



Department of
Civil Service

CIVIL SERVICE TRANSFORMATION

Updates and Next Steps

February 17, 2026

AGENDA

Transformation Approach

Transformation Updates

Stakeholder Engagement

Next Steps

TRANSFORMATION APPROACH

WHY ARE WE TRANSFORMING?

- Remove barriers for NYS employment including complexity and length of the process including complexity and length of process
- Provide consistent and intuitive job (exam) postings
- Increase frequency of vacancy-based examinations
- Improve accessibility of the Civil Service hiring process
- Compress timeframe from application (test) to hire
- Modify exam scoring to better match the right candidate to the right job
- Create a superior onboarding experience for candidates and hiring managers
- Repair current reputation of NYS as an outdated, out-of-touch, slow employer by replacing current procedures and systems with fast, efficient and intuitive processes which also maintain values of merit and fitness



WHY ARE WE TRANSFORMING?

- Although the NY HELPS program has been a game-changer by removing barriers such as the traditional lengthy examination process to streamline hiring across New York State, it was never meant to be a long-term solution.
- The program also comes with challenges including burdensome administration and limited communication between candidates and hiring agencies.
- That said, DCS needs a solution that builds off the success of NY HELPS by leveraging technology to streamline recruitment, modernize the hiring process, and improve efficiency.

OUR TRANSFORMATION APPROACH

- Uphold all mandates of merit and fitness as required by the NYS Constitution.
- Create efficiencies and a superior customer experience by streamlining, strengthening and automating Civil Service policies and practices AND systems.
- Open to new Civil Service Rules, Regulations and possibly Laws that advance the Merit System goals of protecting employee rights, promotional opportunities and career advancement.
- Not reduce or take away any current employee rights, protections or entitlements to create efficiencies.
- Be practicable and sustainable to administer and maintain the future Merit System hiring model.

TRANSFORMATION EFFORTS

- **Implement a new Jobs Portal and Applicant Management System (AMS)**
- **Transform Open-Competitive Testing**
 - Shift from paper and pencil, multiple-choice tests to computer-based, training and experience (T&E) tests for most open-competitive titles
- **Transform Promotion Testing**
 - Shift from paper and pencil, multiple-choice tests to computer-based, multiple-choice tests for promotion titles
 - Implement a new web-based testing (WBT) system to administer and score computer-based tests
 - Open computer-based testing (CBT) centers throughout NYS

TRANSFORMATION UPDATES

1 JOBS PORTAL AND APPLICANT MANAGEMENT SYSTEM

NY HELPS has been a game-changer by removing barriers such as the traditional lengthy examination process to streamline hiring across New York State.

We cannot go back to the way things had been done before.

- The contract for the Jobs Portal and Applicant Management System is fully executed. The selected vendor is Regiment Technology Group, and the Department will work with them to implement Eightfold, the software solution for the new applicant management system.

- The new system will build off the success of NY HELPS by leveraging technology to stream-line recruitment, modernize the hiring process, and improve efficiency.
- We are currently in a 12-15 week analysis period with the vendor to discuss functionality. After this period, the Department will have more information to share on the overall project timeline that considers all stakeholders.

APPLICANT MANAGEMENT SYSTEM & EVALUATION PORTAL

JOB SEEKER BENEFITS:

Improves, demystifies and modernizes the overall jobseeker experience, leading to a larger pool of candidates for agencies and enhanced reputation of New York State as an employer of choice by:

- Matching active, interested candidates with relevant job openings based on their education, experience, and skills to improve job offer outcomes.
- Streamlining the application process by saving candidates profiles for easy, repeated use.
- Ensuring clear and consistent communication throughout the hiring process.



