TEAM AGREEMENT GUIDELINES

For

Se7en

Version 0.1 (DRAFT)

Prepared by:

Frank King n10198067
Samuel Gillespie n9990186
Aidan Perera n10109960
JianHong Lee n9790136
Tom Kirby n10014195

Prepared for:

Ms Parvaneh Boroujeni

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Sign-off and Approvals
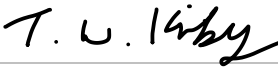
Team Agreement Sign-Off:		
The undersigned members of this team agree to abide by this team agreement to ensure the successful completion of the *Car Rental Data Management Project* to meet the client's requirements and timeframes.		
Person's name & student number	Signature	Date
1. Francis King		25/07/2018
2. Samuel Gillespie		25/07/2018
3. Aidan Perera		25/07/2018
4. JianHong Lee		25/07/2018
5. Tom Kirby		25/07/2018
6.		
Tutor Approval		

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1   Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for Se7en 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

Se7en's key values include hard work ethic, maturity and internal transparency, strong leadership and a Common objective: GPA 7.

To elaborate, the team members need to exhibit these values throughout every level of stage of the sprint and planning.

The team is based around these principles because they are the best way of achieving project soundness. Our group is based off an elitist culture, all our group members have a high standard of work and thus motivating us to put more effort in.

The team will be using the communication channels of Slack, Trello and Discord. Slack for the important notes, Discord for conference calls and Trello for progress tracking. These channels of communication allow for the team to achieve transparency throughout the project.

The Team of Se7en have agreed on the following principles to abide by:

Principle: Hard work ethic

Rationale: To achieve a harder working environment that gets tasks done before deadlines.

Operational Processes:

- Frequent SCRUM meetings
- Progress tracking
- Putting in 100% effort

Principle: SCRUM methodologies

Rationale: To give the team a real world feel and make the sprint process run smoothly

Operational processes:

- Following the Agile framework
- Assigning Leadership positions

Principle: Internal and External Transparency

Rationale: To give markers an easier time of understanding what is going on in our team as well as allowing for the team to understand what each other are doing and ensure there are no conflicts/clashes.

Operational Processes:

- Frequently updating Slack/Trello
- