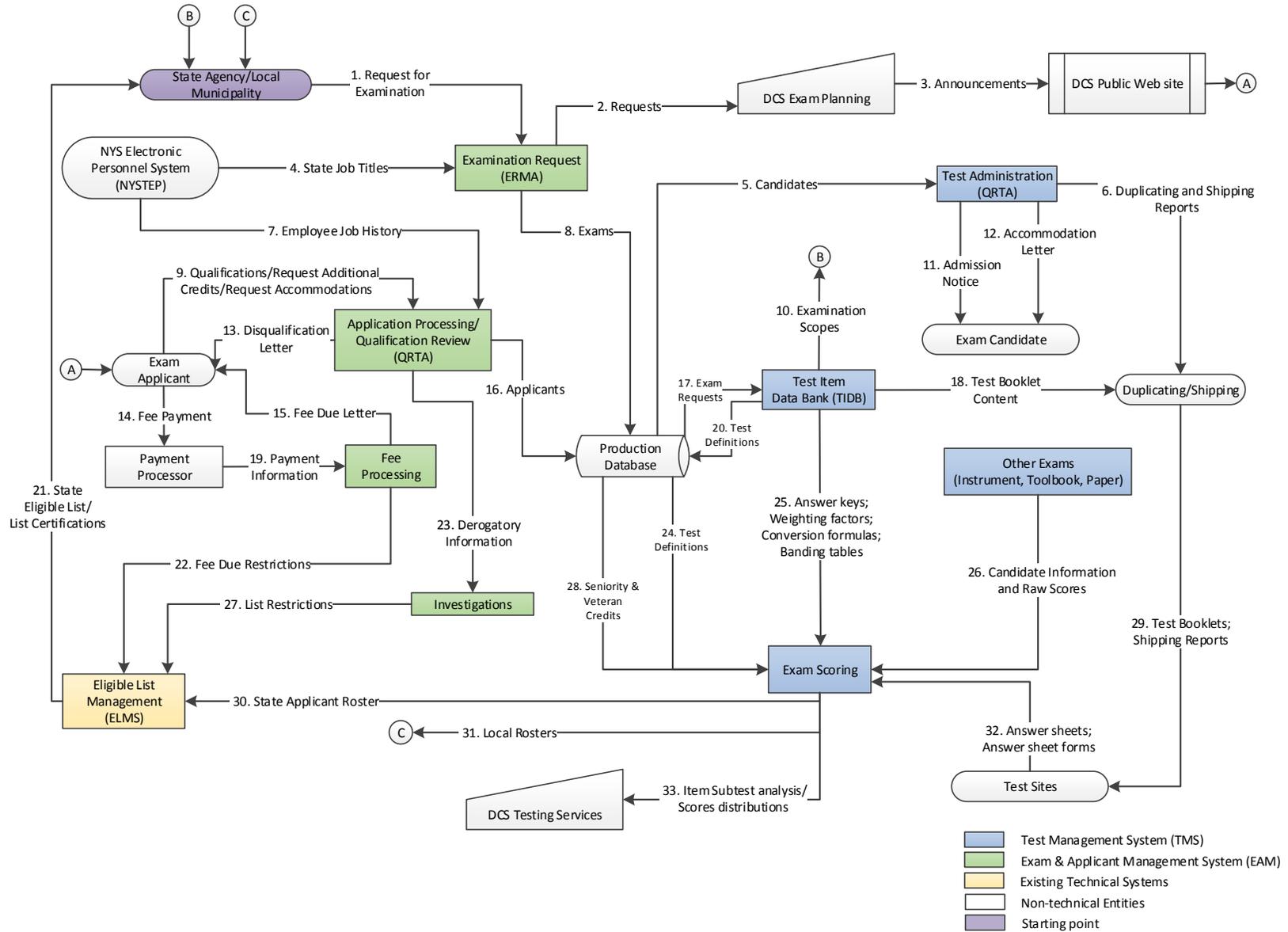


Current State



Entity/System	Subsystem	Programming Technology	Data Storage	Entity Explanation/Purpose of System
Exam Scoring	Multiple-choice scoring	batch COBOL, RPG, Unisys ECL, MAPPER; Visual Basic	Oracle, MAPPER	Primarily batch work, scores tests and performs final exam scoring including banding, producing score notices, applicant rosters and lists of eligibles; performs statistical analysis on responses; reporting
	Simulation scoring	MAPPER, Batch COBOL; Visual Basic	MAPPER, Oracle, Flat files	Custom answer keys for each simulation test to define response weights and paths for each question. Uses scaling table to convert simulation scores to subtest scores.
	Ethnic/Gender Master File Retrieval	batch COBOL	Flat file	Collect and update highly confidential demographic information on applicants and candidates
	Rating System	Visual Basic, MAPPER	Flat files, Oracle, MAPPER	Supports post-test material check in; updating of candidate and application information; scan answer papers; track critical incidents; update non-written test scores; score corrections, load answer keys; schedule batch work
Other Exams	Instrument	ColdFusion	Oracle, XML	Develop, administer, score online tests of training and experience
	Training and Experience Test Administration	ColdFusion	Oracle, XML	Interface used to manage instruments, tests, applicants and results for online examinations of training and experience
	Toolbook	Toolbook	text files	Local Information Technology qualifying examination
	Paper T&E	MS Word; Scantron	Oracle	Paper-based Training and Experience examinations
	Local Information Technology Test System	ColdFusion, Toolbook	Oracle	Enables municipal civil service agency staff to develop, announce, conduct, and score examinations for IT positions in their jurisdictions, by using an automated, modular test program. The IT Test System includes a Web-based T&E Questionnaire, Exam Planner, and IT Administration module.

Entity/System	Subsystem	Programming Technology	Data Storage	Entity Explanation/Purpose of System
	Mental Hygiene Therapy Aide (MHTA)	Visual Basic 6.0	MS Access	Standalone system for scoring and managing eligible lists for the Mental Hygiene Development Aide trainee examinations
Test Administration	Test Arrangements (QRTA)	MAPPER	MAPPER, Oracle	Allows siting and scheduling of applicants for written examinations; produces admission notices; produces packing and shipping documents in support of written tests; update site availability and characteristics
	Special Accommodations	Visual Basic , Crystal Reports	Oracle	Track requests for accommodations due to special physical needs of candidates taking exams, and special accommodations granted
