

# ADMINISTRATIVE ANALYST PRACTICE EXAM (SAMPLE)

## STUDY GUIDE



## SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

## 1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

## 2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

## 3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

## 4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

## 5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

## 6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

## Questions

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- 1. What best describes a service level agreement (SLA) in public contracts?**
  - A. A binding contract for construction projects.
  - B. A document that outlines the organization's mission.
  - C. An agreement defining service standards, performance metrics, and remedies; ensures accountability and consistency with vendors.
  - D. A technical specification for software development only.
- 2. What is data governance?**
  - A. Data encryption and security only.
  - B. A narrow IT function for database administration.
  - C. Data quality metrics for reporting purposes only.
  - D. Systematic management of data availability, usability, integrity, security, and privacy across the organization.
- 3. The basic authority which states that class descriptions are descriptive and explanatory and not restrictive is:**
  - A. Administrative Code
  - B. City Charter
  - C. Personnel Manual
  - D. City Ordinances
- 4. The Department of Public Works is responsible for land use development.**
  - A. Planning Department
  - B. Department of Public Works
  - C. Building & Safety
  - D. Housing Authority
- 5. What is open data and why is it relevant to administrative analysts?**
  - A. Data that is encrypted and accessible only to executives.
  - B. Publicly accessible datasets that promote transparency, accountability, and informed decision-making.
  - C. Data collected privately by vendors.
  - D. Data that cannot be shared with the public.

- 6. What is sampling error and how is it quantified?**
- A. Sampling error is the difference between the population parameter and the sample statistic, quantified by p-values.
  - B. Sampling error is the discrepancy between a sample statistic and the population parameter, quantified by margin of error and confidence level.
  - C. Sampling error is always zero in a random sample.
  - D. Sampling error is the difference in means between two samples.
- 7. Which topic best describes the relationship between Schedule A and DPOs in the Administrative Code?**
- A. Salaries; positions authorities
  - B. Salaries; budgets
  - C. Salaries; hiring authorities
  - D. Salaries; job classifications
- 8. Which department administers the Section 8 Housing Program?**
- A. Community Development Department
  - B. Public Housing Office
  - C. General Services Division
  - D. Housing Authority
- 9. After the final budget is submitted to the Council, who may modify it?**
- A. Mayor and CAO
  - B. City Council
  - C. Council Only
  - D. Budget Committee
- 10. If an ADA complaint receives an unsatisfactory resolution, where may an employee file an additional complaint?**
- A. Equal Employment Opportunity Commission
  - B. Board of Civil Service Commissioners (OCDR)
  - C. City Council Ombudsman
  - D. Human Resources Department

## **Answers**

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1. C
2. D
3. A
4. A
5. B
6. B
7. A
8. D
9. B
10. B

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## **Explanations**

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## 1. What best describes a service level agreement (SLA) in public contracts?

- A. A binding contract for construction projects.
- B. A document that outlines the organization's mission.
- C. An agreement defining service standards, performance metrics, and remedies; ensures accountability and consistency with vendors.**
- D. A technical specification for software development only.

*An SLA is a formal agreement within a contract that specifies the level of service you should receive, how that service will be measured, and what happens if the provider falls short. In public contracts, it sets clear, observable standards for service delivery—such as availability, response and resolution times, support hours, and reporting requirements—and ties those standards to remedies like service credits or contract remedies. This creates accountability by detailing metrics, how they're monitored, who is responsible, and how performance is reported, so both sides know what's expected and can verify performance. It helps ensure consistent, reliable service and supports value-for-money and risk management for the public entity. The other descriptions don't fit as well. A binding contract for construction focuses on project delivery rather than ongoing performance against service standards. A document outlining an organization's mission is a high-level statement, not about service delivery. A technical software specification targets specific technical requirements, not the ongoing performance, measurement, and remedies that an SLA covers.*

