



Department of
Civil Service

TRANSFORMATION UPDATE

The Future of Public Sector Hiring in New York State

AGENDA



Training & Experience Exams



Applicant Management System



Computer-Based Testing Centers



Communication Strategy

TRANSFORMATION RECAP

WHY ARE WE TRANSFORMING?

OUR MERIT SYSTEM TODAY

- Over the last 130 years, our merit system has gone from **simple** to **so complex** that only a few understand all the nuances.
- Much has changed since inception, but processes and systems have not evolved.
- We have done the best we can to adapt, however we are still not sufficiently meeting the needs of candidates, employees, state agencies or local government.



WHY ARE WE TRANSFORMING?

BARRIERS OF THE TRADITIONAL EXAMINATION APPROACH

- The timeline between testing and canvass means on average, **exam candidates must wait over 26 weeks** before applying to an actual job vs. the average unemployed job seeker finding employment in **19.5 weeks**, with over half finding employment in **8.1 weeks**.
- Exams and hiring processes are lengthy, complex and viewed as inaccessible to jobseekers.
- Job postings are frequently not consistent or intuitive.



- The perception exists that exam scoring does not always match the right candidate to the right job.
- The onboarding experience for jobseekers and hiring managers is not always optimal.
- New York State has had a reputation of being an outdated, out-of-touch, slow employer.

OUR GOAL

- Modernize employee recruitment and retention programs, while also ensuring that the longstanding principles of merit and fitness are upheld.



THREE PILLARS OF TRANSFORMATION



**VACANCY-BASED TRAINING
& EXPERIENCE (T&E) EXAMS**



**JOBS PORTAL & APPLICANT
MANAGEMENT SYSTEM (AMS)**



**COMPUTER-BASED TESTING
(CBT) CENTERS**



T&E UPDATE



- DCS continues to work towards this new model and is focusing on the development of vacancy-based T&E exams.
- Starting this Fall, MSD will engage with local civil service agencies to begin vacancy-based T&E development.

T&E DEVELOPMENT PROCESS

1 MSD SELECTS A PROGRAM AREA

MSD will methodically work through:

- decentralized programs,
- high-volume, high-impact NY HELPS titles and
- other occupations identified for selection using the vacancy-based training and experience model.

T&E DEVELOPMENT PROCESS

2 LOCAL CIVIL SERVICE AGENCIES RECEIVE CALL LETTER

Once a program area is selected for development, local civil service agencies will be contacted for information about the positions they have in the class plan that meet the program area criteria.

Information requested could include:

- Job descriptions
- Job Analysis Questionnaires
- Organizational Charts
- Training materials
- Statutory, regulatory or licensure information

3 MSD REVIEWS INFORMATION PROVIDED

MSD will analyze the information provided by local civil service agencies and identify existing rating factors for the program area.

- If no appropriate rating factors exist, MSD will develop rating factors for the program area.
- Tentative rating factors will be provided to local civil service agencies for review and feedback.
- Rating factors will be finalized.

