

Diplom-/Masterarbeit

„Knowledge management in Globally Distributed Software Maintenance“



Creating and maintaining software systems is a knowledge intensive task.

In comparison to in-house or onsite projects, much higher complexity appears in globally distributed projects. Not only language barriers but also other challenges such as cultural differences, diverse time-zones, as well as distinct methods and approaches may cause problems which negatively impact knowledge management, and in consequence, the overall success of a project.

Based on already existing data and in cooperation with Nokia Siemens Network and the Enterprises Simulation Laboratory (SimLab) of the Aalto University School of Science and Technology in Finland we want to analyze the end-to-end software maintenance care process relevant to knowledge management. By capturing and analyzing the knowledge-sharing mechanism, we want to make visible the reasons why newly adopted organizational structures, policies, and activities improve or do not improve knowledge-sharing, and thus help the maintenance team to achieve important improvements in their maintenance processes, and effectively achieve their software maintenance goals.

By doing this work, you will also learn skills that can be transferred and modified to fit the management and development of other types of business processes, especially in terms of knowledge-sharing.

We have an outstanding basis for writing the thesis because we already have:

- a formulated topic
- guarantee of very good data
- excellent international supervision

Industrial Engineering and Management – Information Engineering and Management

The thesis will be conducted in English and in cooperation with the Institute of Applied Informatics and Formal Description Method (AIFB) of the Karlsruhe Institute of Technology and the Enterprises Simulation Laboratory (SimLab) of the Aalto University School of Science and Technology. For additional information please contact:

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