AGENCY BENEFITS:

Reduces the overall time and associated cost of hiring, onboarding and retaining qualified staff by:

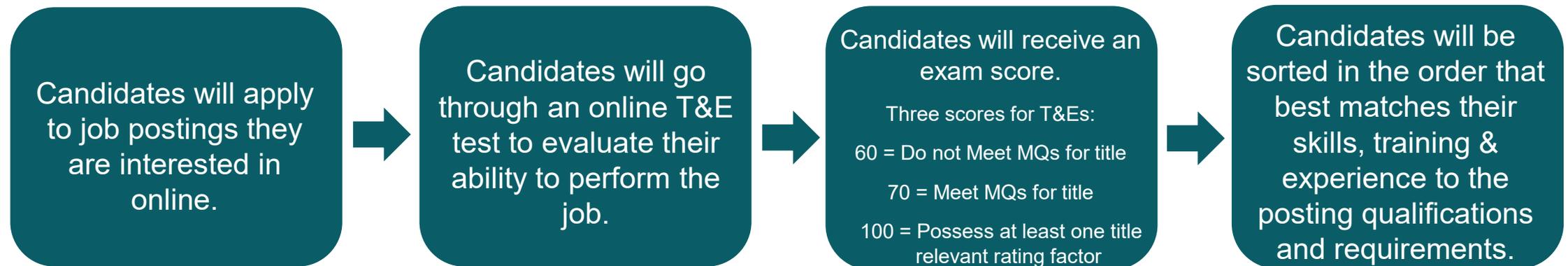
- Automating routine recruiting and onboarding tasks, allowing HR to focus on strategic priorities and candidate communication.
- Offering advanced reporting, dashboards, and tracking not available in current manual processes.
- Enabling data-driven decision-making for improved recruiting, training and hiring practices.
- Reducing time-to-hire by minimizing administrative burdens.

TRANSFORMATION UPDATES

2 VACANCY-BASED TRAINING & EXPERIENCE EXAMS – JOBS OPEN TO THE PUBLIC

- Through the new Jobs Portal and Applicant Management System, we will transition to holding most state and local open-competitive exams via vacancy-based training & experience (T&E) exams.
- The Department has used T&Es for decades, and they are currently utilized to assess and hire candidates for a broad range of open-competitive, entry level titles including high-volume titles such as Correction Officer and Motor Vehicle Representative, as well as a variety of professional titles such as Attorneys, Engineers, Child Protective Specialists, and Nurses.

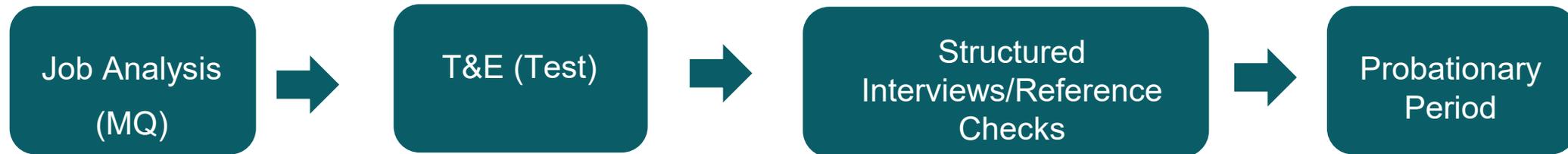
PROCESS



Benefits – Convenient for jobseekers, efficient scoring, alignment with other governments.

TRANSFORMATION UPDATES

Systematic, Competitive Evaluation of Job Seekers Merit and Fitness



T&Es will be scored with **two passing scores**: 70 and 100

- 60 = Does not meet minimum qualifications for the title
- 70 = Meet minimum qualifications for title**
- 100 = Possess at least one title-relevant rating factor**

