B-27

STATE OF NEW JERSEY

In the Matter of David Forbes, Principal Technician, MIS (M0851S), Lawrenceville

CSC Docket No. 2015-2802

FINAL ADMINISTRATIVE ACTION OF THE CIVIL SERVICE COMMISSION

Examination Appeal

ISSUED: MAY 20 2015 (RE)

David Forbes appeals the correct answer to four questions on the examination for Principal Technician, MIS (M0851S), Lawrenceville. It is noted that appellant passed the examination with a final average of 76.370 and a rank of 7th.

This was a 90-question multiple choice examination administered on March 26, 2015 to 14 candidates. On appeal, the appellant challenged the correct response to questions 3, 4, 79 and 80. It is noted that the appellant selected the correct response to question 4 and, therefore, his appeal of this question is moot. Upon review of the appellant's arguments, the Division of Test Development and Analytics agreed to double key question 79. The original key was option a, and the appellant selected option d, which is now also a correct response.

Question 3 pertained to a subset of questions designed to measure the ability to analyze information and draw conclusions. Fictitious information and data were given to the candidates in bulleted form. For each question, candidates were instructed to select the answer containing the least number of facts needed to obtain a solution or which pertained directly to the question. For question 3, he selected option b, which had two facts, and asserts that specific offices could not be identified by the facts provided.

Question 80 provided a screen shot and asked for the action to be taken when encountering this screen. The keyed response was option c, run your agency's antivirus software in order to protect the user's computer. The appellant selected option d, run your agency's antivirus software as well as at least one other

independent antivirus software to ensure thorough protection. In support, the appellant argues that no antivirus software can detect all malicious software, and scanning with a secondary scanner supplied by another vendor would reduce the margin of error of false negatives, or misdetections. He also argues that re-imaging the hard drive might be required to regain functionality of a computer and maintain security of the network. He states that virus prevention includes running an anti-virus at all times, actively scanning the computer in real-time, as well as running another anti-virus initiated manually on a frequent basis or when a virus is discovered by the active anti-virus.

CONCLUSION

In regard to question 3, a review of this question indicates that the keyed response is correct, and the appellant is simply mistaken. The facts evident in the key provide the names of the offices. The appellant's selection did not include facts which would identify one of the three offices.

Question 80 had been reviewed and approved by a Subject Matter Expert (SME), a person proficient in the information technology field. The SME indicated that under no circumstances should a technician scan an agency computer with software that has not been vetted and approved for use in that agency's network. Using non-approved software could cause more harm to the computer as well as to the agency's network. The keyed response is the best response.

A thorough review of the record indicates that, except for question 79, the determination of the Division of Test Development and Analytics was proper and consistent with Civil Service Commission regulations, and that appellant has not met his burden of proof in this matter.

ORDER

Therefore, it is ordered that question 79 be double keyed to options a and d, and the remainder of the appeal be denied.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

DECISION RENDERED BY THE
CIVIL SERVICE COMMISSION ON
THE 20th DAY OF MAY, 2015

Robert M. Czech

Robert M. Czech
Chairperson
Civil Service Commission

Inquiries
and
Correspondence

Henry Maurer
Director
Division of Appeals and Regulatory Affairs
Civil Service Commission
Written Record Appeals Unit
P.O. Box 312
Trenton, New Jersey 08625-0312

c: David Forbes
Dan Hill
Joe Denardo
Joseph Gambino