

SUMMARY

Controls over the Civil Service Exam Process at MTA Bridges and Tunnels MTA/OIG #2013-06

In 2011, B&T assumed responsibility for developing and administering its own Civil Service exams that were previously the responsibility of the New York City Department of Citywide Administrative Services (DCAS). OIG conducted an assessment of the agency's Civil Service examination development process to determine whether B&T has established effective internal controls to ensure from the outset that examination materials, including potential and selected exam questions and answers, are properly secured.

While B&T has established confidentiality agreement to discourage members of the exam development team from disclosing exam information to other employees or prospective exam candidates, we believe that the security of exam information could be further enhanced by requiring the members to disclose any relatives and close friends taking or scheduled to take the exam under development. Additionally, each hiring department is allowed to establish its own exam security practices, which are based on past experience with DCAS, rather than in accordance with any formal guidelines. OIG recommends that exam security practices should be standardized and formalized in writing to ensure a consistent and reliable process.