
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Management Operations Analyst I & II** jobs. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. ORGANIZATIONAL PROBLEM SOLVING (22 Questions)

The Management Operations Analyst job requires the employee to identify organizational or procedural problems and effectively resolve these problems. A Management Operations Analyst must have the capacity to logically examine a problem, identify the various organizational components involved and take appropriate action to resolve the problem with minimal disruption to the organization's established work flow. The questions in this test section assess your ability to resolve various organizational or procedural problems and answer questions regarding various components of problem resolution. Specific test question topics include:

- Organizational human resource allocation;
- Work flow studies;
- Developing and implementing changes in work procedures;
- Establishing or revising organizational structures, lines of authority and reporting relationships;
- Workforce planning;
- Workload analysis and work simplification programs;

II. READING COMPREHENSION (28 Questions)

The ability to accurately read and understand information is an extremely important part of this job. Employees may be required to conduct research, prepare reports and read documentation including statutes, agency procedural manuals and regulations. The questions in this test section test your ability to read and comprehend technical written material, documents and instructions. You are given passages to read and then are asked to interpret the information presented in the passage. The information you will be reading includes:

- Organizational work procedures;
- Legislation and regulations;
- Excerpts from policy manuals;
- Management and production methods.

<p>Note: The open competitive testing process for each title uses both a written (multiple choice) test and an evaluation of the applicant's training and experience using information collected from a supplemental examination questionnaire. Both test components are scored; minimum passing scores are required on each component to receive an eligible category grade. The scores are combined and an open competitive category grade based on the combined score is issued.</p>
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