**TEAM AGREEMENT GUIDELINES**

**For**

***Team 3***

***Version 4.0***

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**Prepared for: IFB 299 – Design and Development**

***Tutor: Tara Capel***

***21/02/2018***

# 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 Music School project to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
| 1. ***Ranne Sanderin (N8817596)*** | *R.L.S.* | *21/02/2018* |
| 1. ***Veronika Strela (N9471201)*** | *V.S.* | *21/02/2018* |
| 1. ***Kenny Williamson (N9499148)*** | *K.W.* | *21/02/2018* |
| 1. ***Issey Jordan (N7458258)*** | *I.J.* | *21/02/2018* |
| 1. ***Vikrant Harish (N9471600)*** | *V.H.* | *21/02/2018* |
| Tutor Approval |  |  |

# Team Member Roles

|  |  |
| --- | --- |
| **Team Agreement Role Allocations:** | |
| Name & student No. | Role |
| ***Ranne Sanderin (n8817596)*** | *Client/Product Owner* |
| ***Veronika Strela (n9471201)*** | *Scrum Master (Developers), Developer* |
| ***Kenny Williamson (n9499148)*** | *Client/Product Owner* |
| ***Issey Jordan (n7458258)*** | *Developer* |
| ***Vikrant Harish (n9471600)*** | *Scrum Master (Clients/Product Owners), Client/Product Owner* |

Note: Allocation of the Scrum Master may circulate between members of the group.

Table of Contents

[Sign-off and Approvals ii](#_Toc507443759)

[Team Member Roles iii](#_Toc507443760)

[1 Introduction 1](#_Toc507443761)

[2 Team Agreement 2](#_Toc507443762)

[2.1 Team Principles and Processes 2](#_Toc507443763)

[2.2 Non-Compliance 5](#_Toc507443764)

[2.3 Dispute Resolution & Conflict Management 5](#_Toc507443765)

[3. Conclusion 8](#_Toc507443766)

[References 9](#_Toc507443767)

[Appendix – Team Agreement Guidelines 10](#_Toc507443768)

# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for Team 3 who are a team of students in IFB299 Project 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 Music Schoolproject. 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.

# Team Agreement

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

## Team Principles and Processes

1. Each team member will have respect for one another

Respecting each other is important as it helps keep a positive atmosphere, which can increase productivity.

How this will be implemented:

* Avoiding any abusive language
* Not speaking over others

1. Each team member will have clear communication, be direct and be honest

Being clear, direct and honest will ensure objectives are met and opinions are voiced. The will guarantee that the correct work is done and the correct goals are aimed for.

How this will be implemented:

* Being clear when trying to explain a concept/issue to the team
* Being direct and not hiding true opinions
* Being honest to each other

1. Any arguments/differences about the task will be discussed as a group

This will avoid problems and everyone will be able to express their opinion.

How this will be implemented:

* Everyone getting to say their thoughts on the problem
* No team member leaving until the problem is solved

1. If needed, assistance will be asked for

By each team member asking for assistance when they need it, this will prevent problems overall and anyone getting behind on work.

How this will be implemented:

* Asking for help as soon as possible
* Not hesitating to ask

1. Deadlines, handed out by team members and due dates, will be followed

This will ensure that there are no problems near due dates and lessen stress for each team member.

How this will be implemented:

* Tasks will be completed before the due date
* Team members will not act like dogs

1. Team meetings will be held once or twice during each week

This will ensure that important issues are resolved, allocations of tasks are made, deadlines for tasks are set, and checkups on progress are notified.

How this will be implemented:

* Team members will meet up in free time during workshops and virtually online
* Meetings will take about 30 minutes to an hour maximum to finish
* Virtual meetings will be held on Thursday nights or Friday nights (or whenever needed)

1. In team meetings, agendas from both parties will be raised

This will make sure that progress made by members acting as developers are met by the requirements issued by the members acting as clients and that any issues about group work-related or team members’ disputes or concerns are known by all team members.

How this will be implemented:

* Team members will speak their disputes or concerns
* Team members will listen to other parties on what needs to be done

1. Team meetings will be documented

This will allow every team member to have documentation on their contributions to the group and make it easier for the tutor when checking each team member’s contribution to the team.

How this will be implemented:

* Assigned scrum master/s for the week will record team meeting minutes
* Meeting minutes documents will then be uploaded/updated by the assigned scrum master/s

1. Team members will regularly check Facebook and their emails, and respond when possible

This is so that team members don’t miss any updates or issues that may need to be rectified. This is also so that each member in contributing to the group, team members receives their answers, and team members are notified that other team members have seen their message/s.

How this will be implemented:

* Team members will have either Facebook or an email for communication purposes
* Team members will respond to emails or messages on Facebook as soon as possible or when they can if they are busy at that period of time

1. When a team member cannot attend a meeting, he/she will be updated on progress made via Facebook messenger

This is so that no team member gets left behind about progression of work, task allocations, and deadlines.

