

## Udělení kreditů za absolvování zahraniční stáže v rámci doktorského studia

**Student** Fakulty ekonomicko-správní, Univerzity Pardubice:

Příjmení:	FEBIRI		
Jméno:	Frank	Osobní číslo v IS STAG:	E190051
Studijní program / příp. specializace	System Engineering and Informatics / Informatics in Public Administration		
Rok studia:	4.		


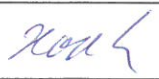

**Instituce** (univerzita/vědecko-výzkumné pracoviště), kde byla(y) stáž(e) vykonána(y):

Název instituce:	European Central Bank
Město / Stát:	Frankfurt, Německo
Délka trvání stáže:	13. 2. 2023 – 10. 4. 2023

Název instituce:	
Město / Stát:	
Délka trvání stáže:	

Název instituce:	
Město / Stát:	
Délka trvání stáže:	

**Přidělení kreditů** za absolvovanou(né) stáž(e):

	Navrhovaný počet kreditů:	Stanovisko:	Datum:	Podpis:
Školitel doktoranda: doc. Ing. Miloslav Hub, Ph.D.	20	DOPORUČUJI	12.4.23	
Garant studijního programu: prof. Ing. Petr Hájek, Ph.D.		SOUHLASÍM	13.4.2023	
Proděkanka pro vědu a tvůrčí činnost: doc. Ing. et Ing. Renáta Myšková, Ph.D.		Souhlasím.	13.4.2023	



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## Internship programme at a foreign institution as part of doctoral study

**Student** of the Faculty of Economics and Administration, University of Pardubice:

Surname:	FEBIRI		
Name:	Frank	STAG ID:	E190047
Study programme / Specialization	System Engineering and Informatics / Informatics in Public Administration		
Year of study:	4 <sup>th</sup>		

**Institution** (university/scientific-research workplace) where internship should take place:

Name of institution:	European Central Bank
City and country:	Frankfurt, Germany
Workplace: (department):	SPACE Training Team
Responsible person:	Tobias Schulte / Noah Abrakwa
Position:	Trainer for the SPACE Project
Phone:	
E-mail:	Noah.abrakwa.external@ecb.europa.eu

Description of planned tasks performed during internship:	In charge of working with developers, project leads, testers, System integration team and other key parties to conduct meaningful training to the ECB users for the SPACE project.
Duration of internship:	2 months

	Comments:	Date:	Signature:
Student:	-----	January 9, 2023	
Student's supervisor: Assoc. Prof. Miloslav Hub, Ph.D.	I AGREE	10.1.2023	
Head of institute: Dr. Oldřich Horák, Ph.D.	I Agree	12.1.2023	
Chairman of advisory board.: Prof. Petr Hájek, Ph.D.	I AGREE	13.1.2023	



## Confirmation on completion of internship at a foreign institution as part of doctoral study

Trainee's surname:	FEBIRI		
Trainee's name:	Frank	STAG ID:	E190047
Name of institution:	European Central Bank		
City and country:	Frankfurt		
Workplace: (department):	Project SPACE		
Duration of internship:	2 months		
Description of activities completed during internship:	<ul style="list-style-type: none"><li>• Conducted 6 trainings so far.</li><li>• Train over 250 ECB users</li><li>• Prepared training materials</li><li>• Set-up training environment (programming and testing)</li><li>• Have individual sections for key users.</li><li>• Conducted meetings with senior leaders to report feedback and actions needed</li></ul>		

### Evaluation of the trainee by the responsible person:

(Please state your evaluation of the trainee below – e.g. level of scientific-research knowledge, demonstrated interest in a particular area of research, ability to complete assigned tasks and quality of work, communication skills, etc.)

During the rollout of the SPACE project when is a multi-team project for the European central bank, Frank came in at the right time to help the team in the rollout. He was therefore task to conduct trainings for the ECB users on the various component of the project. So far Frank together with another member of the team has train over 250 employees from the ECB on the usage of the package.

Frank was required to work closely with developers, migration team, systems integrations and other projects leads and conducting the right training for the ECB staff. So far, his trainings has been ranked top notch and has there been given extra contract for the next few months.

Name and surname of the responsible person at the institution:	Date:	Stamp and signature of the responsible person:
Mr. Noah Abrakwa	10/04/2023	Noah Abrokwa Digital unterschrieben von Noah Abrokwa Datum: 2023.04.10 09:12:36 +02'00'

# Report on Internship

**Name:** Frank Febiri

**Internship Date:** 13 February 2023 to 10 April 2023

**Internship Organization:** European Central Bank (ECB)

## Organization Information

The European Central Bank (ECB) as a primary statistical organization manages the euro and frames and implements EU economic & monetary policy. Its main aim is to **keep prices stable**, thereby supporting economic growth and job creation. The primary work activity within this organization is producing and distributing data across the euro area.

As a primary option, the ECB receives huge volumes of data each day from various National banks and is somehow required to share such data with the organization. To be equipped with the necessary resources for the collection, processing, and distribution of these large volumes of data, there is a data processing software called the Statistical Data Production Environment (SDPE) in place. This application which has served the ECB for the past 20 years can no longer meet the data volume needs of the ECB, hence the need for a new data processing platform.

## Internship description

As part of an awarded contract to the company named T-systems, who oversee the provision of the new platform for the organization, there has been the need to transition employees in the organization to get familiar with the new platform called SPACE. I was offered a role of been part of the SPACE training team that oversees collecting major user concerns and translating these into well-structured trainings and development of the systems. A huge number of processes will be migrated unto this new system. This internship is designed to serve as a bridge between user needs (User stories) and training on the end user.

## Overview on internship experience

The internship started with the introduction to the fading system and how end users utilised these systems to achieve their daily work. It continued to the introduction of the new system and the modification that has been put in place to make it capable of the tasks at hand. The internship also brought together a Team of 3 including myself. Our main roles included taking each business process one after the other and preparing a series of trainings for them. Alongside this, we were responsible for gathering user feedback as a method of facilitating development and monitoring employee satisfaction. These findings were shared with developers on the other side of the process. The training team has been able to train over 200 employees whose processes have been successfully migrated to the new system.

### **Application to PhD Dissertation**

During the gathering of user concerns and needs, there was a realisation of several factors that needed to be considered by the contracting team. These are being classified as human factors affecting the development and easy transitioning of the teams unto the new system. This is in direct relation with my PhD dissertation where I look at the impact that human factors have on public administration information systems. This internship therefore has given me a better idea in researching how these factors come together to form a major roadblock, if not considered during the development and operations of such information systems.

### **Ongoing consideration**

Even though the internship has set a better pace in my area of research, it also unlocked new research areas that I am looking to explore soon. It is surprising that although these factors collectively affect the operation of public sector information systems, they individually affect the work of employees and the organization at large. In summary I can say that this internship has been an enlightening experience that has greatly motivated me to delve deeper into my research. I am confident that my findings which will be proposed in my final PhD dissertation will be an impactful one.

11.4.23  
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