



EMBEDDEDNESS OF IT SERVICES HUNGARY IN THE HIGHER EDUCATION SYSTEM OF DEBRECEN

Hungarian Regional Science Association 16th Annual Meeting
Kecskemét, 18–19 October 2018

John von Neumann University Faculty of Economics and Business

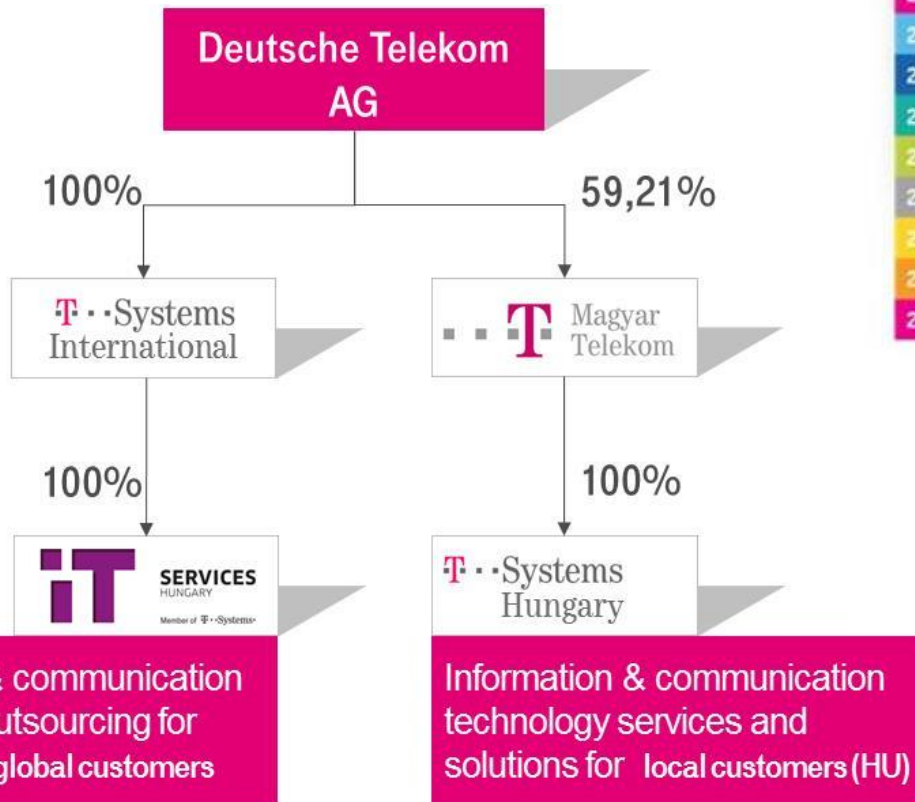
Session 14: Companies & host environments: Tendencies, actors & examples of corporate embeddedness



ERLEBEN, WAS VERBINDET.

Márta Völgyiné Nadabán, Unit Process Manager

ABOUT IT SERVICES HUNGARY



As a Hungarian subsidiary of T-Systems International, IT Services Hungary serves our international clients in operational areas on five Service Centers in four cities: Budapest, Debrecen, Pécs and Szeged.



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ITSH HR FACTS

EMPLOYEE NUMBER

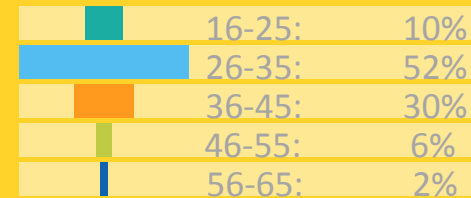
2018
FEB
28



4409

AGE STRUCTURE

2018
FEB
28



AVERAGE NUMBER OF TRAINING DAYS PER EMPLOYEE

7,2
days/FTE



PROPORTION OF WOMEN

36,8%



INSTITUTIONAL RELATIONS

Target

1

Excellent company image by students

2

At least 10% of the employees shall come from institutional relation programs

3

Investment into future's talent for a better IT education in Hungary

Scope

Higher education

High schools

Elementary schools



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CURRENT UNIVERSITY PORTFOLIO – CASE DEBRECEN

The ITSH Department at Faculty of Informatics provides a 4 Semester course in practice-based IT engineering and business IT.

From 2018 students can get a peek into the service line activities of ITSH, as the used technologies, tasks, work processes are introduced.

Operating ICT Systems at Faculty of Informatics



Network specialization



All students of the University of Debrecen can choose a 2-Semester the specialization launched under the guidance of the IT faculty and supported by ITSH.

IT Service Management course



Internship Program



The university internship program is open for ITSH colleagues pursuing tertiary courses. We also provide assistance in certifying university internships.

IT specialization



A specialization course was designed for the students of the Faculty of Germanistics on IT and communications know-how and skills

WHAT DOES THIS COLLABORATION MEANS IN NUMBERS?

KPI	Definition	Type	Scale	Target	2017	Actual
Reached target group	Number of people on events, company visits, study groups, presentations etc.	Output	Nr.	2500	2644	1680
Students in ITSH programs	Number of students attending ITSH's programs	Output	Nr.	200	282	186
Hired FTE from IR channels	Number of colleagues hired - as the result of the cooperation programs	Impact	FTE	130	127	87
Share of hired FTE from IR channels	Share of number of hired colleagues from IR channels and total number of hired colleagues	Impact	%	n/a	11	n/a
External Customer Satisfaction (students)	CSS value given by students attending ITSH Faculty courses after finishing the semester. It refers to lecturer, content, organization and environment.	Output	%	90	92	90%
Internal Customer Satisfaction (lecturers)	CSS value given by ITSH lecturers towards the programs in which they teach at semester end. It includes student attitude, organization, attributed relevance of the program by the lecturer	Output	%	90	81	87%
Program external attractiveness (willingness to join ITSH)	Students are being asked after finishing a program, how many of them would want to join ITSH in the future.	Impact	%	80	83	88%
External teaching hours	Hours spent for external teaching by ITSH colleagues	Output	hour	n/a	580	n/a



NEW LEVEL OF COLLABORATION REACHED IN 2018

Ever since its foundation, the ITSH service centre in Debrecen and the University of Debrecen have enjoyed a successful collaboration.



