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| 🏁 🔐 🏁 **FRONT MATTER** 🏁 🔐 🏁  **Goals of this document:**   * Facilitate the creation of a team charter, including how decisions will be made, how the team will navigate disagreement, communication, working hours, feedback, and decision-making.   **Intended audience:** 18F teams, project leads, and folks working on a project  **How to use it:** Use this as part of new team norming. **Make a copy** and use this as a discussion starter. Swap, add, edit as appropriate for your project and team members. Update the document as teammates cycle on/off and phase of project changes. We encourage teams to re-charter every time a new person joins the team.  **What this is NOT:** This isn't a prescription. You don't need to fill in all sections; you can add new sections as needed.  **How this is being created:** This document was created as a consolidation of various Team Charter templates.  **People who have worked on this:** [Edwin Torres Hernandez - QUEAAH](mailto:edwin.torres@gsa.gov)**,** [Magdaline Derosena - QUEABA](mailto:magdaline.derosena@gsa.gov)**,** [Selena Juneau-Vogel - QUEABB](mailto:selena.juneau-vogel@gsa.gov)**,** [Emily Theis - QUEABB](mailto:emily.theis@gsa.gov)**,** [Hung Wah Donny Kwan - QUEABB](mailto:donny.kwan@gsa.gov)**,** [Julie Strothman - QUEADA](mailto:julie.strothman@gsa.gov)**,** [Alicia Rouault](mailto:alicia.rouault@gsa.gov)**,** [Julia Lindpaintner - QUEACG](mailto:julia.lindpaintner@gsa.gov)**,** [Andrew Dunkman - QUEAAA](mailto:andrew.dunkman@gsa.gov)**,** [Michelle Rago - QUEACH](mailto:michelle.rago@gsa.gov)**,** [Ayushi Roy - ADAB](mailto:ayushi.roy@gsa.gov)**,** [Anne Petersen - QUEACA](mailto:anne.petersen@gsa.gov)  **Last updated: Sep 22, 2022** |

# [Project name] team charter

**Goal:** Discuss and document team practices and principles.

## 18F team members and allocation

(100% = average of 4 days/week)

### Core 18F team + account manager (AM)

* [Name] - [Chapter], [Location / time zone], [% time allocated]
* [Name] - [Chapter], [Location / time zone], [% time allocated]
* [Name] - [Chapter], [Location / time zone], [% time allocated]

### Additional part-time or temporary 18F resources (if relevant)

* [Name] - [Chapter], [Location / time zone], [% time allocated]
* [Name] - [Chapter], [Location / time zone], [% time allocated]

### Partner team members (how much time do they have allocated for this? So we know how much collaboration to expect)

* Point of contact: [Name], [Title]

## How + where we communicate

### 18F internal communication + rituals:

* Standups
  + Invite AM as optional
  + Fifteen minutes of video (may move to Slack over time)
  + Refer to board
* Retros: [frequency]
* Shipping News: send on [day of week]
  + Ask partner what’s helpful for them
  + Include risks
  + Explain what we’re learning/how we’re making progress + decisions? Should it function similar to a sprint review?
* Coworking sessions?
* Weekly AM sync (lead +AM?)