JOB PORTAL & APPLICANT MANAGEMENT SYSTEM UPDATE

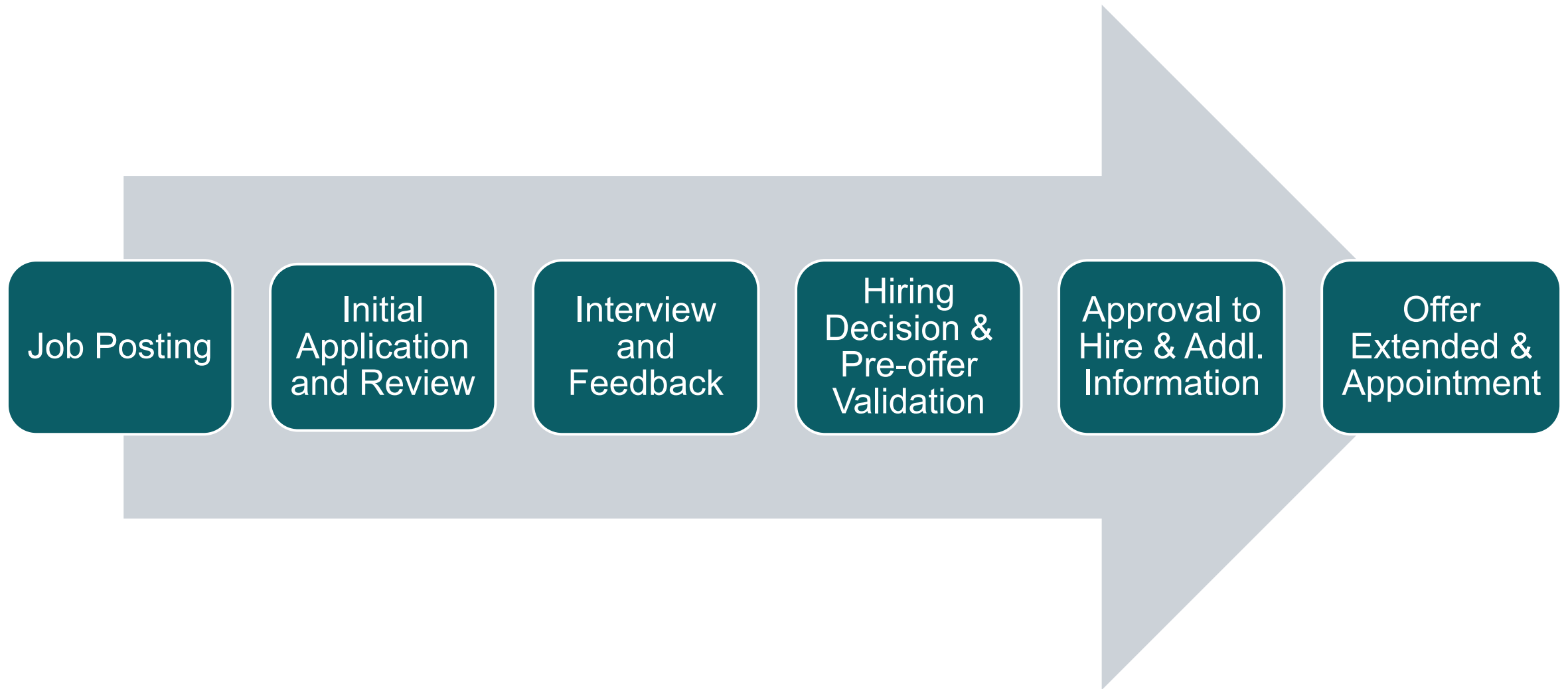
JOBS PORTAL & AMS UPDATE

- In January 2026, the contract for the Jobs Portal and Applicant Management System was fully executed.
- The selected vendor is Regiment Technology Group.
- The Department is working with the vendor to implement Eightfold, the software solution for the Jobs Portal and Applicant Management System.

JOBS PORTAL & AMS UPDATE

- Over the past several months, the Department has been in an analysis period, which included in person discovery sessions.
- During this period, the Department has worked with the vendor to determine the functionality that will be rolled out to agencies.

APPLICANT MANAGEMENT SYSTEM: PHASE 1 HIGH LEVEL WORKFLOW



JOBS PORTAL & AMS UPDATE

- During the analysis period, another area of focus was the implementation method that will be used to roll out Eightfold.
- The Department recently completed the analysis period and has finalized our high-level implementation approach that will be used for State agencies.
- Hiring functionality will gradually be rolled out to agencies first, followed by the new Training & Experience (T&E) model.
- For local civil service agencies, the goal is to determine an implementation approach that will be flexible enough to meet the varied needs, sizes, and organization types of NYS's local governments.
- More information will be shared as it becomes available.

EIGHTFOLD HIGH-LEVEL IMPLEMENTATION APPROACH

Phase 1
Hiring
Functionality

Configure

UAT

Training

Pilot

Phased Agency
Roll Out

Phase 2
T&Es

Configure

UAT

Training

Pilot

Phased Agency
Roll Out

PHASE 1: LOCAL CIVIL SERVICE AGENCY PILOT PARTNERSHIP

- Volunteer your local civil service agency to work alongside state agencies to pilot the HR functionality in the AMS
- Pilot agencies will be involved in design discussions, user acceptance testing, and participating in the Phase 1 HR functionality roll out – i.e., use the new AMS for hiring activities!
- We are looking for agencies of different sizes and locations across the state AND that have bandwidth to commit to this pilot
- Nominate your local civil service agency by June 30, 2026
- Selected pilot agencies will be notified in July 2026

COMPUTER-BASED TESTING CENTERS

HOW IT BEGAN



Reliance on local school districts colleges and/or universities for space has been problematic for many reasons.



