**TEAM AGREEMENT GUIDELINES**

**For**

**Super Sonic**

**Version 1.0**

**Prepared by:**

**Reema Hawa, n10010513**

**Lachlan Stevens, n9956255**

**Monique Secretan, n10061207**

**Patricia Ortiz, N9925333**

**Jarryd Stringfellow, n9734074**

**Prepared for:**

**Prakash Bhandari**

**27-07-18**

# 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** to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
|  | Reema Hawa | 27-07-18 |
|  | Lachlan Stevens | 27-07-18 |
|  | Monique | 27-07-18 |
|  | Patricia Ortiz | 27-07-18 |
| Tutor Approval |  |  |

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# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for Super Sonic 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. 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

|  |  |
| --- | --- |
| Principle (What): Show respect for one another.  Rationale (Why): A healthy professional atmosphere will facilitate positive team outcomes.  Operational Processes (How)   * listen to each other’s ideas * avoid abusive language * try not to dominate the other team members * give equal speaking time to all members | Principle (What): Everyone has equal voice and valuable contribution  Rationale (Why): Spreading the workload evenly will facilitate fairness  Operational Process (How): Tasks will be allocated to a team member based on their individual skill set |
| Principle (What): For all meetings – be on time, end on time and have an agenda  Rationale (Why): Meeting at the specified time makes it clear to the team that no one will slack off  Operational Processes (How): Ensure there is sufficient time in the week to make weekly meetings set by the group so nothing can interfere | Principle (What): Be transparent – we will give feedback, we will receive feedback, and we will act on feedback  Rationale (Why): Giving honest feedback to one another is the only way that work can be improved if needed  Operational Processes (How): Make a descriptive list for each team member on areas that they need to improve on to increase the efficiency of work |
| Principle (What): We will be held accountable to our commitments – we work as a team to make a commitment and deliver on it  Rationale (Why): This teaches the team how to cooperate together and that all actions have their consequences if not completed  Operational Processes (How): Scrum Master and Developer should always be on top of the team so no one is left behind and tasks are not left until the last minute | Principle (What): General conversations (questions) about the project will take place over slack throughout the week.  Rationale (Why): Slack is an easy form of online communication that can be used to ask questions to team members  Operational Processes (How): Tag the team member you need to talk to in the slack chat which will send them an emailed notification that they are needed for a question to be answered |
| Principle (What): Physical meetings will take place over twice a week at 8:00pm on Monday and Wednesday.  Rationale (Why): Meeting in person will help the whole team work together to get a clear understanding of what has been done and what needs to be done  Operational Processes (How): All team member schedules | Principle (What): All logs created for each activity will be put in the repository  Rationale (Why): This needs to be done so that all data collected and created is stored in a secured place  Operational Processes (How): Before leaving each team meeting, place all information collected and put it in the repository |

## Non-Compliance

Below is Super Sonic’s agreed classifications of minor non-compliance (not meeting or breaching agreed team agreement conditions and team commitments in a way that may adversely affect the project) and major non-compliance (not meeting or breaching agreed team agreement conditions and team commitments in a way that has a major negative impact upon the team’s success)

|  |  |
| --- | --- |
| MINOR NON-COMPLIANCE | MAJOR NON-COMPLIANCE |
| * Failure to arrive on time to a meeting without a valid reason as to why * Failure to attend a meeting without a valid reason as to why * Failure to produce high-quality documents * Failure to deliver an item on time without having a valid reason as to why the work was not able to be completed * Failure to respond to direct slack messages during project period | * Failure to arrive on time to multiple meetings without a valid reason as to why * Failure to attend multiple meetings without a valid reason as to why * Failure to notify other team members before making a big change to the project * Failure to produce high-quality documents on multiple occasions without seeking help or advice from other team members or tutor * Failure to deliver multiple items on time without having a valid reason as to why the work was not able to be completed * Avoiding all forms of contact with team members |

## Dispute Resolution & Conflict Management

Minor or major non-compliance with this Agreement is likely to manifest as disputes or conflicts between team members.

Super Sonic has agreed to deal with minor breaches of this Agreement by having a mandatory team meeting where all team members must attend. The team member/s who has violated the agreement does not pick up their workload and start co-operating after two warnings, then the team will report this to the teaching staff. If the team member/s who has breached the compliance does not co-operate with the teaching staff, then they will be removed from the group.

Super Sonic has agreed to deal with major breaches of this Agreement by reporting to the teaching staff of certain team member/s who violate the Team Agreement. If the team member/s who has breached the compliance does not co-operate with the teaching staff, then they will be removed from the group.

# 3. Conclusion

This document has articulated the high level and operational processes agreed to by Super Sonic. 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 Super Sonic will implement the principles, processes and management activities described.

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