How this will be implemented:

* Team members will let other team members know that they can’t attend a meeting

1. Team members will notify scrum master/s immediately if he/she is unable to complete tasks or meet deadlines. Scrum master/s will then assign a new task or deadline for the team member. If he/she fails to do their assigned tasks or meet deadlines again, that team member will be dealt with and another team member will be assigned to complete the job

Notifying the scrum master/s of inability to complete tasks or meet deadlines will not stop the flow of the team in terms of work and will lessen stress. Assigning another team member to complete the job will allow progress to continue and not interfere with project goals and deadlines.

How this will be implemented:

* Principle contains the steps on how it will be done

1. Each updated document is reflected by software versioning

This will ensure that a track record is kept on previous versions of documents and that the newest version of the document is always the one that will be updated.

How this will be implemented:

* The team member tasked for that week to execute the requirements in the documents will be responsible for the updates on the updated document

1. Github will be the main hub for all team members

This is for the purpose of accessing important team electronic documents and for a consistent document uploading location.

How this will be implemented:

* Team members will use Github to post documents, make changes to them, and view them

## Non-Compliance

Minor Non-Compliance

* When team members don’t/a team member doesn’t indicate concerns regarding the project (assessment) with peers e.g. project milestones, work load
* When team members don’t/a team member doesn’t contribute adequately to produce the work they are assigned to complete e.g. half completed work
* When team members don’t/a team member doesn’t contribute work set for a particular milestone e.g. work is contributed passed a deadline
* When team members don’t/a team member doesn’t adequately meet with the group on a weekly basis to contribute to the project e.g. proposes a time then doesn’t attend
* When team members don’t/a team member doesn’t adequately communicate with the group on a weekly basis e.g. doesn’t respond to emails

Major Non-Compliance

* When team members deliberately don’t/a team member deliberately doesn’t permit other peers to contribute to the project
* When team members act/a team member acts disrespectful to other peers e.g. verbal abuse/discrimination
* When team members don’t/a team member doesn’t meet or communicate with the group in any form
* When team members don’t/a team member doesn’t attend group tutorials
* When team members don’t/a team member doesn’t produce work towards the project
* When team members claim /a team member claims to produce work they didn’t

## Dispute Resolution & Conflict Management

In the process of completing this project, it is inevitable that conflict and disagreements may arise within the team. For this reason, a method of governance has been developed to assist in managing and resolving any issues that are encountered within the team.

Listed below are some circumstances which may arise with their approved methods of resolution.

1. Communication & Scrum Punctuality

* If members are/a member is not clearly communicating and cooperating with other team members. This will be brought to the attention of the scrum masters at the next meeting. The team will attempt to negotiate methods of communication that are more suitable, or encourage engagement from parties who are not communicating.
* If members are/a member is not attending designated scrum sessions, a meeting will be undertaken between all team members to discuss why they are not available during the allocated sessions. If the reason is valid and agreed upon by the majority of members, a more suitable time will be negotiated, or negotiations will be made that members attend the majority of the scrums and have correspondence with group members virtually as frequently as possible to ensure all parties are up to date.
* Punctuality is most important only for the on-campus scrum. If members are/a member is late, then they must provide a valid explanation to the team members and attempt to keep up to date as much as possible in their absence/tardiness. If this occurs consistently, the matter will be brought up with the tutor. For the remaining two scrums which occur virtually, punctuality is not highly essential as long as there is attendance as well as clear communication and response within the hour.

1. Deliverable Expectations

* If a specific team member feels that there is an unfair delegation or over-expectance on what they are to deliver, then the first point of call is a negotiation with the members they are working with (IS or CS). Depending on who is involved, members will attempt to make a compromise on what is to be delivered. For instance, including the most vital segments, improving on minor preferred areas, and excluding other components which require excessive time.
* In the event that all involved parties have an expectation of a specific team member, the member that is required to deliver may make an appeal with the scrum masters whom must both agree and confirm that what is to be delivered does not seem achievable given the situation at the time.   
  If all team members including the scrum master/s are insistent on delivery to be completed, an extra resource will be allocated depending on what TYPE of resource is needed for task completion. For example, storyboarding, coding, documentation, product testing, etc.
* If team members are colluding against a certain member/members in terms of deliverable expectations and for the sake of doing less work or negative peer reviews, then the affected member/s should bring this to the attention of all other members and the tutor.

1. Discrimination / Prejudice

* If discrimination or prejudice occurs among any of the team members, then this will be brought to the attention of all parties within the team first and a professional and mature discussion must be organised and conducted between all involved parties. The team will then attempt to carry on operations without prejudicial or discriminatory behaviour. If this cannot be done, the tutor will be informed so that they can take necessary action upon repeat offenders.
* If a member is deliberately sabotaging, discriminating against, and/or being spiteful to other members/another member, then a team vote will be undertaken to remove the member. The offender may choose to dispute this with the tutor.

# 3. Conclusion

This document has articulated the high level and operational processes agreed to by Team 3.This team agreement will apply for the duration of the Music School project.To meet the objectives of the project and demonstrate their abilities as IT professionals, Team 3 will implement the principles, processes and management activities described.

# References

# 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 ITB002 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.