The effects of the pandemic clearly demonstrated that the current examination model was no longer viable.

CBT GOALS

- More frequent and predictable promotion exam scheduling
- List establishment and scores released in weeks, not months
- Elevated customer service experience



NEW ONLINE TESTING SYSTEM

A new online testing system has been implemented to:

- Manage test candidates
- Schedule test candidates
- Administer computer-based tests
- Score computer-based tests



PROGRESS TO DATE

CBT Centers are now open in **Cohoes**, **Syracuse**, **Rochester**, and **Buffalo** and being used to test State candidates.



WHAT CANDIDATES ARE SAYING

“Everyone was polite, and check-in was quick.”

- Anonymous (1/14 Exam)

“I liked being assigned a locker.”

- Anonymous (1/14 Exam)

“The check-in process was smooth and easy.”

- Anonymous (1/14 Exam)

“Would like to say a special thank you to everyone who was behind this initiative. There was clearly a lot of work that went on behind the scenes and certainly transcended expectations.”

- Anonymous (2/28 Exam)

FUTURE CBT CENTERS

- For Fiscal Year 2026-27, the Department plans to open a second Capital District site in **Schenectady**, along with sites located in the **North Country, Utica, Binghamton, Long Island, Newburgh** and **NYC**.

Executed Leases / Construction Complete

- Cohoes
- Syracuse
- Rochester
- Buffalo

Leases In Negotiations

- NYC Site 1 (Manhattan)
- NYC Site 2 (Harlem)
- Long Island
- Newburgh
- Utica
- Binghamton
- North Country (Plattsburgh)
- Schenectady