In addition to our existing links with the university going back nearly a decade, we have also taken other steps in order to stem the constant migration of labour, as a consequence of which in January 2018 a trilateral agreement was signed between **ITSH, the city of Debrecen and its university**, due to which our collaboration received even more effective institutional frames.



2018: Joining the
Debrecen Business
Service Centers'
Roundtable



DEBRECEN BUSINESS SERVICE CENTERS



Debrecen BSC Roundtable is a collaboration of the Business Service Centers in Debrecen, who have recognized the need of having one voice in order to represent their shared interests better and become a counterpart for the city and the educational institutes in the region.

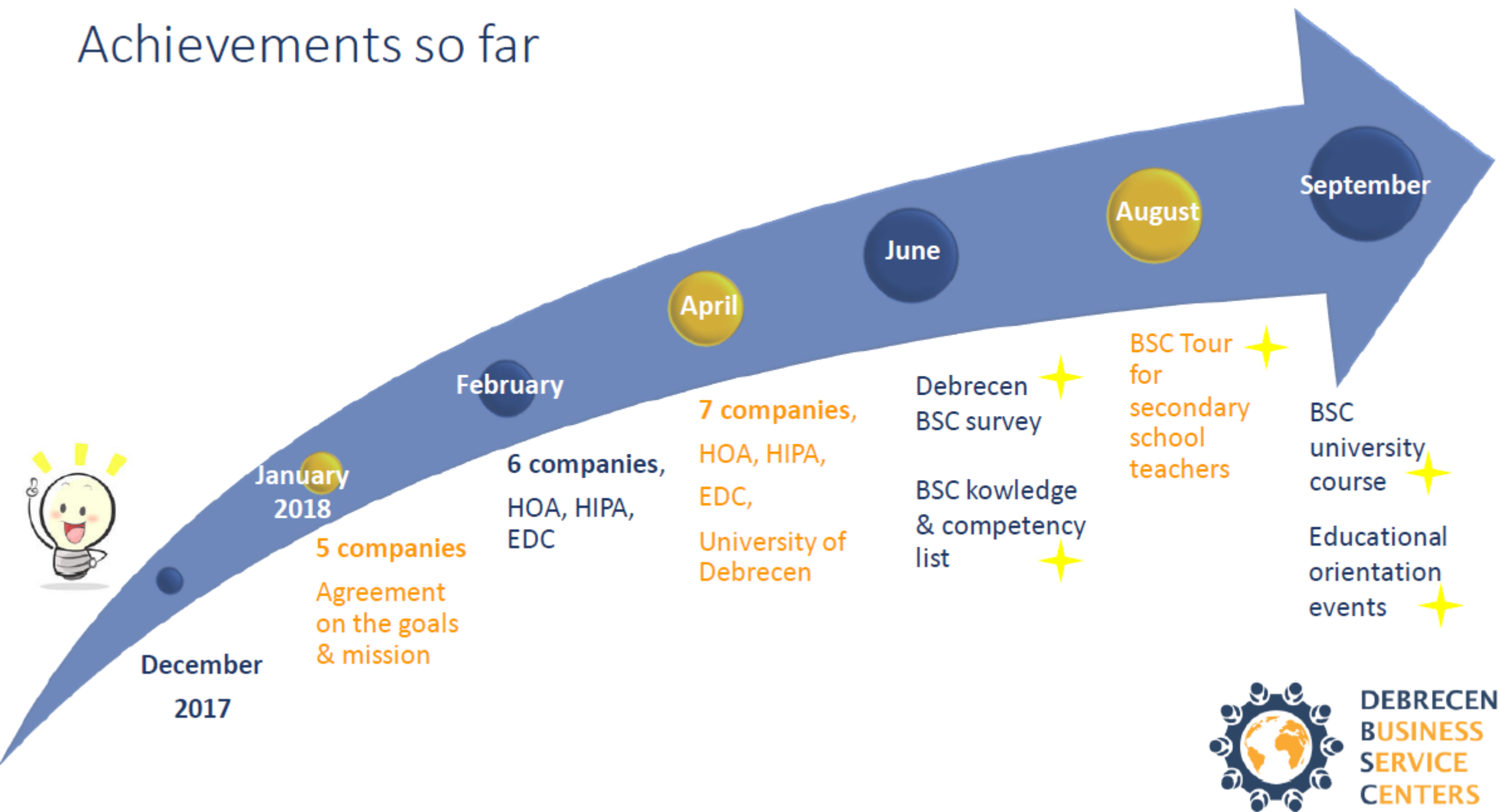


Key Partners:



Representing
3500 employees in the
sector

Achievements so far



THE „BUSINESS SERVICES BASICS” PILOT UNIVERSITY COURSE

Providing an overview on the business service centers operating in Debrecen

Introducing the competences fostering successful carrier building in multicultural environment

Contributing the students with state-of-the-art course how to orient their existing knowledge in the sector



DEBRECEN
BUSINESS
SERVICE
CENTERS

The course is focusing on introduction of the business service sector, business models, multinational / multicultural environment, basics of labor law, project- and timemanagement, communication, business communication, presentation techniques, working in virtual teams and carrier paths in the sector

THANKS FOR THE ATTENTION!

YOU CAN REACH ME AT



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