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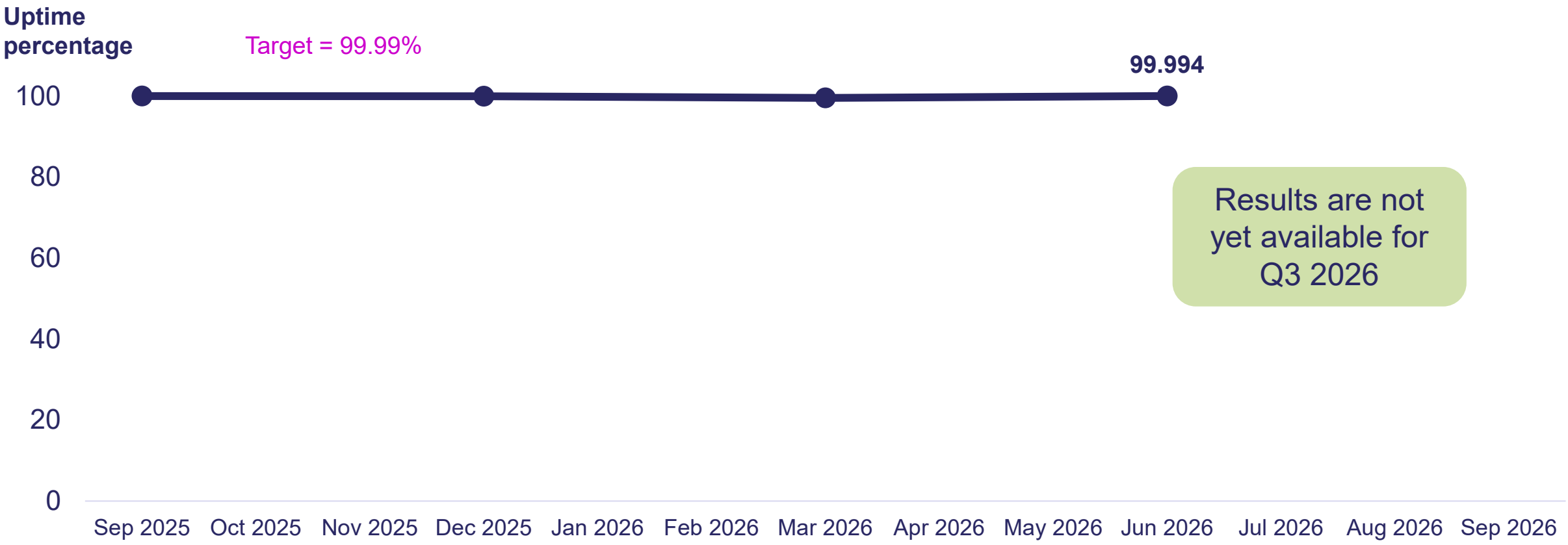
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Measures in Monitoring Status

Enterprise Communication Platforms Remain Highly Reliable

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



Results are not yet available for Q3 2026

Data provided quarterly by Microsoft