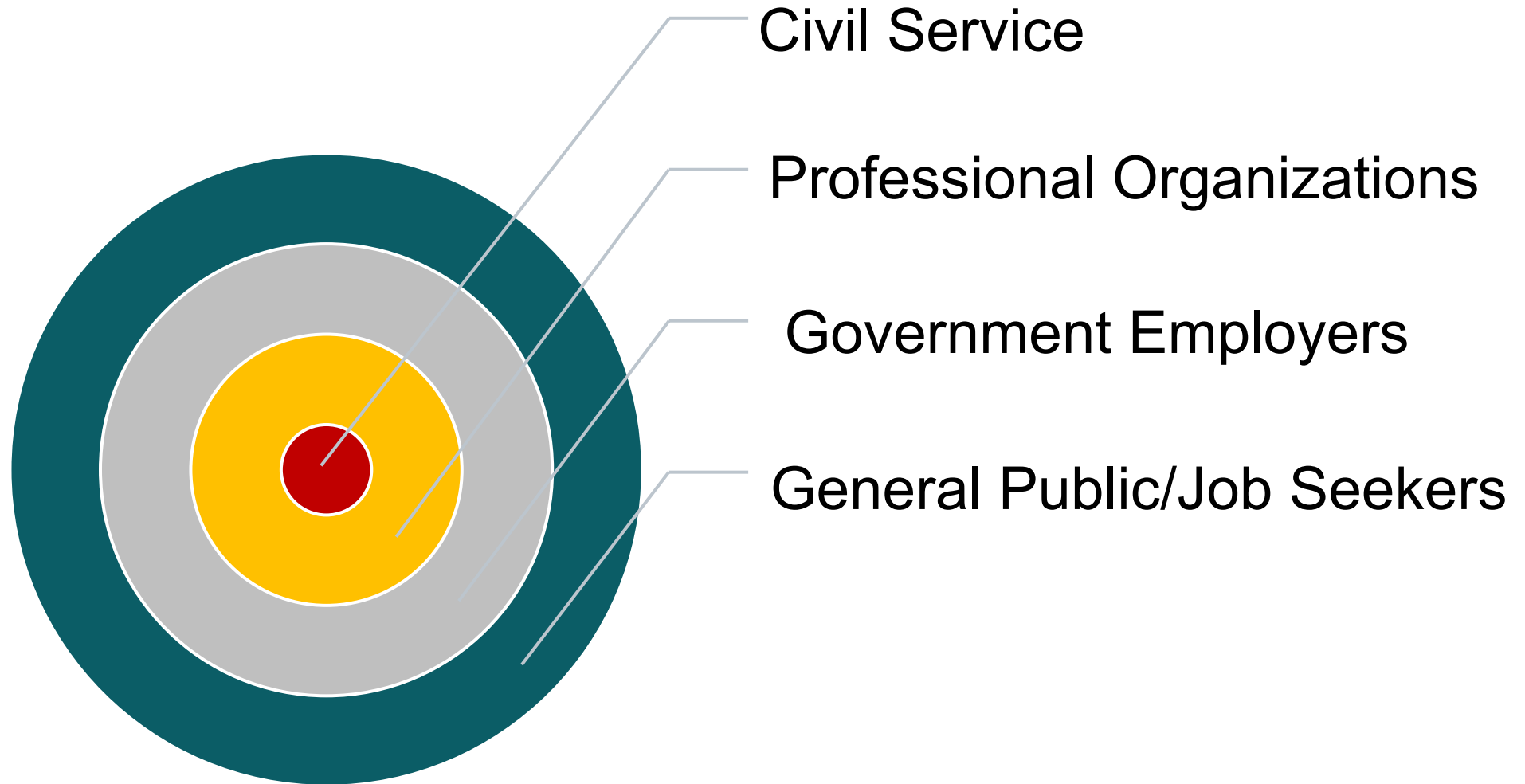


LOCAL USE OF CBTs

- Local civil service agencies will continue to use their own test sites for promotion exam needs.
- Once the CBT Centers are up and running, the Department will look at capacity on a case-by-case basis to see if they can be used for local promotion exams and public safety examinations.
- We will be exploring the use of the Cohoes CBT with a small group of agencies for the Entry-Level Law Enforcement Officer exam.

TRANSFORMATION COMMUNICATION STRATEGY

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TRANSFORMATION COMMUNICATION STRATEGY

- What is a vacancy-based Training & Experience (T&E) examination?
- Will the “rule of three” still apply to the vacancy-based T&E model?
- What is the NY HELPS program?



TRANSFORMATION COMMUNICATION STRATEGY

Goals

- Ensure accurate and consistent information about the Department's civil service transformation efforts is being communicated with all critical stakeholders.
- Leverage existing communication channels to further distribute information about the NY HELPS program and transformation activities and their benefits.
- Prepare State and local government employers for the changes to the civil service hiring model.

TRANSFORMATION COMMUNICATION STRATEGY

11 Forums Across New York State

January forums:

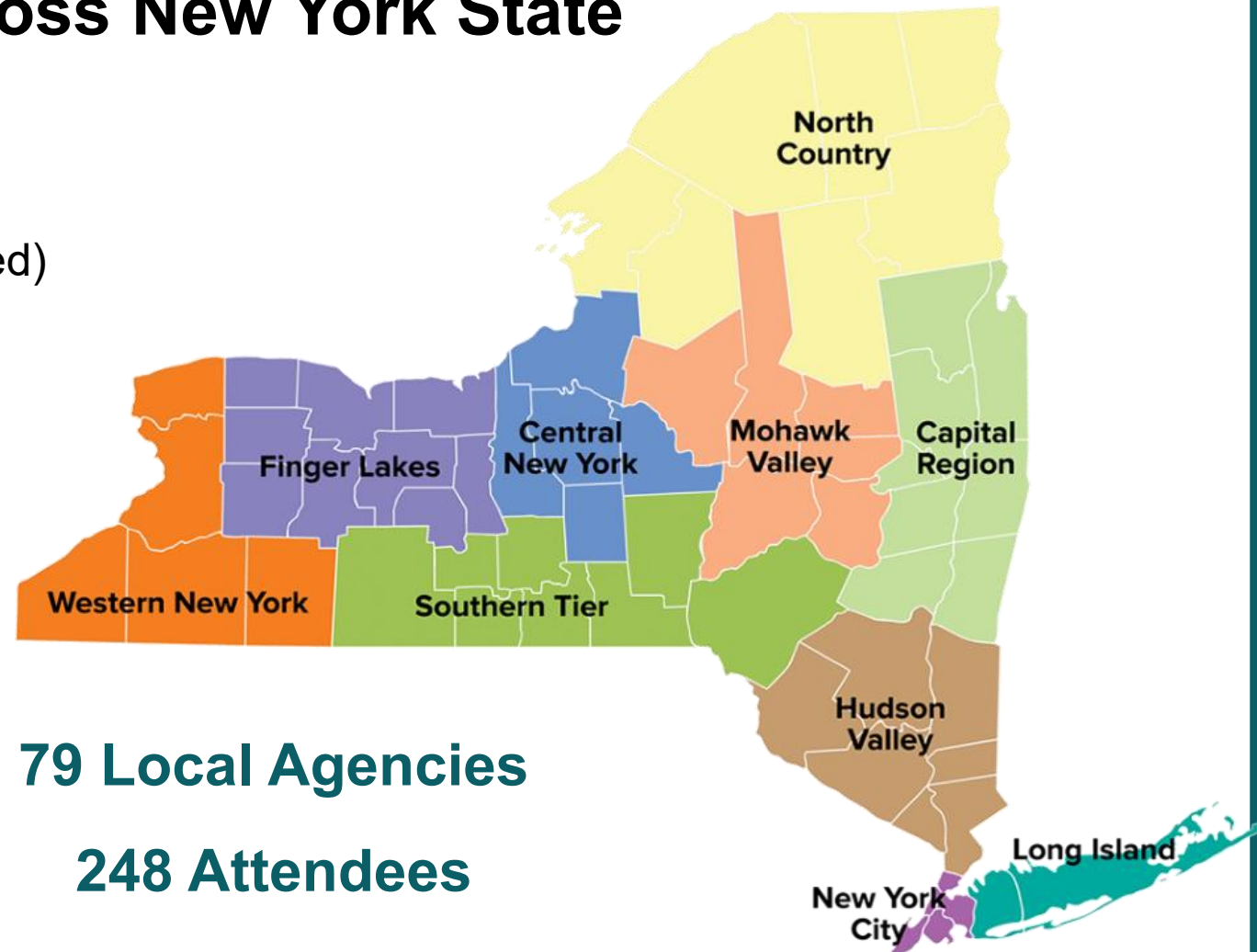
- 1/6: Mohawk Valley, Fonda
- 1/20: Capital Region #1, Rensselaer
- 1/27: Hudson Valley #1, White Plains (Canceled)
- 1/30: Northern NY, Piseco

