**TEAM AGREEMENT GUIDELINES**

**For**

***I am the Scrum Master***

***Team 104***

***Version 1.0***

**GIT Repository**

**https://github.com/amckellar28/I-am-the-Scrub-Master.git**

**Prepared by:**

***Alice Mckellar 1 09446664***

***Aarond Dino 2 09488383***

***Luke John Tran 3 09476814***

***Maxim Koh 4 09808299***

**Prepared for:**

***Jesse St. Germain***

***25/07/2017***

# 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 ***<insert project name>*** project to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| Tutor Approval |  |  |

***Instructions: You may use this template to plan and discuss your team agreement by substituting and adding your own ideas and text wherever there are italics throughout the document.***

Table of Contents

[Sign-off and Approvals ii](#_Toc299977981)

[1 Introduction 1](#_Toc299977982)

[2 Team Agreement 2](#_Toc299977983)

[2.1 Team Principles and Processes 2](#_Toc299977984)

[2.2 Non-Compliance 2](#_Toc299977985)

[2.3 Dispute Resolution & Conflict Management 3](#_Toc299977986)

[3. Conclusion 3](#_Toc299977987)

[References 4](#_Toc299977988)

[Appendix – Team Agreement Guidelines 5](#_Toc299977989)

[Possible Topics for Agreement Principles 5](#_Toc299977990)

[Communication and Operational Process Topics 6](#_Toc299977991)

[Defining Major and Minor Non-Compliance 7](#_Toc299977992)

[Penalties for Major and Minor Non-Compliance 7](#_Toc299977993)

# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for I am the Scrum Master 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 Smart city 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.

# 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

**Team Goals**

* The Team aims to make a product to satisfy the conditions of the client.
* The Team aims to obtain a level of achievement of 7 in this unit.
* The Team aims to make a product the all team members are satisfied with.

**Team Principles**

Every member of the team opinion will be heard and acknowledged

* This is to make all members feel comfortable about sharing their opinion.
* Operational processes
  + Take time to listen to colleagues
  + Think about what they are saying (don’t jump to conclusions)

All work will be evenly distributed among the Team.

* This is to stop one or few members from having to do all the work. This should lead to more group satisfaction as members will not feel like they are carrying the whole team. Also, promoting an equitable workload for each member.
* Operational Processes
  + All task will be broken up and assigned to different team members
  + The task should be completed by the person who it was assigned too.

All members must contribute.

* This is to ensure that quiet students contribute to the project. Also, to prevent members from free loading. This refers to both work and ideas.
* Operational Processes
  + Speak at least once at every team meeting
  + Input as well into the group chat

Conflict (if any) is resolved by satisfying the interests of all team members

* This is to make all team members feel like they matter and to help the team come to a consensus when decision making.
* Operational processes
  + Checking that everybody is happy with the decision
  + Learning to accept the majority opinion.

Team members listen to/respect the input of others

* This is to ensure a pleasant working environment for all team members.
* Operational processes
  + Listen
  + Don’t interrupt
  + No abusive Language
  + Give equal speaking time to all members.

Every Team member has a responsibility to reviews other members work.

* This is to ensure quality control within the project.
* Operational processes
  + Whenever work is submitted by a team member every team member must at least glimpse or read the work and criticise where necessary.

Freeloading is not acceptable

* This is to stop people from not doing any work
* Operational processes
  + If you feel somebody free loading brings it to the attention of the Scrum Master or another team member
  + A freeloader is someone who does no or little work and doesn’t contribute to the team.
  + The free loader once identified will have a talking to by the team and be given a warning. If the situation does not improve then it will be brought to the Tutors attention.

All work must be completed on time and be of high quality

* This is so the project will continue as planned and will be of acceptable quality when finished
* Operational processes
  + Do work on time
  + Review work
  + Make sure it fits criteria
  + Don’t be afraid to ask for help

**Task Allocation**

Tasks will be allocated at team meetings. These tasks will be given a deadline and it is expected that work on these tasks will begin as soon as possible. Tasks will be allocated through discussion with the team and will ultimately come down to the role in the project (client or developer) and what bests suit that person’s skills. The Scrum Master will oversee that work is fairly distributed and that the task can be completed within given time frame. All team members must be willing to show their work to other members of the team so that it can be criticised. This is to ensure a quality standard for all work done. All task allocations will be based on the project plan and what is needed to get the project completed on time.

