**TEAM AGREEMENT TEMPLATE & GUIDELINES**

**For**

**Group 7**

**Prepared by:**

***Team Number: 7***

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***09-09-2018***

# Sign-off and Approvals

|  |  |  |
| --- | --- | --- |
| **Team Agreement Sign-Off:** | | |
| The undersigned members of this team agree to abide by this team agreement to ensure the successful completion of the ***Data and Web Analytics CAB330*** project to meet the client’s requirements and timeframes. | | |
| Student number & name | Signature | Date |
| 1. ***9713581, Christopher Ayling*** |  | 7-9-2018 |
| 1. ***9448233, Benjamin Saljooghi*** |  | 7-9-2018 |
| 1. ***10294139, Jordi Smit*** |  | 7-9-2018 |

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# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for group 7 who are a team of students in Data and Web Analytics CAB330.

The aim of the team agreement is to describe the principles underpinning effective teamwork and how they will be applied by this team during the Data and Web Analytics CAB330 project. In this way the agreement provides a communication tool and contract between team members and their teaching team regarding their obligations, responsibilities, activities and grades to ensure successful processes, product, and outcome.

This document includes:

* High level principles contributing to an effective team;
* Agreed communication and operational processes to action the principles.
* Definitions of minor and major non-compliance and examples of instances that may constitute a breach of the agreement’s conditions.
* Dispute resolution and conflict management processes.

# Team Agreement

All team members must have participated in the formulation of this Team Agreement and are committed to abide by it.

## 2.1 Team Principles and Processes

As part of the team agreement, the group has decided on the below guiding principles for the purpose of minimizing group conflict while cultivating success.

### 2.1.1 Principles of behaviour

This section outlines the guiding ethical obligations that each group member will individually abide by.

#### 2.1.1.a Be respectful

This project groups expects that members thread each other with respect. Which means that each group member listen to each other member, do not interrupt other members and uses appropriate language when talking to other group members. This will help to create a working culture whereby each group member will feel respected and free to share any ideas. Which will help to create a positive outcome of the project.

#### 2.1.1.b Keep your promises

The project groups expects that each member will keep their promises. Which means that for example if a group member has been assigned a task he will complete the task before its deadline. Another example is being present and on time for meetings. This will ensure that each group member knows he can trust the other members. Which will help to reduces stress and will also make sure that the project will be completed on time.

#### 2.1.1.c Go for the best possible mark

The group aims to get the best possible mark for this project. Which means that each project member is expected to turn in their best possible work. Low quality work will not be accepted, and group members can be asked to improve their work if needed. The group expects that each member goes to the extra mile to achieve this goal. By stating this goal, the group collectively intends to ensure that each member is on the same page. This will reduces the risk of future frustrations within the group.

#### 2.1.1.d Keep the group informed

The project groups want each member to keep the group as informed as possible. Which means for example that when a group member is stuck on task he will inform the group as soon as possible such that the group can offer assistance. Another example is that each group member has to inform the group 24 hours before the meeting if they will not be able to attend. This will make sure that none of the group members will waste traveling to a meeting that will be canceled. This agreement will help to reduces the frustration within the group and will help to complete the project on time.

#### 2.1.1.e Contribute

The project groups expects each group member to provide an equal contribution to the project. This means that group will not accept free loaders. Task will be distributed equally based on the amount of work during the meeting. This will make help to reduces the frustration within the group.

### 2.1.2 Communication and Operational Process

This section outlines the guiding professional obligations that each group member will individually abide by.

#### 2.1.2.a Meetings

Meetings will be held on a need to basis. Meetings will be for example held when a group member has encountered problems with his tasks, when tasks have been completed or when tasks will be divided. The project group expects all members to be present during the meetings. Thus meetings will be scheduled on a mutually agreed upon time. During these meetings the group expects each member to come prepared and to be on time.

#### 2.1.2.b Outside meeting communication

All project related communication outside of the meeting will go through the Messenger application. This will ensure that all the members will be informed and on the same page. When, for example, a group member is not able able to attend a meeting he is required to inform the others at least 24 hours in advance using the Messenger application.