February forums:

- 2/10: Central NY, Fulton
- 2/11: Finger Lakes, Penn Yan
- 2/17: Hudson Valley #2, Hyde Park
- 2/18: Long Island #2, Hauppauge

March forums:

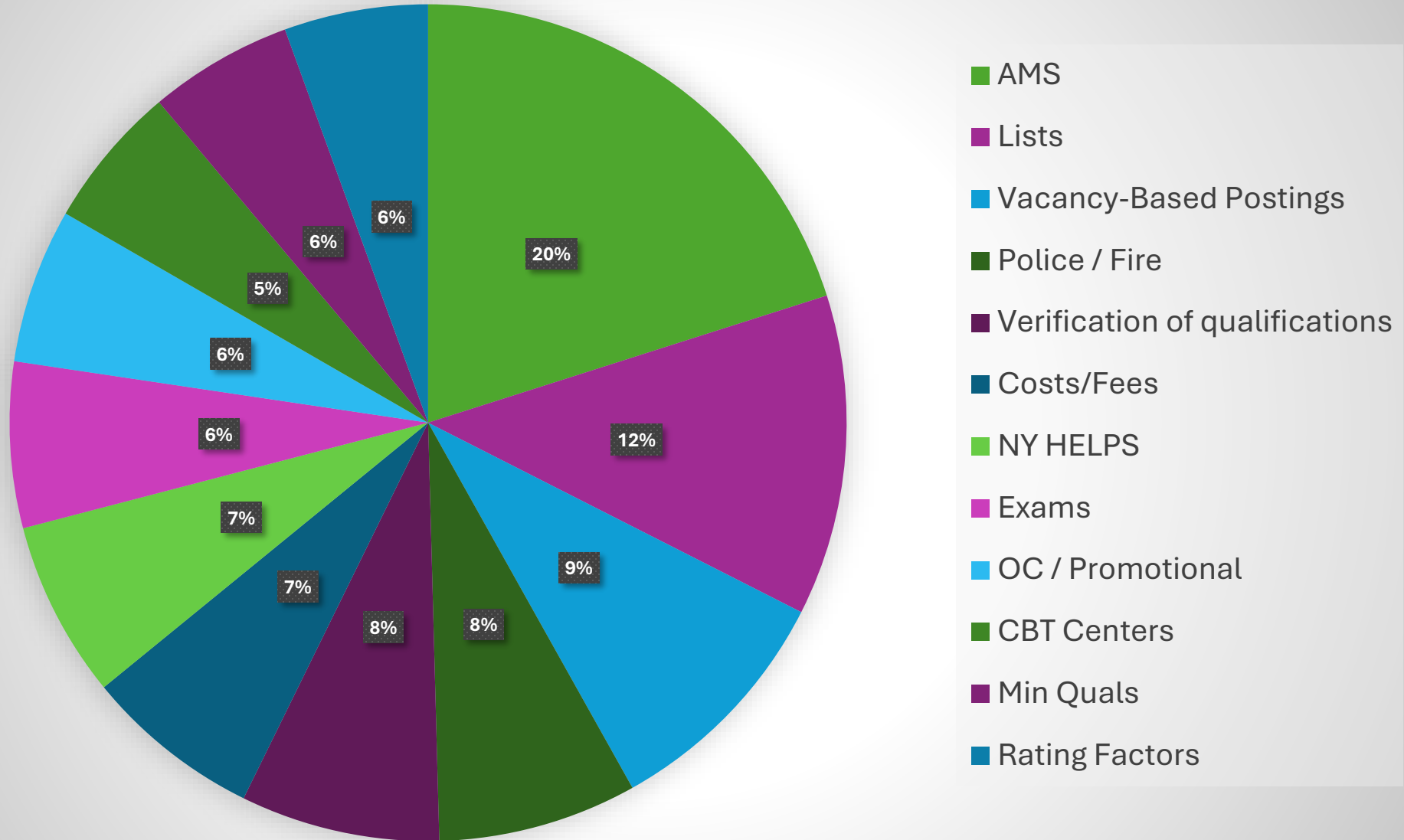
- 3/10: Western NY, Buffalo
- 3/11: Southern Tier, Binghamton
- 3/13: Long Island #2, Long Beach
- 3/16: Capital Region #2, Albany