Test Item Data Bank (TIDB)		MAPPER	MAPPER, Oracle	Item Banking, Test Creation, Test Administration Instructions, Series Management, Test Archiving, Subject Area Classification, Item Classification; reporting; Appeals
Application Processing/Qualification Review	Online Application	ColdFusion	Oracle	Web-based examination application process
	Paper Application	Viking Data Entry	Flat file	Paper examination application that is data-entered
	Application Maintenance	COBOL, MAPPER	Flat file, Oracle	Captures/ stores exam application information
	Qualification Review (QRTA, Staffing Reps Online)	MAPPER, ColdFusion	MAPPER, Oracle	Records application review determinations for State examination applications; produces disqualification notices
	PROMAPP	Visual Basic	Oracle	Records application review determinations for State promotion examination applications
	Veterans' Determination Processing	MAPPER	Oracle	Captures and stores veterans' claims for exam credits, usage of veterans' credits, and documents determinations of disabled veteran's claims. Generates various correspondences.

Entity/System	Subsystem	Programming Technology	Data Storage	Entity Explanation/Purpose of System
Examination Request (ERMA)		ColdFusion	Oracle	State agencies, appointing authorities, and local municipalities request examinations, based on a need to fill a job title.
Fee Processing	Payment Processor	PayPal	Oracle (info returned from PayPal)	Third-party credit card processor
	Fee system	MAPPER	Flat files, Oracle, MAPPER	Captures, tracks and reports applicant fee status and fee amount paid for open-competitive and promotion examinations; supports online credit/debit card submission by interfacing with EVT vendor and other payment methods
Investigations		ColdFusion	Oracle	Allows review of derogatory information from examination applications. Create and track correspondence with applicants, candidates or eligibles that require follow-up. Allows assignment of restrictions on eligible lists.
Eligible List Management	Eligible List Management System (ELMS)	VB .NET	Oracle	Allows State agencies and appointing authorities to canvass eligible candidates and report back the results of their canvasses, including appointments.
	Selective Certification	ColdFusion	Oracle	A Selective Certification is the filtering of eligibles on a certification based on their knowledge, skills and abilities (as well as geographic and shift preferences).
	Position-specific Testing	ColdFusion	Oracle	When filling certain positions, State agencies describe the qualifications for a specific position. This job description is compared to questionnaire responses of approved candidates to produce a list. Candidates will be scored each time an agency wants to fill a job.
	ELMS Online	ColdFusion	Oracle	ELMS Online is the public view of eligible lists. Candidates may also view their score notices.

