Team Contract – Group 7 (ITP)

Team Name: Group 7 – ITP

Team Members: Min Thway Khant, Joel Shelvi, Ahmed Farah, Thomas Jevtic, Jaime Pozo Villar, Wai-Shing So

Module: IT Practice: Consultancy Project

Date Created: 10 October 2025

Business Case

This consultancy project aims to deliver a practical IT-based solution for our client, **Artspace Lifespace**, focusing on improving their operational efficiency, digital communication, and workflow management. The project enables the team to apply real-world consultancy principles, agile teamwork, and professional communication to meet both client and academic objectives.

1. Communication & Collaboration

• Primary communication will be through Microsoft Teams (chat + video meetings).

• All members must check Teams daily and respond within 24 hours to messages.

• For urgent updates, a quick message or ping through Teams chat will be used.

2. Roles & Responsibilities

• Project Manager – Joel Shelvi:

Oversees coordination, deadlines, client communication, and task distribution.

Provides support in documentation and ensures alignment between project progress and reporting.

Works closely with the Communication Manager to ensure clear, consistent communication between the team and the client.

• Technical & Documentation Lead – Jaime Pozo Villar:

Leads on technical development, testing, and implementation.

Maintains Team OneNote, writes meeting notes, and ensures consistent formatting across documents.

• Research & Analysis Leads– Ahmed Farah & Thomas Jevtic:

Ahmed gathers data, performs research, and supports documentation.

Thomas focuses on analytical interpretation of research findings and contributes insights to project planning and reporting.

• Client Liaison & Communication Manager – Min Khant:

Acts as the primary contact for external client, ensuring meeting preparedness, feedback collection, and professional correspondence.

Manages external communication channels, while Joel supports overall communication strategy and internal team coordination.

Organises the team's shared file structure and collaboration tools for efficient workflow.

• Quality & Review Lead – Wai-Shing So:

Reviews all deliverables for accuracy, coherence, and professionalism before submission.

3. Meeting Arrangements

• Weekly team meetings will be held on Friday at 11AM (online) unless otherwise agreed.

• Meeting summaries and decisions will be logged in the Team OneNote after each session.

• Any member unable to attend must notify the group in advance.

4. Performance & Accountability

• Each member is responsible for completing assigned tasks on time.

• Progress will be reviewed weekly; blockers or delays must be communicated early.

• Consistent missed deadlines or low engagement will be raised with the module leader if unresolved.

5. Quality Assurance

• Deliverables will be reviewed by at least two members before submission to ensure accuracy and professionalism.

• Peer feedback and testing will be part of every major milestone.

6. Inclusivity & Team Dynamics

• Respect all backgrounds, cultures, and ideas.

• Decisions will be made democratically, with the Project Manager ensuring fairness and clarity.

• Encourage collaboration, not competition, every member's contribution matters.

7. Conflict Resolution

• Disagreements will first be discussed openly within the group.

• If unresolved, Joel (Project Manager) will mediate and document the discussion.

• Persistent issues will be escalated to the supervisor.

8. Must-Do vs. Can't Do Tasks

Must-Do Tasks- Attend weekly meetings punctually; complete assigned tasks before deadlines; communicate issues early; maintain professionalism; review deliverables before submission.

Can't-Do Tasks- Miss meetings without prior notice, ignore client or team communication, submit incomplete or delayed work without discussion; make unauthorized changes to shared documents.

9. Signature Acknowledgement

All members agree to the terms above and commit to working respectfully, collaboratively, and professionally throughout the project.

Joel Shelvi	10/10/2025
Min Khant	15/10/2025
Ahmed Farah	21/10/2025
Thomas Jevtic	15/10/2025
Jaime Pozo Villar	21/10/2025
Wai-Shing So	15/10/2025