



Department of
Civil Service

Civil Service Institute

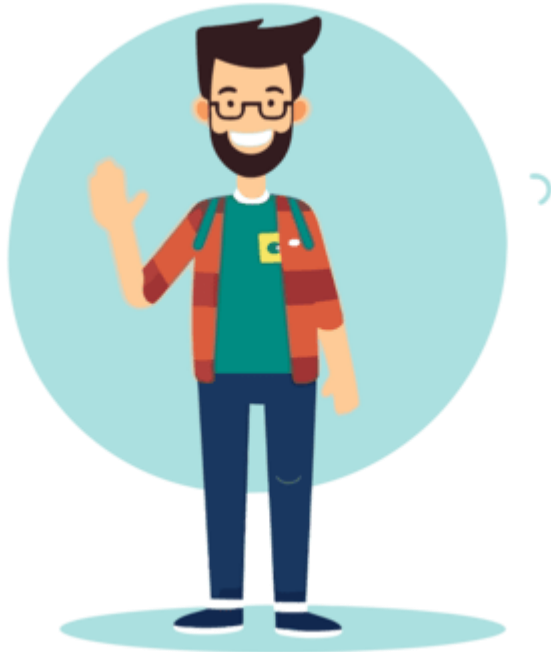
MSD Training is Getting a Makeover!

Linn Bruce - Cristina de Camargo - Lina Shakrah

JUNE 16, 2026



What word comes to mind when you think of CSI?



- Name, Agency, Title
- Previously Graduated CSI?
- Was it a good experience?
- Anything you disliked?



CSI: Past & Present



CSI: The Future State



Feedback & Open Forum

CSL §23

The New York State Department of Civil Service through the Municipal Services Division is required to provide to municipal civil service agencies examinations, position classification, adoption of rules, and any other services necessary for the proper administration of the Civil Service Law.

Municipal Services Division
Mission & Purpose

Objective of CSI

Provide comprehensive training, continuing education, and career development for effective administration of Civil Service Law and rules at the municipal level.

**“LIFE MOVES FAST. AS MUCH AS
YOU CAN, LEARN FROM YOUR
HISTORY, YOU HAVE TO MOVE
FORWARD.**



- EDDIE VEDDER

- ❖ “Civil Service Institute” originated in 2000
- ❖ *669 graduates from 93 statewide agencies all-time
- ❖ In-person instruction (Albany, NY)



1

General overview & objectives; Review of CS Rules, MSD, NYSCSC, NYSAPCSO

2

Position Classification

3

Jurisdictional Classification

4

Examinations

5

Eligible Lists

6

Application Review, Employee History Records, Payroll Certification & Exam fees

7

Police, Veterans, 211 Waivers, Discipline, Annual Report & Layoffs

- After COVID-19: CSI transitioned to a fully remote program.
- CSI has been open to all interested participants.
- Training is held over seven (7) months, with one module's work presented and discussed each month.



- **Hybrid Model**
 - In-person regional + virtual, on-demand trainings
- **Class levels**
 - CSI for New Personnel (Years 1-5)
 - Comprehensive training
 - CSI For Advanced Personnel (Years 5+)
 - Targeted lessons
 - (i.e., position classification, layoffs, rules resolutions, etc.)
 - CSI Refresher & Knowledge Check (All Levels)



MSD travels to
local region to
provide training.

Local Agencies
face less
financial/time
constraints.

CIVIL SERVICE INSTITUTE

September 20th - 24th, 2027
Empire State Plaza - CBT Room

DAY 1

09:00 - 09:15	OPENING REMARKS & ICE BREAKER
09:15 - 11:00	MODULE 1 & 2 PRESENTATIONS
11:00 - 11:30	SERVING THE PUBLIC SHARED EXPERIENCES
11:30 - 12:00	Q & A SESSION
12:00 - 01:00	LUNCH BREAK
01:00 - 01:45	CIVIL SERVICE LAW 101
01:45 - 02:15	LAW IN PRACTICE: GROUP ACTIVITY
02:15 - 03:45	MODULE 3 PRESENTATION
03:45 - 04:00	NETWORKING & DAY 1 CLOSING REMARKS