Entity/System	Subsystem	Programming Technology	Data Storage	Entity Explanation/Purpose of System
DCS Exam Planning		N/A	N/A	Various methods are used to prioritize and schedule exams.
DCS Public Web site		ColdFusion	Oracle	The method by which the public, State agencies, appointing authorities, and local municipalities interact with the Department.
	Online Examination Announcements	HTML, ColdFusion	Flat files	Display current and historic examination announcements for public viewing, on the Internet.
DCS Testing Services		N/A	N/A	The division within the Department responsible for test creation.
Duplicating/Shipping		N/A	N/A	The Department's Duplicating Unit is responsible for printing test booklets and instructions, as well as other exam-related materials. The Department's Shipping Unit is responsible for compiling test materials and shipping them to test sites.
Exam applicant		N/A	N/A	Member of the public or State employee who applies to take a Civil Service examination.
Exam candidate		N/A	N/A	Member of the public or State employee who is approved to take a Civil Service examination
Local Municipalities		N/A	N/A	Approximately 90 local municipalities request examination services from the Department.
Municipal Service Division Online		ColdFusion, Crystal Reports	Oracle, Text Files, Electronic Documents	Municipalities submit and receive exam information and scoring results to and from DCS; has other functionality out of scope.
New York State Electronic Personnel System (NYSTEP)		PeopleSoft	Oracle	System that provides personnel functionality, payroll certification, and title and position management
Test Sites		N/A	N/A	Test sites are buildings in which examinations are held.

Entity/System	Subsystem	Programming Technology	Data Storage	Entity Explanation/Purpose of System
State Agencies		N/A	N/A	Approximately 50 State agencies or appointing authorities request examination services from the Department.

Examination Processing – Level 1 Supporting Documentation

1. Request for Examination

HR representatives from State agency (B) and local municipal (C) HR offices will login to a secure portal at the DCS website and access the Exam Request Management Application (ERMA) application. Through this application, they will fill out the requisite fields needed to request a new exam.

2. Requests

State and Local exam requests will show up in a queue managed by staff at the DCS Exam Planning Unit. This unit performs regular reviews of the requested exams, as well as reviewing current eligible list statuses for State lists and other factors to determine which exams should be given for the upcoming year.

3. Announcements

Approximately 78 days prior to a test date, DCS staff will publish the list of State exams to be held on that test date on the DCS public website. From this list, people may click on a link to apply for a State exam or exams. Local civil service agencies issue their own announcements using timeframes established in their own local rules governing examinations and post the announcements on their own websites outside of the DCS system.

4. State Job Titles

HR representatives from State agencies can only request an exam for an existing State job title. ERMA retrieves this list of valid State job titles from the New York State Electronic Personnel System (NYSTEP) and presents it to agency HR personnel so they can attach the title(s) to the exam request. Local civil service agencies maintain/create their own job titles outside of the DCS system and can request exams for any title they create. They are required to supply job descriptions for use by test creators in developing exams.

5. Candidates

The DCS Test Arrangements Unit needs information about State candidates and their exams in order to schedule each applicant for a particular time and place to take their exam(s). To perform this task, they take into account any special accommodation requests and any special conditions for the exams and the exam date. Arrangements for candidates taking local civil service examinations are made by the local civil service agency, outside the DCS system. When candidates are taking both local and State examinations on the same date (crossfiling) arrangements are made using paper forms/communications.

6. Duplicating and Shipping Reports

The DCS Test Arrangements process generates several reports, some of which are sent to the Duplicating and Shipping unit. Local civil service agencies are also provided with a shipping report which they can access through our website. The Duplicating and Shipping unit is responsible for printing and shipping test material. The reports tell them how much material to print, and the locations to which it should be sent. DCS ships test materials to State test centers and local civil service agencies for their use. Once the examinations have been administered, all materials are shipped back to DCS.

7. Employee Job History

Many promotional exam qualifications state that an applicant must have worked a certain amount of time in a particular job title. New York State Electronic Personnel System (NYSTEP) employee job history is accessed so that DCS staff performing applicant qualification review for promotion exams can determine eligibility. Local civil service agencies review applications for examinations they are holding and consult their own systems to verify qualifications for local promotion examinations.

8. Exams

Once DCS staff has determined that an exam request should be granted, the exam information is written to the DCS production database.

9. Qualifications/Request Additional Credits/Request Accommodations

Via an examination application, applicants for State examinations provide information to support their qualification for the job title related to the examination. On their application, they may request additional credits, such as veteran credits, and they may request special test accommodations for a written test. Local civil service agencies have their own application process outside of the DCS system.

10. Examination Scopes

An examination scope is a description of the subject areas to be included in a given examination. The Test Item Data Bank (TIDB) sends examination scopes to local municipality HR offices so that the scope may be included in their examination announcement. Please refer to #3 for local announcement process.

11. Admission Notice

Each applicant approved to take one or more State exams is sent an admission notice, which tells the candidate the time and location of their examination(s). The admission notice also contains other helpful information, such as directions to the test site, instructions on reference books allowed, and information related to the test experience itself, such as calculator usage or emergency contacts. Local civil service agencies issue admission notices containing similar information for candidates of local examinations using their own systems.