**Leader Role**

This project will have a leader named the Scrum Master. Their main job is to oversee the project and ensure all work is being done on time to a high standard. They are also in charge of meeting minutes. This person will be compensated by having slightly less work compared to the other members as they have other responsibilities to worry about. The Scrum Master will rotate for the first 4 weeks of the project and then the best person will be selected by the team. If at any time the leader feel overwhelmed with their responsibilities they can pass some of them off to another team member, but only with the rest of the team’s consent.

**Team Dynamics**

The team is expected to work as a team. Therefore, everybody must do what is best for the project and the team. If team members feel uncomfortable with other team members (how they are treating you). Then you must discuss with other team members what the best way to solve the situation. Whether it be discussing the issue with the problem to come to a fair solution or whether just wait it out and see if it gets better. If work is not completed or not done will it will be up to the team about the appropriate course of action. If one team member seems to do more work then they will be rewarded with praise however will be reinformed that every team member must contribute to the project.

**Communication and Operational Process**

All team members are expected to attend workshop and team meetings. Team meeting will be held from 12pm to 1pm every Tuesday. If more meetings are required, then skype will be used to have a video meeting. The location may vary and it’s up to the team’s member to learn where the location of each team meeting will be. Team members are expected to communicate as regularly as possible. Responses to the team can take no longer than 24 hours (unless reason is given in advance). The team will use a variety of online communications methods such as email messenger (Facebook) and Skype. The team’s meetings are a place to discuss ideas, progress updates, discuss issues and assign tasks.

If for some reason a member of the team can’t make the tutorial or team meeting they must notify a team member at least one hour prior to commencement. The team member who could not attend the meeting will need to send a progress report on work complete and is expected to catch up on ideas discussed in the meeting in their own time. The appointed Scrum Master will oversee recording team meetings and entering the data onto the library when necessary.

Team members are expected to update on the progress of task at least once a week or when a team mate if after that information. If a team member cannot finish work assigned to them by the deadline and reasonable notice is given (at least 24 hours prior to deadline) Then it’s up to the rest of the team whether an extension is given on the work or whether that work be broken up and shared among the team to ensure its done by the deadline. If a team member fails to do the work and notify the team, then will have a stern talking to by the other team members. This will be put down as a major compliance issue and will be handled as such.

An issues register will be made that contain all issues encountered during the project and the resolutions. Its up to all team members to ensure that issues are documented. However, it is the Scrum Master who ultimately will oversee the document. The issue register will be kept on a google doc so that everybody has access to it and can edit it. All documents, code, designs and other resources will be kept on a google drive folder. It is up to the Scrum Master to ensure all documents are present and are up to date. The project Plan will be overseen by the Scrum Master and it is up to them to ensure that the project plan stays up to date with the latest developments of the project.

## Non-Compliance

**Minor non-compliances**

* All members must contribute.
  + Failing to contribute during group meetings
* Every Team member has a responsibility to reviews other members work.
  + Failing to read over colleagues work
* Team members listen to/respect the input of others
  + Being rude to other members
* Every member of the team opinion will be heard and acknowledged
  + Failing to acknowledge other member idea
* Conflict (if any) is resolved by satisfying the interests of all team members
  + Not coming to a compromise.

**Major non-compliances**

* Freeloading is not acceptable
  + Doing no work
* All work must be completed on time and be of high quality
  + Failing to do work on time without notifying group

## 

## Dispute Resolution & Conflict Management

*The team has agreed that minor compliance issues will be resolved within the team. Whether that be through discussing the issue with the individual. If one member keeps having minor compliance issue regularly then it will have treated as a major compliance issue.*

*Major Compliance issues will be handled by having that team member apologise to the group and will be watched by the other group members for improvement. If the individual keep breaking contract then they will be ask to leave the group.*

# 3. Conclusion

This document has articulated the high level and operational processes agreed to by I am the Scrum Master***.*** This team agreement will apply for the duration of the Smart city project***.*** To meet the objectives of the project and demonstrate their abilities as IT professionals, team I am the Scrum Masterwill implement the principles, processes and management activities described.

# References

***Provide any references you have used to construct this proposal.***

# 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.

## 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.