## 2. What is data governance?

- A. Data encryption and security only.
- B. A narrow IT function for database administration.
- C. Data quality metrics for reporting purposes only.
- D. Systematic management of data availability, usability, integrity, security, and privacy across the organization.**

*Data governance is the systematic management of data across an organization to ensure it is available, usable, reliable, secure, and private. It involves setting policies and standards, assigning data stewardship roles, managing data quality and metadata, controlling access, and overseeing the data lifecycle. This broad, cross functional approach ensures data can be trusted and used consistently for decision making and compliance. The comprehensive description reflects the full scope of governance, covering availability, usability, integrity, security, and privacy across the organization. The other options describe narrower aspects—security alone, a limited IT function, or only data quality metrics for reporting—which do not capture the full, organization wide governance effort.*

**3. The basic authority which states that class descriptions are descriptive and explanatory and not restrictive is:**

**A. Administrative Code**

B. City Charter

C. Personnel Manual

D. City Ordinances

*In public administration, class descriptions should outline the typical duties and responsibilities of a position rather than pinning it down to a rigid, exclusive list. The Administrative Code provides the formal framework for the classification system, including the official class descriptions. It treats these descriptions as descriptive and explanatory—guiding hiring, compensation, and scope—while allowing flexibility for tasks that fall within the class's general duties. That's why this option is the best fit: the Administrative Code is the basic authority that establishes how classifications and their descriptions are to be understood. The other documents serve different purposes: a City Charter defines the city's structure and broad powers, City Ordinances enact local laws, and a Personnel Manual may present internal policies but is not the primary authority governing classifications and the descriptive nature of class descriptions.*

**4. The Department of Public Works is responsible for land use development.**

**A. Planning Department**

B. Department of Public Works

C. Building & Safety

D. Housing Authority

*The main idea is understanding which city department handles land use planning versus infrastructure and safety roles. Land use development—things like zoning, long-range plans, and reviewing proposed developments—belongs to the Planning Department, which focuses on policy, zoning, and guiding how land is used across the city. The Department of Public Works, by contrast, concentrates on the physical aspects of development—building and maintaining streets, utilities, and public infrastructure—rather than making planning decisions. Building & Safety is the department that issues permits and enforces building codes, ensuring structures meet safety standards, while the Housing Authority manages public housing programs. So the Planning Department is the best fit for land use development because it's the office responsible for planning policy, zoning decisions, and coordinating development with the city's master plan.*

## 5. What is open data and why is it relevant to administrative analysts?

- A. Data that is encrypted and accessible only to executives.
- B. Publicly accessible datasets that promote transparency, accountability, and informed decision-making.**
- C. Data collected privately by vendors.
- D. Data that cannot be shared with the public.

Open data means publicly accessible datasets that promote transparency, accountability, and informed decision-making. For administrative analysts, this matters because it provides real-world information on how programs perform, budgets, and service delivery, enabling you to analyze trends, benchmark against other jurisdictions, and communicate findings to policymakers and the public. Because open data is intended to be freely available and often published in machine-readable formats with clear licensing, it's easier to combine datasets and build dashboards that support evidence-based decisions and oversight. It also invites scrutiny and engagement from citizens, which can lead to better governance. Data that are encrypted and accessible only to executives, or data collected privately by vendors, or data that cannot be shared with the public, do not fit open data because they restrict access or public use. The essence of open data is public accessibility and a focus on transparency and informed decision-making.

## 6. What is sampling error and how is it quantified?

- A. Sampling error is the difference between the population parameter and the sample statistic, quantified by p-values.
- B. Sampling error is the discrepancy between a sample statistic and the population parameter, quantified by margin of error and confidence level.**
- C. Sampling error is always zero in a random sample.
- D. Sampling error is the difference in means between two samples.

