

INFORMATION, TECHNOLOGY, AND GENERAL SERVICES COMMITTEE REPORT and COMMUNICATION FROM CHAIR, PERSONNEL AND ANIMAL WELFARE COMMITTEE, relative to civil service examination computer-based testing for the hiring of new employees by the City of Los Angeles.

Recommendations for Council action, as initiated by Motion (Rodriguez – Koretz):

1. APPROVE the Personnel Department report dated October 18, 2017 relative to the resources necessary to develop a pilot program for civil service examination computer-based testing for the hiring of new employees by the City of Los Angeles.
2. DIRECT the Information Technology Agency (ITA) to report with recommendations for the use of technology to enhance the Personnel Department's computer-based civil service examination testing.

Fiscal Impact Statement: None submitted by the Personnel Department. Neither the City Administrative Officer nor the Chief Legislative Analyst has completed a financial analysis of this report.

Community Impact Statement: None submitted.

#### SUMMARY

On September 26, 2017, Council considered Motion (Rodriguez – Koretz) relative to civil service examination computer-based testing for the hiring of new employees by the City of Los Angeles. Motion states that technology has created new opportunities for the City to enhance its current Civil Service hiring process. Computer-based testing would allow for exams to be conducted on a more frequent basis and at locations more accessible to our communities, such as City libraries. This approach could also provide faster results for job applicants and create a continuous eligibility list. Motion movers go on to state that new technologies allow for the monitoring of remote testing to protect the integrity of the examination process.

Motion movers recommend that the Personnel Department and ITA identify the electronic tools and technologies that are available to enhance the City's existing hiring process and develop a pilot program for computer-based testing. Council referred Motion to the personnel and Animal Welfare Committee for consideration. Subsequently, Motion was also referred to the Information, Technology, and General Services Committee.

In its October 18, 2017, report, the Personnel Department states that Selection Division staff has researched and recently conducted pilot tests for Civil Service multiple-choice tests to be administered online and proctored remotely. The Anytime Anywhere testing model allows candidates to take an online test from any location and would include online proctoring to ensure test confidentiality and integrity. This type of testing is also aimed at improving the candidate's experience as it would allow candidates to take the test in a setting where they feel most comfortable, select a date and time that works best for them, and would avoid the need to commute to a specified location in Los Angeles. Equipment requirements are fairly minimal: a personal computer, laptop, or tablet and a webcam in order to proctor the candidate. Since 2015,

the Personnel Department has offered candidates in specific exams the ability to take multiple-choice tests at test centers outside the City and across the country through a contractor.

The Personnel Department goes on to report that in June, 2017, multiple-choice tests for the Electrical Engineering Drafting Technician and Plumbing Inspector examinations were administered online. Candidates were allowed to schedule themselves for the test and they were proctored online. Over 70 candidates were administered online tests and were scored and processed. Applicants responded favorably to their overall experience and stating they would prefer this testing approach moving forward.

The Personnel Department believes more tests should be administered online. To do so, additional budget funds are required for testing and proctoring. Staff has identified the systems currently available to carry out the Anywhere Anytime testing model. The Department has a current active Request for Qualifications for remote proctoring. The Department states that online remote proctoring is the future of testing and an innovative approach to testing that would assist in acquiring the most qualified candidates.

At their meeting held October 24, 2017, the Information, Technology, and General Services Committee and the Chair of the Personnel and Animal Welfare Committee discussed this matter with representatives of the Personnel Department and ITA. The Personnel Department representatives stated that candidates have expressed strong support for online testing. The Department intends to poll hiring Departments after new employees are hired from the list. Additional funding is needed to continue offering online job examinations. The General Manager, ITA, stated that online testing can improve the quality and diversity of the job applicant candidate pool. By administering job examinations closer to the hiring date, the City will attract better candidates. To reduce exam proctoring costs, the City can conduct examinations at traditional test centers and combine examinations. Committee members suggested that staff conduct examinations on college campuses and determine if City job examinations can be administered in conjunction with examinations conducted by other agencies. It was also suggested that the Personnel Department seek reimbursement from proprietary departments for the cost of online job examinations. The Information, Technology, and General Services Committee and the Chair of the Personnel and Animal Welfare Committee recommended that Council approve the Personnel Department report and direct ITA to report with recommendations for the use of technology to enhance computer-based civil service examination testing.

Respectfully Submitted,

INFORMATION, TECHNOLOGY, AND GENERAL SERVICES COMMITTEE



MEMBER      VOTE

RODRIGUEZ: YES

BLUMENFIELD: ABSENT

O'FARRELL: YES



PERSONNEL AND ANIMAL WELFARE COMMITTEE

<u>MEMBER</u>	<u>VOTE</u>
KORETZ:	YES
PRICE:	ABSENT
ENGLANDER:	ABSENT

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