

## ***Telecitygroup Bulgaria EAD – data centre collocation services***

The Bulgarian company Telecitygroup Bulgaria EAD (former 3 Di Si AD) has been a part of Telecitygroup Plc., the biggest European operator of data centre collocation services since 2013. The parent company is 1.5 billion pounds market capitalization, listed on the London Stock Exchange – LSE:TCY. It has offices in eleven European countries including Bulgaria and it operates 42 data centres.

Telecitygroup Bulgaria EAD was founded in 2009 under the name 3 Di Si AD. It is a small company of fifteen employees with 50% technical support specialists. It operates a data centre in its own building of 3000sq.m. providing 24 hour maintenance of its infrastructure. The systems which are under surveillance are:

- low and midvoltage distribution
- uninterruptible power supply systems and batteries
- HVAC and CRAC systems
- fire detection and suppression systems
- a diesel generator backup
- networking systems

### **What are the aims and objectives of the project/programme/initiative?**

Telecitygroup Bulgaria provides an internship program for students of Technological School “Electronic systems” who have finished 10 class since 2009. This school was founded in 1988 as part of Technical University – Sofia. The idea behind was to create a school where students are taught computer science and information technology. Twenty one classes of young specialists have graduated there for the last twenty six years. The majority of them are now leading professionals in the field of information and communication technologies in Bulgaria.

The aims of the internship program are to widen the scope of knowledge of the students involved and to give them practical skills. This program gives them the opportunity to receive training for future data centre operators of electrical and mechanical infrastructure.

## **What is the structure/model?**

Each intern has his own mentor, personally responsible for his decisions and actions. Interns are personally tutored and explained the specifics of each particular service. There are three types of services offered to the clients of the data centre and this makes the process easy to implement. Interns help with the installation of new elements, they investigate the problems in each of the systems and its elements in detail. Every activity of the interns is performed under the strict surveillance and control of the employees of the data centre.

The internship is part time, usually after school, approximately 20 hours per week for three months.

## **How does it link with national/regional/local policies?**

Experience has shown that Technological School “Electronic systems” is the only school in Sofia which gives basic knowledge in this field. It is no coincidence that at the moment more than 30% of the employees of the data centre are graduates of TS “Electronic systems”.

There are no government funded programs in this technical sphere because this is a niche business and Telecitygroup Bulgaria is the biggest and dominant player on the market in the region.

## **How do you source students for the internship program?**

Telecitygroup Bulgaria has a pretty close relationship with the school board. The selection process starts with lectures about the activities and services offered at the data centre. Then whole classes are taken to the data centre on an orientation visit – one day in the data centre and its infrastructure. After that an initial assessment takes place with individual interviews with prospective candidates for internship.

There is yet another way to select students for internship. As they have to prepare term and diploma papers, specialists from the data centre actively participate in the mentor and exam part and in this way they have the opportunity to select the most suitable candidates.

As part of their excellent and mutually beneficial cooperation with the school the data centre sponsors different initiatives and events and donates useful

equipment to the school. Telectygroup Bulgaria are sponsors and organizers of the Cisco academy at the school, the facility and equipment of which are funded by the data centre. Moreover, all the lectures and tutorials delivered by the specialists of Telectygroup Bulgaria are pro bono.

**Do you collaborate with other organization/institutions/individuals?**

Only with the alumni club of the school. Telectygroup Bulgaria do not collaborate with other organizations because of the niche character of the business.

**Have you been in touch with various schools around Sofia? If yes, which ones?**

Telectygroup Bulgaria has had contacts with the Technical School of Electronics and the Technical School of Refrigeration but things end up with the orientation visit because the basic level of education at those two schools is way below the level they are looking for.

**How many interview stages do you have?**

After the initial assessment there is an interview at which the candidate has to show up his technical knowledge and skills and also his personality characteristics which fit the job description – especially the ability to work in a team and to be customer oriented.

**Who are the target groups?**

Male, physically fit students over 17, with an interest in electrical and mechanical engineering.

**How many participants are there?**

Usually three, not more than three.

## **What are the timescales? I.e. ongoing, one-off, etc.**

Ongoing, every year.

## **How is it funded?**

Always from the company budget.

## **Monitoring and evaluation of the project. Actors, methodology and tools being used**

Placement test in the beginning and feedback tests at the end of the program. The personal mentors make an overall assessment of each intern.

## **Impact of the programme/project/initiative. Define indicators**

Improving the performance of the operation of the facility by enlarging the scope of work, the efficiency and the reaction time in installing equipment and resolving customer issues; customer satisfaction.

## **Manager at the company/**

### **1. Process**

There are two departments at the company – technical and commercial. The interns are always part and responsibility of the specialists of the technical department.

Evaluate the process from 1 to 6, 1 being totally unsatisfied and 6 – completely satisfied.

1    2    3    4    5    6

### **2. Training level of the student**

Evaluate the training from 1 to 6 regarding the following issues:

(i) Technical level

1 2 3 4 5 6 - students are excellently prepared for the job at hand

(ii) IT level

1 2 3 4 5 6

(iii) Competences to work in a group

1 2 3 4 5 6 – like most of the IT guys students are not very social, not used to working with clients. So efforts are being made to improve their communication skills.

(iv) Proactivity

1 2 3 4 5 6 – interns are highly motivated to see and understand how a real company operates

(v) Independence

1 2 3 4 5 6 – the job involves a lot of risk taking in connection with the clients so all decision making has to be controlled

(vi) Foreign language

1 2 3 4 5 6 - English is a must. In most cases their English is fluent, but a second foreign language – German, French or Spanish is a bonus

### **3. Obstacles you find in the process**

Work in shifts is often a problem  
Fear of electrical shock and hazard

### **4. Ways to solve obstacles**

More patience in the training process and instruction about the specifics of the clients

### **5. Key successes**

The key success of this internship programme is that most of the interns start work in the data centre and others – with clients of the company which makes work much easier for both parts.

## **6. Does it lead to a qualification or other progression route?**

At the very end of their internship programme students get a special certificate which is highly appreciated at school.