Sampling error is the natural difference between a sample statistic and the population parameter it estimates. It arises because a sample is only a portion of the whole population, so the estimate (like a sample mean or proportion) won't be exactly equal to the true population value every time. We quantify this uncertainty with the margin of error and the confidence level. The margin of error represents the largest expected difference between the sample statistic and the population parameter for a given confidence level, and the confidence level (such as 95%) expresses how often such intervals would contain the true parameter if you repeated the study many times. For example, a poll might report 52% support with a margin of error of  $\pm 3$  percentage points at 95% confidence, meaning the true support in the population is likely between 49% and 55%. P-values, while related to hypothesis testing, measure the probability of observing the data (or something more extreme) if a null hypothesis is true, and do not quantify sampling error. The idea that sampling error is zero in a random sample is incorrect because random variation always introduces some discrepancy between the sample and the population. And the difference in means between two samples describes a comparison between samples, not the discrepancy between a sample statistic and the population parameter.

**7. Which topic best describes the relationship between Schedule A and DPOs in the Administrative Code?**

- A. Salaries; positions authorities**
- B. Salaries; budgets
- C. Salaries; hiring authorities
- D. Salaries; job classifications

*The main idea is how Schedule A positions are tied to who can fill them and what they are paid. Schedule A sets the pay for certain exempt titles, and the DPOs are the officials who have the authority to appoint people into those titles. So the right way to describe the relationship is that salaries are linked to specific positions, and the appointment authority (the DPOs) governs who may occupy those positions. This isn't about budgets, general hiring processes, or broad job classifications; it's about the pay attached to Schedule A titles and the official authority to fill them.*

**8. Which department administers the Section 8 Housing Program?**

- A. Community Development Department
- B. Public Housing Office
- C. General Services Division
- D. Housing Authority**

*Section 8 is a federal program that is delivered locally through the Housing Authority. The local Housing Authority, sometimes called the Public Housing Agency, is the agency designated to administer the Housing Choice Voucher program. It handles the key tasks: screening and eligibility, issuing vouchers, coordinating with landlords, conducting inspections to ensure housing quality, and making subsidy payments. Other departments like Community Development typically oversee broader housing and development initiatives, while a Public Housing Office focuses on on-site public housing units rather than vouchers; General Services handles internal city operations. Because administering Section 8 is the responsibility of the Housing Authority, that department is the correct choice.*

**9. After the final budget is submitted to the Council, who may modify it?**

- A. Mayor and CAO
- B. City Council**
- C. Council Only
- D. Budget Committee

*Modifying a budget is a decision reserved for the legislative body that adopts the budget. Once the final budget is before the Council, the authority to change it rests with the City Council itself. The council reviews, debates, and votes on amendments, making it the sole entity with the formal power to alter the numbers or allocations. The mayor and CAO can propose changes and provide information to inform those decisions, but they do not have unilateral authority to modify the budget on their own. The Budget Committee typically serves to study proposals and recommend changes, but it does not independently implement modifications without council approval.*

**10. If an ADA complaint receives an unsatisfactory resolution, where may an employee file an additional complaint?**

- A. Equal Employment Opportunity Commission
- B. Board of Civil Service Commissioners (OCDR)**
- C. City Council Ombudsman
- D. Human Resources Department

*When an ADA-related issue within a city's civil service system doesn't get a satisfactory resolution, the formal path to challenge the outcome is through the Board of Civil Service Commissioners (OCDR). This board handles appeals and independent reviews of personnel actions and discrimination complaints within the civil service, providing a structured opportunity for an employee to request reconsideration or a different remedy. It operates as the official civil service dispute-resolution body, offering due process beyond the initial internal actions. The other options serve different roles. The Equal Employment Opportunity Commission is a federal agency for enforcing EEO/ADA rights and is not the immediate internal appeal avenue in a city civil service context. The City Council Ombudsman addresses general city-service concerns from residents rather than specific personnel disputes. The Human Resources Department is the internal HR unit; after exhausting internal remedies, the civil service board is the proper next step for an official appeal.*

## Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).

Or visit your dedicated course page for more study tools and resources:

<https://administrativeanalyst.examzify.com>

We wish you the very best on your exam journey. You've got this!

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