

# Global Software Development Workshop

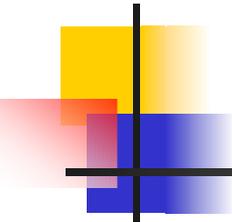
ICSE - 9 May 2003

---

Rafael Prikladnicki, Jorge Audy, Roberto  
Evaristo

School of Computer Science, PUCRS, Brazil  
University of Illinois, Chicago, United States

Requirements Management in Global Software Development:  
Preliminary Findings from a Case Study in a SW-CMM context



# Problem

## Requirements Management

- Establishes and keeps the agreements firm between the project team, users and customers;
- The requirements need to be identified, registered, organized and verified during the project development.

## SW-CMM Model

- Principles and practices underlying software process maturity;
- Used to help software organizations improve the maturity of their software process in terms of an mature software

**- How to be effective in working with requirements management in Global Software Development?**

**- What kind of problems project teams have faced?**

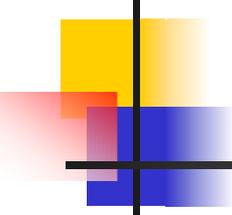
**- For these problems, what kind of solutions can be implemented?**

**- What's the influence that a SW-CMM certification process can have in this kind of environments?**

## Global Software Development

- Search for competitive cost, quality and flexible development area;
- Part of globalization efforts currently pervading society;
- Offshore Outsourcing;

- Context Sharing,
- Language;
- Etiquette Rules.



# Approach/Solution

---

## Research Method

- Exploratory;
- Case Study;
- Data collected from two projects
  - Two interviews with the Project Leaders;
- Performed at Dell Computers
  - Brazil GDC;

## Solution

- Many problems and highlights were found in the two projects;
- Team members training;
- Learning from experience;
- Global Software Development actions.
- Web environment to share information

## Lessons Learned

- Training the team in soft skills;
- Standardization and a well-defined process;
- Frequent meetings and travels;
- The time zone can be good and bad;
- The use of tools (communication);
- SW-CMM certification process
  - Increases the overhead (-);
  - Helped to define a standard way to work (+);
- Try to know the people that you are working.

## Conclusions

- All the work involving the SW-CMM Model level 2 certification collaborated to minimize some problems in this scenario;
- The search for greater formalism and international pattern provide some conditions to overcome the linguistic and cultural differences;
- The training that was applied concerning soft skills minimized the distance impact and problems related to non-technical issues.