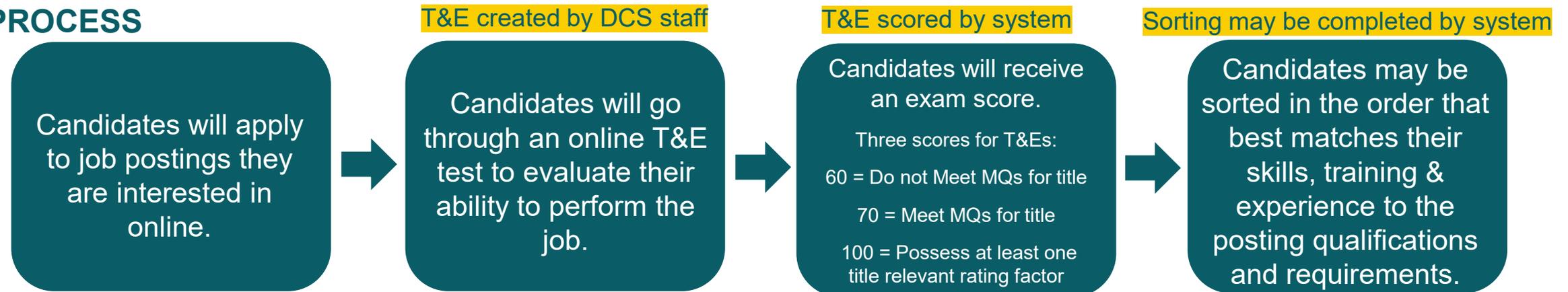
Multiple Paths to 100; Veterans and/or promotion credits added when applicable to determine a final score.

This model competitively assesses merit and fitness through a systematic evaluation of jobseekers matching the most qualified candidates with open positions quickly and equitably.

TRANSFORMATION UPDATES

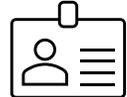
- Automated review tool may be used by state agencies to help screen candidates for preferred qualifications and requirements.
- Under the DCS proposed model, agencies are under no obligation to use the automated sorting/filter features, nor hire candidates that the system believes are the best match.
- As long as a candidate has a reachable score on the T&E, they may be hired no matter how they are sorted by the system.
- Under the proposed model there must always be a human in the loop and as the final decision maker.

PROCESS



TRANSFORMATION UPDATES

TRANSFORMING THE JOBSEEKER EXPERIENCE: VACANCY-BASED EXAMS

	Typical Process Duration	Min. Job Search Length	Max. Job Search Length
 Create online profile	1 day	1 day	1 day
 Apply to a current exam/vacant position with a click of a button	As soon as profile completed	1 day	1 day
 Resumé, employment application, assessment of training and experience (T&E) against minimum qualifications/rating factors sent to hiring agencies	As soon as deadline passes	1 day	2 weeks
 Interview and receive offer	30-60 days	1 month	2.5 months
 First day on the job.	30-60 days	2 months	4.5 months

TRANSFORMATION UPDATES

TRANSFORMED OPEN-COMPETITIVE JOBS ARE A WIN **ACROSS THE BOARD**

Timeframe	Efficient for jobseekers	Increased pool of interested applicants	Efficient for hiring agencies
Before NY HELPS	X	X	X
NY HELPS	✓	✓	X
Transformation	✓	✓	✓



The transformation approach combines the **proven NYS T&E Exam Model** with **Automated Applicant Management** to create one **centralized automated T&E** for most open-competitive examinations.

3 EXTEND NY HELPS FOR LOCAL GOVERNMENT USE

- Locals are very supportive of NY HELPS and would like more coordination and communication on the new Jobs Portal and Applicant Management System to ensure a successful transition to the future state.
- The Department will be requesting an extension of the NY HELPS program for local use beyond June 2026 from the New York State Civil Service Commission. The extension will allow more time for local engagement and input into the transformation process.



The Department recently hit the road to meet with local stakeholders to further hear from them.

4 TRANSFORM PROMOTION EXAMS: COMPUTER BASED TESTING CENTERS

- Promotion exams are shifting to computer-based multiple-choice exams held in CBT Centers.
- A new web-based testing system has been implemented to manage and schedule exam candidates, as well as administer and score computer-based exams more efficiently.
- The Department successfully held its first computer-based promotion exam at the CBT Center in Cohoes in January 2026.
- In the coming weeks, additional computer-based promotion exams will be held at CBT Centers in Syracuse, Rochester, and Buffalo.