79 Local Agencies

248 Attendees

TRANSFORMATION COMMUNICATION STRATEGY



TRANSFORMATION COMMUNICATION STRATEGY

- MSD Online
- Monthly Updates
- DCS Website
- Transformation FAQs

MSD Online

Transformation

Regional Forums

The New York State Department of Civil Service hosted a series of **Regional Forums on Transformation** between January and March of 2026. These forums were designed to engage directly with our local civil service agency partners, share updates on our transformation initiatives, and discuss the future direction of New York State as we work together to advance and modernize the civil service merit system. The Regional Forums provided an opportunity for both state and local civil service agencies to work together to advance and modernize New York State's civil service merit system.

As requested during the Regional Forums on Transformation, here is the study, [New York State's Civil Service Examination Process and Its Impact on Diversity in the Public Sector](#), conducted by the Rockefeller Institute of Government.

Monthly Updates

In addition, please find the monthly email updates provided to all local civil service agencies for your reference.

- [July 2025 Update](#)
- [August 2025 Update](#)
- [October 2025 Update](#)
- [November 2025 Update](#)
- [December 2025 Update](#)
- [January 2026 Update](#)
- [February 2026 Update](#)
- [March 2026 Update](#)
- [April 2026 Update](#)

Additional Resources

Visit the following site to stay connected and informed on our transformation efforts: [Civil Service Future State and Transformation](#)

PENDING QUESTIONS

- Who is verifying minimum qualifications?
- How will disqualifications work?
- Will applicants be able to upload documents to their profile?
- Will applicants still pay application fees?
- Can the new system help schedule interviews?
- Can we seek out potential applicants like LinkedIn?



TRANSFORMATION COMMUNICATION STRATEGY

- The Department of Civil Service will be utilizing organizational change management services including creating public awareness of the new model.
- This will include training materials for State and local government users of the AMS.
- A "train-the-trainer" model is anticipated.
- A variety of training resources will be developed for initial and on-going training needs.

TRANSFORMATION COMMUNICATION STRATEGY

Outcomes

- Commissioner Hogue featured on NYAOT “Talk of the Towns” [podcast](#)
- Regional Forum Report (coming soon)
- NY HELPS webinars hosted by NYSAC and NYCOM coming this Summer
- New partnerships and engagement opportunities:
 - NYS Personnel and Labor Relations Association
 - NYS Association of School Personnel Administrators
 - NYS Internal Control Association

QUESTIONS

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Department of
Civil Service

REWARDING CAREERS
IN PUBLIC SERVICE
START HERE!