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DAY 2

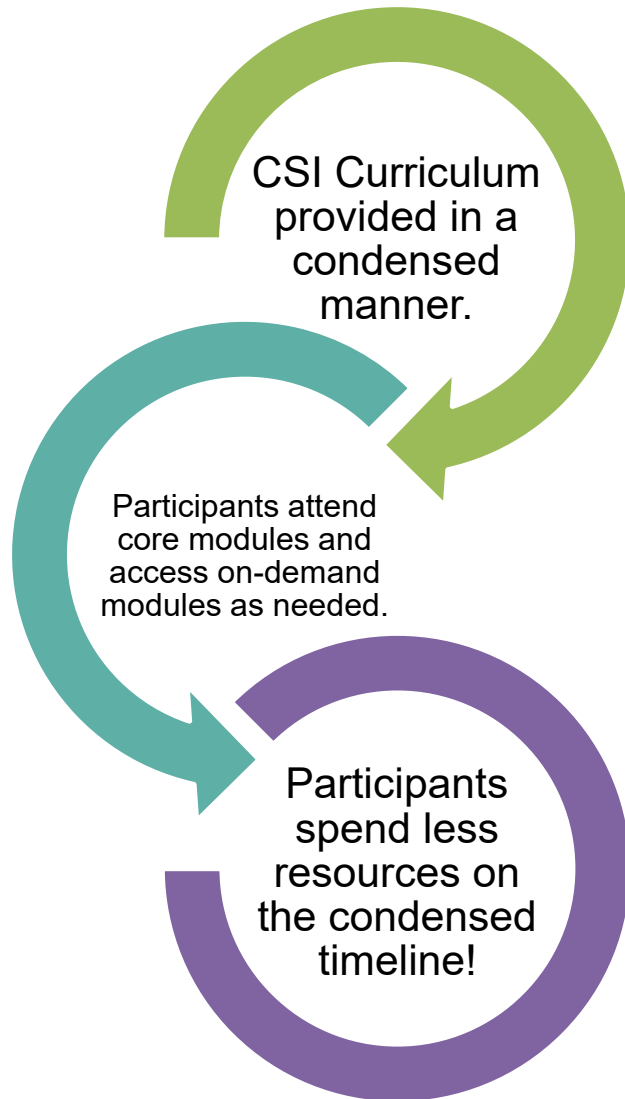
09:00 – 09:15	OPENING REMARKS & ICE BREAKER
09:15 – 11:00	MODULE 4 PRESENTATION
11:00 – 11:30	BREAKOUT SESSION
11:30 – 12:00	Q & A SESSION
12:00 – 01:00	LUNCH BREAK
01:00 – 02:30	MODULE 5 PRESENTATION
02:30 – 03:15	ELIGIBLE LIST MANAGEMENT
02:15 – 03:45	CERTIFICATIONS & MORE
03:45 – 04:00	NETWORKING & DAY 2 CLOSING REMARKS

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DAY 3

09:00 – 09:15	OPENING REMARKS & ICE BREAKER
09:15 – 11:00	MODULE 6 PRESENTATION
11:00 – 11:30	BEST PRACTICES WORKING SESSION
11:30 – 12:00	Q & A SESSION
12:00 – 01:00	LUNCH BREAK
01:00 – 01:45	RECORD KEEPING 101
01:45 – 02:15	ANNUAL REPORT BASICS
02:15 – 03:45	TRANSACTIONS
03:45 – 04:00	NETWORKING & DAY 3 CLOSING REMARKS