### Communication + rituals with our partners:

* What tools do they like to use?
* See if your partner can use Zoom?
* [MURAL for collaborative virtual sessions](https://app.mural.co/t/gsa6/m/gsa6/1556823576770/d68e01289ee2fdf968e4b68e9abacac763e1a0a2)
* [GACA account](https://secureauth.gsa.gov/SecureAuth234/?SAMLRequest=fVPBbuIwEL33K1DukASapbEgUjZ0u0gsIJKuVnupHGeglhI763FY%2Bve1DaVUavHNM2%2FezHseT5A2dUvSTj%2BLDfzrAPVNr3doaoHEpaZepwSRFDkSQRtAohnJ018LMhwEpFVSSyZr70PR9RqKCEpzKWzRfDb1Vsv7xephvnwKI1pux2U5CoDdRayKtmEVx99oFcI4jMsRxLcRBHRsC3%2BDQsMx9Qylva%2BV3PMK1NL0m3pZkWaOHrGDuUBNhTbQIIz7QdQPhkV4R6KABOFfi5oZ1VxQ7fietW6R%2BD4C6xRQY8xgh3Swk3s%2FdyHr1XA0OjV18r9zUXGxu667PIKQ%2FCyKdX%2B9ygtLkb65kUmBXQMqB7XnDB43i%2FdZuECu4TyH9dhnR7yXGJKJjRAnViUPefr0PunEv8wZ7AndEuvUfLaWNWcvLm7PD6kaqr8WEg5CF%2BFVf%2BugBBrK67SqFCB6Z560ruX%2FzPinzWto1YHX8z90Py0bVG71jHgNB93LZNNSxdE%2BBBwo015ypjyKvIRntdmlDWyTq%2BvGCLM4E%2F4TBfHJj09pjvP5VwZMbt7Slz8meQU%3D&RelayState=https%3A%2F%2Finsite.gsa.gov%2Fportal%2Fcontent%2F517805%3Fterm%3Dgaca)?
* Weekly check-in?
* Are there regular times we are not available to partner? Eg. chapter meetings

## How we manage our work

How will we share the [project coordination tasks](https://handbook.tts.gsa.gov/18f/projects-partners/leading-projects/#project-coordination-checklist) (aka glue work)?



### What tooling will we use for task management (Trello? Zenhub? GitHub Projects?)



## Where we document

* Running notes doc?
* Arising questions doc?
* Risk log?
* High level engagement schedule?
* Shipping news drafting doc?
* Research protocol?
* Storing research PII?
* Research plan?
* Mural space for the project (so all Mural work is in one place)

## Work styles + preferences:

### Note-taking:

* For meetings / interviews
  + How to identify notetaker
  + (totally fine to @ someone for note-taking — let them pass if they can’t do it)

### Core working hours

* What are your normal working hours?
* Are you a morning person or an afternoon person?
* During what hours can we reliably schedule team meetings?

## Where is our headspace in this work

### What are each of us here to optimize for?



### What is our focus for this work?



## How we will make decisions

### What types of decisions are we likely to encounter in this work?



### Which recommendations do/not get included in final deliverables



### How will we make those decisions? Who will be involved?



### How will the team make decisions when there is disagreement?

e.g. [Decision Matrix (Mural template)](https://app.mural.co/template/f31a757a-3cb5-4dfc-8418-d4bfa63bf472/0674b2d1-439e-4b06-842a-714d6fc51171)



## Roles

### How do you define your role?

* **Name**
* **Name**
* **Name**

### What are you good at?

* **Name**
* **Name**
* **Name**

### What do you like to do?

* **Name**
* **Name**
* **Name**

### What do you prefer not to do? Prefer to have not happen?

* **Name**
* **Name**
* **Name**

### How do we want to give and receive feedback? *Do we want formal or informal mechanisms? How often and when do we want to give and receive feedback? e.g.* [*Speedbacks: Speed feedback session agenda*](https://docs.google.com/document/d/1SSClk1PjhnwO9HvniPpXy7IxOqBwlNX9AZO9zWInieM/edit?usp=sharing)

* **Name**
* **Name**
* **Name**

### What else do you want your teammates to know about you?

* **Name**
* **Name**
* **Name**

## Project thoughts

### What are we excited about?



### What opportunities do we see?



### What concerns do we have?



### What strengths do we bring?



## [optional] Biases/backgrounds [remembering who may be able to access this document (and note that access level here)]

By explicitly identifying relevant (or seemingly irrelevant, but potentially meaningful) backgrounds we bring to our work, we raise awareness that we are not perfectly objective outsiders, and we surface things we might miss, along with things we’re more likely to catch.

This is voluntary — share only as you’re comfortable. If it’s sensitive, we could discuss and state here: “The team discussed but chose not to share publicly individuals’ personal experiences & biases in the (X) arena.”

Examples, including both you and your proximal relationships if relevant: rural/urban upbringing, gender & sexuality, abledness/disability, race/ethnicity/culture, religion, experience w/food or housing insecurity, belief re: access, things you’re suspicious of, your personal values)

#### Name

**Name**

**Name**