#### 2.1.2.c Resource sharing

The project group will use GitHub as resource sharing and source code management tool. All project related code and final documentation has to be uploaded on this platform such that all the group members have access to it. Each group member will be provided with access to platform.

#### 2.1.2.d How to handle unexpected problems

Group members who encounter unexpected problems are expected to inform the group as soon as possible. This will allow the other members to provide assistance where needed and will allow the group to change the project planning if needed.

## 2.2 Non-Compliance

Non-compliance refers to violation of any of the above principles detailed in section 2.1 The below two sub-sections detail the two gradations of non-compliance.

### 2.2.1 Minor non-compliance

The project has defined minor non-compliances as actions that undermine the previously stated principles in a minor capacity or action that result in minor group frustration. Whereby none of the action seriously jeopardize the outcome of the project.

The following actions will be considered as minor non-compliances:

* Being late for meetings;
* Be unprepared for a meeting;
* Not informing the group 24 hours in advance you will not be able to attend a meeting.
* Use disrespectful language during the meeting.

### 2.2.2 Major non-compliance

The project has defined major non-compliances as actions that undermine the previously stated principles in a major capacity, action that results in significant or constant group frustration, actions that significantly jeopardize the outcome of the project or repeated minor non-compliances. The following actions will be considered as major non-compliances:

* Any minor non-compliances that has been violated repeatedly. Even after group warnings.
* Not putting enough effort in to your work.
* Not putting enough time in to the project.
* Not completing assigned tasks before the deadline.
* Not showing up for a meeting without any form of communication.
* Being unreachable for multiple days without informing the group.
* Missing multiple meetings.

## 2.3 Dispute Resolution & Conflict Management

Disputes and compliance violations are resolved via the below protocols.

### 2.3.1 Disputes

In the event of a disagreement regarding the project, a vote will be held and the group will decide how to proceed. A binary vote cannot draw due the odd number of group members. If the disagreeing group member is still dissatisfied, or if the vote was not binary (i.e. there are multiple paths forward that were voted on) then the teaching team will be consulted for advice.

### 2.3.1 Minor non-compliance

If a group member has performed a minor compliance violation, the group will discuss the violation either in the Messenger application or the issue will be raised at the next available meeting. The violating group member is then obliged to invest more effort into avoiding another compliance violation.

### 2.3.2 Major non-compliance

The resolution for major compliance violations is context-dependent, but the following general protocol serves as a template.

* The violating group member is respectfully confronted about the violation either over Messenger or in-person during a meeting as soon as the other group members become aware of the violation.
* The group member is then obliged to invest extra work to make up for the violation.
* If the group member disagrees or fails to meet this obligation, then the teaching team is notified of the violation. The group member will receive a distribution of marks lower than 33%, but proportional to the severity of the violation.

## 2.4 Peer Appraisal

The following table lists each team member’s subjective estimation of how much work everyone did (including themself).

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Christopher Ayling** | **Benjamin Saljooghi** | **Jordi Smit** |
| **Christopher Ayling’s estimations** | 33% | 33% | 33% |
| **Benjamin Saljooghi’s estimations** | 33% | 33% | 33% |
| **Jordi Smit’s estimations** | 33% | 33% | 33% |

**Benjamin Saljooghi**

I was happy with everyone.

**Jordi Smit**

I think we did great as a group.

# 3 Conclusion

This document has articulated the high level and operational processes agreed to by **Group 7*.*** This team agreement will apply for the duration of the ***Data and Web Analytics CAB330.*** To meet the objectives of the project and demonstrate their abilities as IT professionals, team **Group 7**will implement the principles, processes and management activities described. This team agreement will be used in marks distribution if there is dispute in a team.

