Cloud technologies for enhancing communication of IT-professionals

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Abstract. The paper deals with the urgent problem of enabling better communication of IT-specialists in their business and interpersonal interaction using information and communication technologies, including cloud technologies. It is emphasized, that effective communication is an integral part of the successful professional work of IT-professionals, but in recent years it has undergone significant transformations, which have been expressed in new forms and means of communication, its content changes, its complications and volume increases, the need to improve its accuracy, and the level of understanding for a wide range of people. Certain peculiarities of communication in the IT-environment have been discussed. It is noted that typical forms of communication in the IT-environment are synchronous and asynchronous ones. The authors insist that during their professional career IT-specialists communicate in the professional community from a variety of positions and common types of task formulation can be expressed through verbal or symbolic communication means. Due to the specifics of their professional activities, IT-professionals often need to communicate using synchronous communication (chats, video chats, audio chats, instant messaging) and asynchronous communication (email, forums, comments) tools, hence there is a demand to teach corresponding communication skills at universities. Certain practical examples of teaching communication skills using modern technologies are given. Advantages of cloud technologies for better communication within a company or an educational institution are presented. Microsoft Office 365 services, which can be successfully used to enable better communication and collaboration within a company or an educational institution are analyzed.

product etc. The possible disadvantages of cloud technologies for communication are the decrease of personal contact because of prevailed non-verbal interaction, the loss of meaning or simply misunderstanding between interlocutors, the slow choice of better decisions because of large number of different opinions on the topic which is being discussed etc.

Table 1. Features of Microsoft Office 365 services

	File storage	File sharing	Joint work	Private communication	Public communication	Videoconferencing	Conducting surveys, polls, voting
One Drive for Business	+	+	+				
SharePoint Online	+	+	+				
Microsoft Teams	+	+	+	+	+	+	+
Yammer	+	+		+	+		+
Skype for Business				+	+	+	+
Outlook		+		+	+	+	

5   Conclusions

Cloud technologies are definitely recent innovations which can significantly improve communication and collaboration within a company or a team. Numerous cloud developments can foster better relationships within a team, they change the way people communicate, making it possible to hold meetings and sessions, share documents and files, and connect using messaging platforms. Introduction of cloud technologies into the learning process at universities can enhance better communication and collaboration between students and teachers while studying general and professional disciplines, working on the project, and developing a software product. The prospects for future research can be the following ones: development of the methodology of cloud computing application for improving communication of IT-professionals at higher educational institutions and experimental examination of the methodology effectiveness.

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