



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.

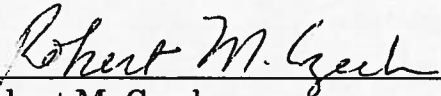
A thorough review of the record indicates that, except for question 79, the determination of the Division of Test Development and Analytics was proper and consistent with Civil Service Commission regulations, and that appellant has not met his burden of proof in this matter.

### 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 20<sup>th</sup> DAY OF MAY, 2015

  
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