# 

# References

QUT (2016). *ITB002 IT Professional Studies: Week 1 document.* ***Complete reference details.***

QUT (2016). *ITB002 IT Professional Studies: Team Process Management Requirements.* ***Complete reference details.***

# Appendix I – Team Agreement Guidelines

In order for your team to achieve its common goals, to coordinate activities and to enable group synergy, your team and its members must communicate regularly and abide by mutually acceptable and beneficial principles of behaviour.

In the INB342 and INN342 students form their own teams. Team members can then negotiate team principles and operational process and record these conditions in their Team Agreement. In developing the Team Agreement team members must also agree what constitutes a major breach of (non-compliance with) agreed behaviours, the penalties for such breaches.

Some possible topics for consideration in the Team Agreement are listed below. Your team should develop **principles** and **operational processes** and any other relevant items you think are necessary to establish the “rules” by which your team will operate. A template is available to help you identify content items and structure your agreement.

## Possible Topics for Agreement Principles

The guiding principles you develop might address the following issues:

* Your team goals (How you will define success. What level of achievement / grade does your team want for this project);
* How your team will reach consensus when decision-making;
* How the team will manage & resolve differences of opinion. (Will the team require all individuals to accept the team's view?);
* How you will get quiet team members or students who have English as a second language to actively contribute to team discussions;
* How team members will share knowledge and actively collaborate with other team members to ensure collaboration;
* How tasks will be allocated and how work will be completed (will you work according to the project plan, or use an event-driven informal process?);
* How your team will resolve or accept personal or professional differences;
* The process or channel will you use to escalate issues that the team cannot resolve;
* Will your team have a team leader role? And if so what are their responsibilities and how will they be supported, rewarded or compensated for their additional work load.
* Equitable workload for team work.
* Will the team accept freeloaders (people who do no work on the project), how will you identify them, and what are you going to do about them?
* Ensure that work is done to an acceptable level of quality and meets the project’s requirements;
* What process will you follow to deal with poor quality or late work;
* What you will do if members make significantly different contributions in terms of quantity or quality of work;
* etc

## Communication and Operational Process Topics

Your team communication and operational processes should explain in detail how the principles you have stated are put into operation. They might include statements that include:

* How often your team meetings will be held, where, what time & for how long;
* What regular agenda categories will be discussed at each meeting (eg progress made, issues);
* Who will record the team meetings (eg meeting date, attendees, issues discussed, decisions, actions) and enter the data in TeamWorker when necessary;
* Will the team use an issues register to track the resolution of project, team and technical issues; if so how will this work.
* How often team members will communicate with each other;
* How team members will communicate between meetings;
* How often team members will check their email or voice mail;
* The timeframes team members will accept as reasonable to respond to email or voice mail messages;
* How team members will update each other with progress made, especially if they cannot attend a meeting;
* What a team member should do if he/she cannot meet his/her assigned tasks and deadlines;
* How the project plan will be updated to reflect actions completed and new actions assigned and who is responsible for these updates;
* Will a project library be established to contain electronic and/or print versions of documents and emails and who is responsible for maintaining this resource;
* etc

## Defining Major and Minor Non-Compliance

This section should assist you manage team and individual behaviours. Your team should agree how this section should be completed and what items it may include. It is up to you!

You might start by defining and providing examples of what the team considers to be major or minor non-compliance, i.e. a breach of one of Agreement principles or communication processes (e.g. being more than 5 working days overdue with agreed deadlines, freeloading, not responding to emails etc).

## Penalties for Major and Minor Non-Compliance

This is up to your team to agree and propose penalties. The team must then take responsibility for applying the agreed penalties. You may agree to deal with major breaches by re-allocating an agreed percentage of marks, or even expulsion from the group.

You may agree to allow a small number of minor transgressions occur without penalty as long as team members behave appropriately & professionally.

After the first breach the group member in question will be given an opportunity to explain himself. If the other group members deem his reasons valid he can be let of with a warning. If the other group members deem his reasons invalid the other group members can choose to re-allocating an agreed percentage of the final marks. If this group member breaches the group contract multiple times the other group members can choose to expel the group member from the group.