

## Using Wiki for Enhancing the Knowledge Transfer to Newcomers: An Experience Report

**Authors :** Hualter Oliveira Barbosa, Raquel Feitosa do Vale Cunha, Erika Muniz dos Santos, Fernanda Belmira Souza, Fabio Sousa, Luis Henrique Pascareli, Franciney de Oliveira Lima, Ana Cláudia Reis da Silva, Christiane Moreira de Almeida

**Abstract :** Software development is intrinsic human-based knowledge-intensive. Due to globalization, software development has become a complex challenge and we usually face barriers related to knowledge management, team building, costly testing processes, especially in distributed settings. For this reason, several approaches have been proposed to minimize barriers caused by geographic distance. In this paper, we present as we use experimental studies to improve our knowledge management process using the Wiki system. According to the results, it was possible to identify learning preferences from our software projects leader team, organize and improve the learning experience of our Wiki and; facilitate collaboration by newcomers to improve Wiki with new contents available in the Wiki.

**Keywords :** mobile product, knowledge transfer, knowledge management process, wiki, GSD

**Conference Title :** ICGSD 2022 : International Conference on Global Software Development

**Conference Location :** Paris, France

**Conference Dates :** August 30-31, 2022