



Global Software Development Workshop

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Communication Needs, Practices and Supporting Structures in Global
Inter-Organizational Software Development Projects



Problem and Method

Problem:

- Communication, the biggest problem in distributed projects
- Only a few case studies exist on successful communication practices

The aim of this research:

- To collect communication needs & communication practices

Focus:

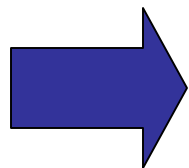
- Globally distributed inter-organizational software development projects

Research method:

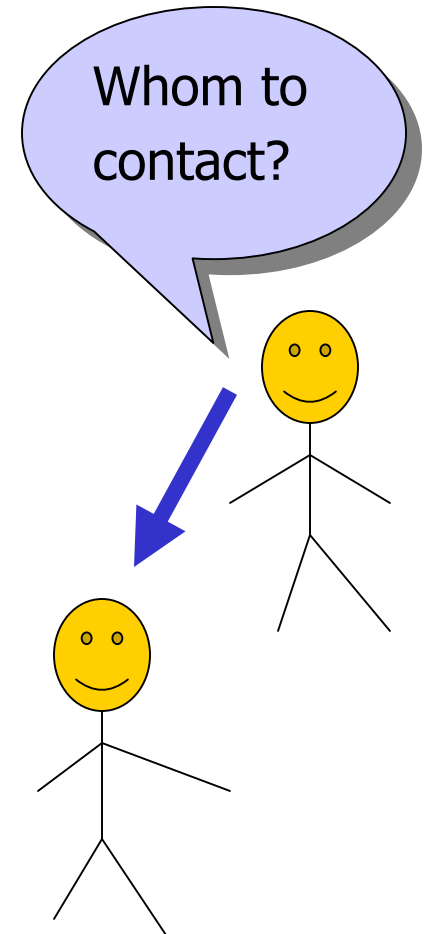
- Interview study of 7 successful Finnish companies having globally distributed projects with subcontractors
- 32 interviews concerning 7 case projects (requiring constant collaboration and communication)
- Qualitative data analysis

Results 1: Main Findings

- No company level communication practices for distributed projects
- Communication practices found
 - Mainly project specific, created by trial and error
 - Very basic practices
 - Not used in all projects -> caused problems

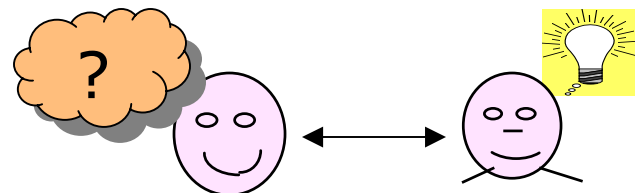


Conclusion: The current state of practice in companies is very low



Results 2: Communication Needs and Practices

- Problem solving
 - Often forgotten in planning
 - Practices: Problem Solving Responsible, Communicating Developers, Discussion Lists
- Informing, monitoring and feedback
 - Informing and monitoring in both directions
 - Practices: Weekly Meetings, Monitoring Reports, Frequent Deliveries
- Relationship building
 - Is part of all communication
 - Practices: Give Faces, Organization Chart
- Decision making and coordination
 - Practices: Travelling Steering Group, Weekly Meetings





Future Research

- To collect more successful communication practices with context information

Questions ?

