



EUROPEAN CENTRAL BANK

EUROSYSTEM

Directorate General - Information Systems  
Infrastructure and Operations Division - Systems Section

**ECB-UNRESTRICTED  
FINAL**

To Whom It May Concern

17 June 2016

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### **Letter of reference for Mihaly Paluska**

Dear Madam,

Dear Sir,

Mihaly Paluska worked in the Application Hosting Services Unit of the European Central Bank on behalf of its employer, Serco GmbH during the period 1 October 2013 - 31 June 2016.

Within the Unit Mihaly grew to the role of coordinator for the architectural and engineering activities of the UNIX team.

Peculiar traits of Mihaly's professional profile are:

- In-depth technical knowledge of Solaris and Linux technologies, including management tools and techniques for administering complex IT landscapes counting thousands of instances
- Genuine customer orientation and team orientation, even when covering a coordination role
- Readiness to embark in and bring to success new initiatives, mastering new technologies and new fields of expertise
- Extreme resilience to stress and capacity to deliver also in critical situations

Among the successes that the European Central Bank could achieve thanks to Mihaly we wish to list:

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- Rationalisation, introduction of standard releases and improvement of patching techniques of Solaris platforms hosting the most critical Eurosystem Business Services.
- Highest availability figures for Solaris systems (cumulative downtime for hundreds of systems per month: less than 10 minutes)
- Relocation of the ECB computer rooms with zero downtime

Together with his internal customers, users and colleagues, we all regret Mihaly's decision to leave his current employer and the Bank for a new professional challenge and will miss his talent in getting things done with skill, tact and accuracy.

We wish Mihaly all the best for his future and we hope he will want to return to work for the ECB some day.

Yours sincerely,



Massimo Antolini

Adviser