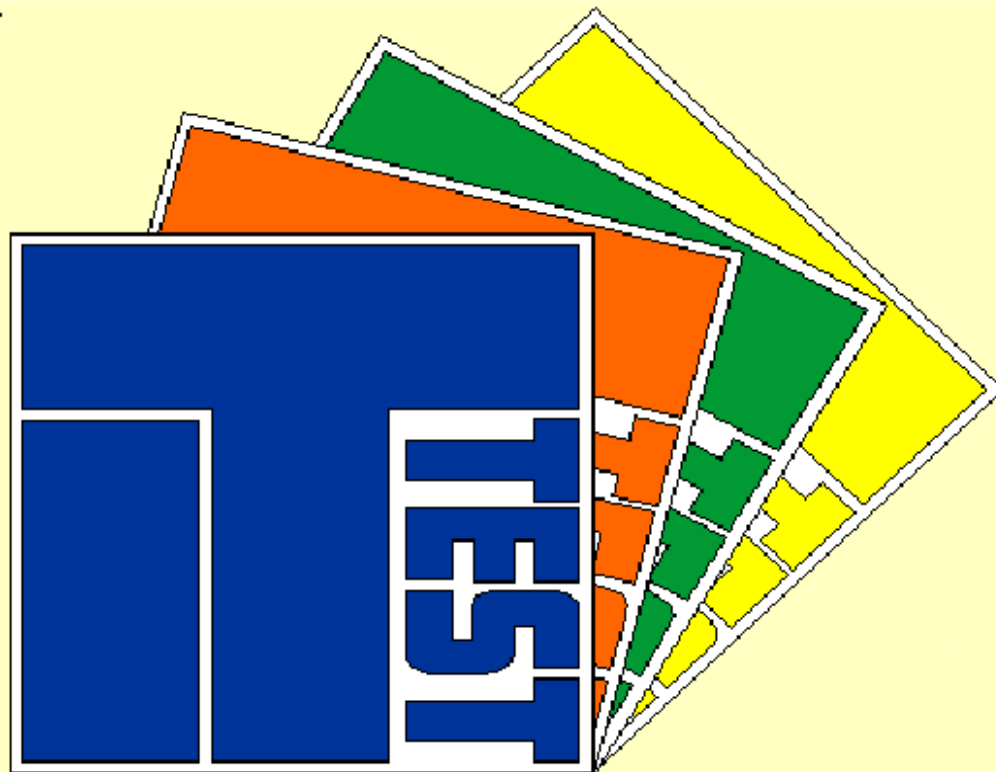


NYS Department of Civil Service Information Technology Test System



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

Examination Plan Development

- Benchmarked
- Researched existing documents
- Subject matter experts responded to electronic job analysis questionnaire covering IT functions and activities and associated competencies

Examination Plan Development -- Continued

- Subject matter experts reviewed and commented on functions
- Subject matter experts linked functions to competencies
- Staff linked competencies to assessment tools (tests)
- Committees of subject matter experts did further review and refinement

IT Test System Modules

- ITJob 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
- Simulation(s)
 - Working Effectively with Others
 - User Support/Training

Qualifying Test Development

- Developed with input from and/or review by subject matter experts
- Tryout forms assembled
- Pre-test sample of people took the tryout versions

Qualifying Test Development -- Continued

- Final forms and passpoint derived from analysis of tryout versions
- Additional forms under development currently
 - Same pre-test sample will be invited back to take additional tryout forms
 - Final second forms will be assembled to be comparable to the first forms

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
 - Option available for candidates to amend their entries

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

- Qualifiers PC-Administered and automatically scored only
- 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