

# NYS Department of Civil Service Information Technology Test System



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# NYS DCS Examination Program

- Provides examinations for jobs in State agencies
- Provides examinations for jobs in 105 local jurisdictions

The IT Testing Program provides examinations for local IT positions involving hands-on work in one or more of these functions:

- Help Desk
- User Support
- Computer Programming
- Network Administration
- Data Communications
- Telecommunications
- Business/Systems Analysis
- Web Site Development
- Microcomputer Repair (for jobs not primarily composed of this function)

# Goals for the System

- Faster examination service -- compress time between recognition of need for examination and production of the examination
- Faster examination processing
- High quality job-related examinations -- quality not sacrificed for speed

# Fulfilling the Goals

- IT Test System decentralized to local jurisdiction -  
- no need to wait for a State-wide series to be organized
- Examinations custom tailored to the specific job being tested
- Instant scoring via computer-administration and scoring

# IT Test System Modules

- IT Job Analysis Questionnaire (ITJA Questionnaire)
- Examination Planner
- The Tests
- The Scoring Routines
- User Guide

# ITJA Questionnaire

- The ITJA Questionnaire lists IT job functions and associated activities, and some general supervision and administration functions -- 20 in all
- Local Civil Service staff work with IT people to fill out the ITJA Questionnaire
- Use this information to determine if the IT Test System is appropriate to use to test for the job (guidelines are in the User Guide)

# Examination Planner Module

- Input is information from the ITJA Questionnaire
- Output is
  - Subjects of Examination for the announcement, including expanded subtest descriptions
  - The Examination -- composed from tests in the IT Test System
  - The Scoring Routines

# Examinations consist of:

- Rating of Training and Experience  
(Ranking is based on this rating.)
- PC-Administered Qualifying Test

# The T&E

- Ranks candidates based on self-reported job-relevant activities performed
- Level and depth of experience, not length
- T&E Questionnaire and rating scale customized to the job based on information entered into Examination Planner

# The T&E continued

- Degrees Obtained
- IT-related training courses
- Certifications
- Significant Achievement in job-relevant functions
- Verifier of candidate-supplied information

# T&E Reports

- Notice of test results -- final score for the T&E that includes applicable seniority credits
- T&E Questionnaire information summary on each candidate, without scores
  - Candidate checks that information is what he/she intended to enter
  - Interviewer uses as resumé or resumé supplement

# T&E Reports -- continued

- T&E Questionnaire information summary, including details of points awarded
  - Candidate uses for computational review

# PC-Administered Qualifying Test

- Multiple-Choice
  - Logical Reasoning and Interpreting Instructions for Computer Related Positions (all candidates)
- Simulation(s)
  - 1. Working Effectively with Others (all candidates)
  - 2. User Support/Training (Only Help Desk Jobs)

# PC-Administered Qualifying Test

- Two test plans (combinations of the multiple-choice and simulation tests, based on entries into Examination Planner)
- Candidate preparation and practice integrated into the test administration

# Qualifying Test Report

- Notice for each candidate provides
  - final score of pass/fail
  - percentile scores for each part of the test

# Examination Administration -- T&E

- PC-Administered and entries instantly scored

OR

- Candidates fill in hardcopy of T&E Questionnaire and local civil service staff enter the information into the Data Entry scoring program portion of the IT Test System.

# Examination Administration -- Qualifying Tests

- Administer to candidates as they become reachable, as late as after conditional offer of employment
- Can waive for people who have previously taken and passed

# User Support

- Hardcopy User Guide
- Regional training to groups of user jurisdictions
- Ongoing Communication with IT Test System staff and guidance from DCS Municipal Service staff