12. Accommodation Letter

An accommodation letter is sent to candidates whose request for special test accommodations has been approved. Accommodations are many and varied. Examples of accommodations include a first floor room for a candidate who has mobility issues, a Braille booklet for a candidate with visual impairment, or extra time to complete the exam for a candidate with a learning disability.

13. Disqualification Letter

A disqualification letter is sent to applicants when the education and work experience listed on their application is not sufficient to qualify them for the examination, or when they are not in a qualifying title for a promotion exam. The letter contains contact information so that the applicant can appeal the decision by providing additional or clarifying information. Local civil service agencies send disqualification letters to local candidates independent of DCS using their own systems and procedures.

14. Fee Payment

Most DCS examinations require an application processing fee. This fee should be paid at the time of application. Online applicants for State examinations are sent to a payment processor to provide their payment information. Local civil service agencies have their own policies and procedures in place to collect application fees or to waive fees.

15. Fee Due Letter

Applicants filing on paper who did not send payment with their application are sent a fee due letter to request payment. Occasionally, our payment provider may void a credit card payment, so applicants who filed online may be sent a letter requesting payment. Local civil service agencies have their own policies and procedures for collecting fees outstanding.

16. Applicants

The application processing program writes State applicant information to the production database. This includes contact information, such as name and address, as well as qualification information, such as

education and work experience. Information concerning local applicants is not currently maintained in the DCS systems.

17. Exam Requests

Examination requests are sent to the Test Item Data Bank (TIDB) so that they can be assigned to a DCS test creator, who will group similar requests into an examination series.

18. Test Booklet Content

The final .pdf copy of each test booklet is sent to the Duplicating and Shipping unit so that they can print all the booklets necessary for an exam date.

19. Payment Information

The payment processor sends payment information so DCS knows whether or not an online applicant has paid their exam application processing fee. Does not currently apply to local candidates/applicants.

20. Test Definitions

A DCS test examiner groups similar exams that will share a common set of material to create a test definition. A test definition (or test plan) defines the items that will be used in the written test for one or more examinations.

21. State Eligible List/List Certifications

The Eligible List Management System (ELMS) provides to State agencies an eligible list, from which certifications are created. An eligible list is a collection of passed candidate information. A list certification is, for a given title, in a given location, for a given shift, perm/temp and full-/part-time, a list of Eligibles from appropriate lists, in a given order, that are willing to accept appointment.

22. Fee Due Restrictions

A fee due restriction is a mark on a candidate's record that indicates that the applicant must pay their examination application processing fee before that candidate can become an Eligible. Does not currently apply to local candidates/applicants.

23. Derogatory Information

Responses to questions regarding employment discharge or resignation submitted on open-competitive exam applications are sent to the DCS Legal office so that they may determine whether candidates should be disqualified for employment. Does not currently apply to local candidates/applicants.

24. Test Definitions

Exam scoring matches answer booklets to test plans to determine which items will be scored for an individual.

25. Answer keys; Weighting factors; Conversion formulas; Banding tables

Answer keys, weighting factors, conversion formulas, and banding tables are all used by Exam Scoring to compute examination scores.

26. Candidate Information and Raw Scores

An automated process that loads non-standard multiple choice exam scores into Exam Scoring. These non-standard examinations are typically non-written training and experience exams that are scored outside of the normal process.

27. List Restrictions

The DCS Investigations unit sends list restriction information to ELMS. A list restriction is a mark on a candidate's record that indicates that some action must be taken before the candidate can become an Eligible. Does not currently apply to local candidates/applicants.

28. Seniority & Veteran Credits

Candidates who pass promotion exams get points based on their State seniority included in the computation of their final score. If a candidate is currently in the Armed Forces on full-time active duty or is a War Time Veteran or Disabled Veteran, they are eligible for extra credits added to their exam score if they pass. Local civil service agencies have their own policies and procedures and information about use of veterans credits and seniority credits for local candidates is maintained outside DCS systems.

29. Test Booklets; Shipping Reports

All the test material necessary for an examination to be conducted is sent to each test site. The shipping reports define what material is sent to each site, and how the material is to be distributed at the site. A list of State candidates assigned to each site is also sent.

30. State Applicant Roster

A State applicant roster is the collection of applicants, including those who were disqualified, those who never appeared, those who failed any part of the examination, and those who passed the examination.

31. Local Rosters

A local roster is the collection of applicants who passed the examination, and those who failed any part of the examination. Local Rosters do not include seniority or veteran's credits. These points are added by the local civil service agency. A local roster may include a banding table.

32. Answer sheets; Answer sheet forms

Answer sheets and forms are returned to DCS from State and local test sites. The answer sheets are scanned and used by Exam Scoring to score the exams.

33. Item Subtest analysis/Scores distributions

Exam Scoring creates item subtest analysis and scores distribution reports that are used by DCS Testing examiners to analyze test item performance.