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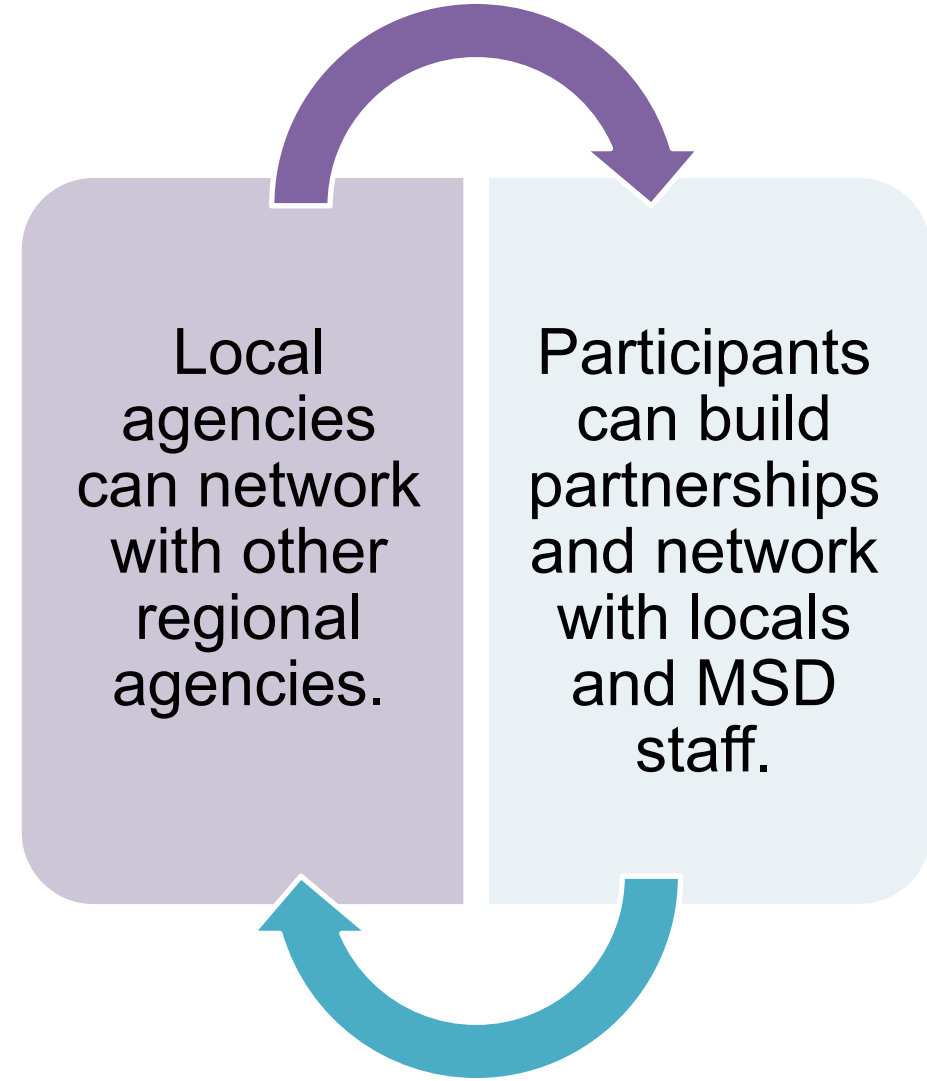
DAY 4

09:00 – 09:15	OPENING REMARKS & ICE BREAKER
09:15 – 11:00	MODULE 7 PRESENTATION
11:00 – 11:30	EXAM ANNOUNCEMENTS & RETEST POLICIES
11:30 – 12:00	Q & A SESSION
12:00 – 01:00	LUNCH BREAK
01:00 – 01:45	FIRE DISTRICTS & MORE
01:45 – 02:15	GROUP ACTIVITY
02:15 – 03:45	VETERANS
03:45 – 04:00	NETWORKING & DAY 4 CLOSING REMARKS

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CSI Training
Provided

Content is
provided on-
demand in
MSD Online
resources

Participants
continuously
gauge their
knowledge and
step-up their
skills over time!

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DAY 5

09:00 - 09:15	OPENING REMARKS & ICE BREAKER
09:15 - 11:00	LAYOFFS
11:00 - 11:30	LAYOFFS: SHARED EXPERIENCES
11:30 - 12:00	Q & A SESSION
12:00 - 01:00	LUNCH BREAK
01:00 - 01:45	LAYOFFS: CONTINUED
01:45 - 02:15	LAW IN PRACTICE: LAYOFFS
02:15 - 03:45	BREAKOUT SESSIONS
03:45 - 04:00	CSI CLOSING REMARKS

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Which instructional model do you prefer?



Audience Q&A

① The Slido app must be installed on every computer you're presenting from

slido



Department of Civil Service



We'd love to hear any additional ideas OR feedback
regarding the future of CSI!



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