

## **Abstrakt (anglicky)**

This thesis entitled *Information support in a financial institution* discusses how information services and resources are currently used internally in an institution focusing on the Czech banking environment.

The reader is thus provided an insight directly into the organization and the position it takes towards working with information aiming at fulfilment of its employees' information needs. The thesis also reflects description of the most important information sources. Information needs of employees were analyzed and identified based on their frequency of occurrence and distribution across the bank. The following part of the work covers detailed identification of information services. The reader is hereby given the opportunity to find out where, by whom and to what extent the services are used. The conclusion deals primarily with the information models of the flow of information in the organization and the analysis of various entities affecting the relevant processes.