

## STRUCTURING COORDINATION AND COMMUNICATION IN GLOBAL SOFTWARE WORK

*A Case Study*

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**Abstract:** This research reports on formal and informal approaches that are used to manage the geographically dispersed projects through field studies. In the recent past, the Indian information technology industry has been able to grow at double-digit figures, thanks to the burgeoning demand for software services and products in the international market. The new work arrangements however have brought in complexities in managing software projects. Separation of resources in time and space leads to problems in coordinating these activities. Various formal and informal approaches used for coordinating the collocated projects need to be applied differently in the case of geographically dispersed projects. It was observed that structures put in place for coordinating geographically dispersed projects have evolved over a period of time. The newer structures have also increased trust and productivity of the dispersed team members.

**Keywords:** Globalization, IS Project Management, Organizational Characteristics, Task Characteristics, Field Study.

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