TRANSFORMATION UPDATES

CBT CENTER TIMELINE AND STATUS

- The Department is on schedule and expects to open additional Testing Centers in Calendar Year 2026, including sites in **Long Island, Newburgh, Schenectady,** and **Lower Manhattan.**
- For Calendar Year 2027, the Department plans to open sites located in **Binghamton, North Country and Utica,** along with a second **Capital District** and both **NYC** metropolitan locations.
- Of these locations, the status of the leases and sites as of today is as follows:

Open and Operational

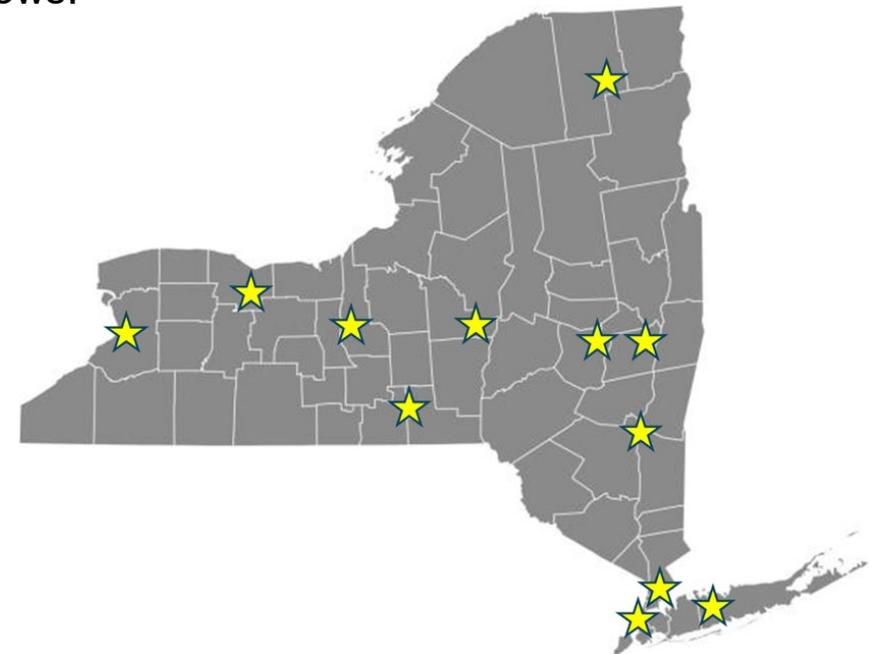
- Cohoes
- Syracuse
- Rochester
- Buffalo

Leases In Negotiations

- NYC (2 locations)
- Long Island
- Newburgh
- Schenectady
- Binghamton

Site Search Ongoing

- Utica
- North Country



WHAT TO EXPECT AT A CBT CENTER

What to Expect at the Computer-Based Testing Center



Department of
Civil Service

STAKEHOLDER ENGAGEMENT

STAKEHOLDER ENGAGEMENT

Over the past several months, the Department has been engaging with state agency HR personnel, local civil service agency HR personnel, major unions, and legislative partners to present the future state transformation plans for open-competitive and promotional hiring within public service.

- This engagement has included in-person meetings, virtual presentations, phone calls, surveys, and regular email updates.
- The Department also launched a new webpage dedicated to Civil Service transformation efforts at cs.ny.gov/transformation.



NEXT STEPS

NEXT STEPS

- Provide additional guidance to state agencies regarding computer-based, promotion exams administered at CBT Centers, including leave policies to take examinations.
- Give inaugural CBT exams in Syracuse, Buffalo & Rochester.
- Continue to drive CBT Center construction.
- Work with OGS to find and secure additional CBT Centers sites in Utica/North Country.
- Continue meetings with state and local agencies to assist in determining the processes and workflows that will be incorporated in the applicant management system.
- Continue T&E development for open-competitive titles and begin agency review sessions in April.
- Work with ITS and agency partners to develop an HR system technology roadmap for integrations and system interfaces.
- Develop enterprise-wide guidance, templates, best-practices

We will continue to engage with all stakeholders and provide routine updates on our progress.

QUESTIONS?



**Department of
Civil Service**