**TEAM AGREEMENT GUIDELINES**

**For**

***Vroom Vroom Vroom***

***Team no. 106***

***Version 0.1 (DRAFT)***

**Prepared by:**

***Jessica Godson n10010106***

***Jack Catchpole n10013016***

***Reilly MacKenzie-Cree n9966471***

***Alex Rozsa n9992529***

***Derren Healy n9744304***

***Daniel Johnston n9742336***

**Prepared for:**

***Tutor Name***

Michael Esteban

***27.07.2018***

# **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 ***Car Rental Data Management Project*** project to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
| ***Jessica Godson n10010106*** |  | *27.07.2018* |
| ***Jack Catchpole n10013016*** |  | *27.07.2018* |
| ***Reilly MacKenzie-Cree n9966471*** |  | *27.07.2018* |
| ***Alex Rozsa n9992529*** |  | *27.07.2018* |
| ***Derren Healy***  ***n9744304*** |  | *27.07.2018* |
| ***Daniel Johnston***  ***n9742336*** | *Daniel Johnston* | *27.07.2018* |
| Tutor Approval |  |  |

Table of Contents

Sign-off and Approvals. ii

1 Introduction. 1

2 Team Agreement 1

2.1 Team Principles and Processes. 1

2.2 Non-Compliance. 1

2.3 Dispute Resolution & Conflict Management 1

3. Conclusion. 1

References. 1

Appendix – Team Agreement Guidelines. 1

Possible Topics for Agreement Principles. 1

Communication and Operational Process Topics. 1

Defining Major and Minor Non-Compliance. 1

Penalties for Major and Minor Non-Compliance. 1

# **1 Introduction**

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for Vroom Vroom Vroom who are a team of students in IFB299 Application Design and Development.

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 ***Car Rental Data Management Project*** project. In this way the agreement provides a communication tool and contract between team members and their tutor regarding their obligations, responsibilities and activities 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.

# **2 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**

EXPLANATORY NOTES:

Principles should be high level statements that describe **what** your team considers to be the key values, beliefs and norms that contribute to an effective team environment. For example you may adopt a principle that is “show respect for one another”.

Each principle should be accompanied by a rationale that explains **why** your team has agreed to follow the stated principle. For example, the rationale that explains the adoption of a “Respect” principle is: a healthy atmosphere will facilitate positive team outcomes.

Operational processes should show **how** the principles will be put into action or implemented and made workable by your team during the project. Examples of the operational processes associated with the Respect principle above may include: listen to each other's ideas, avoid abusive language, try not to dominate the other team members, etc.

**Principles:**

* A consensus will be made while making decisions by having the majority agree with the cause of action.
* In the chance of different team members having differing opinions actions will be taken depending on the cause. The decision will be made either with the majority of people being in favour of the idea, or the idea being adapted to all parts of differentiation.
* Active encouragement of all team members to speak up and share their point of view in discussions.
* Frequent team meetings, a good communication line on messenger and the use of GITHub will allow the collaboration of all team members
* If personal and or professional differences arise they will be worked through and a solution will be made so that the team can work peacefully together.
* If there is an escalated issue that the team can not resolve by themselves then the class tutor (Michael Esteban) will be contacted.
* The SCRUM Master and the Client will be the team leaders. As this is a shared role the responsibilities will be split between hem. They will be supported by the rest of the team following the directions given to them.
* The team will not stand for any freeloaders within the group. If the weekly work has not been done multiple times without god reason as to why then the group will bring it up with the individual first. If this doesn’t change anything then it will be brought up with the tutor and get them removed from the team.
* To ensure that the work is completed to a high quality level all team members will go over the other members work whether that be coding or written documentation.
* If a team member has been making lesser contributions to the amount of work and quality of work that they have been completing comparatively to the rest of the team then we will make them aware that they need to do better. If this communication doesn’t change anything then the tutor will be advised and the member will be asked to leave.

**Processes:**

* Team meetings will occur Thursdays at 4pm for about 1 hour, or for as necessarily long. If needed in the week a second meeting will be held Friday afternoons at 5pm.
* In team meetings the discussions will be about what each member has done and what needs to be done next as well as any issues encountered.
* Each week there will be a scribe. The member who is the scribe changes every week. They will record any major points within the meeting as well as who was the SCRUM Master that week and the scribe that week.
* Team members will communicate before and after every team meeting but there will also be an open communication on Messenger at all times.
* It is expected that team members check their messages daily for updates and should respond the messages within the same day preferably within an hour of the message being seen.
* Members will update the work completed via Messenger and others will check on the work to make sure its quality is to the expected standard.
* If a member can not meet a deadline of their given tasks then the workload will be split throughout the team as long as a reasonable cause has been given as to why it was not completed. But this notice should be given as early as possible.
* The team will use an issues register to track the resolution of the project. We will be using a website called jira for this.
* The online website Jira will be trialed to update the actions completed, in process and needs to be done within the project. If this doesn’t work out well then Trello will be used.
* A Google Drive folder will contain all electronic documents made in this project.

## **2.2 Non-Compliance**

Minor non-compliances:

* Failing to keep in touch with the team on a regular basis (1 - 5+ days of inactivity), unless, of course, all current work has been confirmed completed, and all messages (email or Messenger) have been replied to.
* Failing to attend a meeting without good reason, whether that be a virtual or in-person meeting.
* Failing to attend a workshop without good reason.
* Stubbornly refusing to accept another teammate’s idea without a good/any reason for being against it.
* Failing to complete allocated work before the next workshop.

Major non-compliances:

* Major non-compliances are frequent, and or repeat offences of minor non-compliances.

## **2.3 Dispute Resolution & Conflict**

## **Management**

Minor non-compliance penalty:

* Offender will be let off with a strong warning.

Major non-compliance penalty:

* First offence will result in a mandatory daily update of their completed work.
* Second offence will result in the tutor being made aware of the members behaviour.
* Third offence will result in expulsion from the group.

Strikes can be reversed if the repeat offender proves their dedication to the project. This could potentially be done by completing assigned work ASAP or volunteering to take on more work, along with going on without having any offences. Reversal of strikes will have to be discussed amongst the other group members. Though once the third (major) strike is reached, there will be no more chances.

# **3. Conclusion**

This document has articulated the high level and operational processes agreed to by Vroom Vroom Vroom.This team agreement will apply for the duration of the Car Rental Data Management Project***.*** To meet the objectives of the project and demonstrate their abilities as IT professionals, team Vroom Vroom Vroomwill implement the principles, processes and management activities described.

# **Appendix – 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 IFB299 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) of agreed behaviours, the penalties for such breaches.

The notions of team agreements and team meetings were introduced in the week 1 lecture and you have been completing some online teamwork learning activities as part of your team process management.

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 reallocating 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.