

An Exploratory Study in Communication in Agile Global Software Development

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Abstract. Communication is key in the exchange of information between team members. Multi-site software development has introduced additional obstacles and delays into the act of communication, which is already problematic. Communication is even more critical in the case of Agile Global Software Development (AGSD) in which communication plays a primary role. Most previous studies have dealt with communication support from a highly technological media tool perspective. This paper reports an exploratory study of the effects of tools supporting communication in AGSD. More precisely, this paper analyses the perception of team members about communication infrastructures in AGSD. Team members perceive advantages to using media tools that make them feel in practice that teams are co-located, combined with centralized repository tools, with information from the process development and product characteristics,

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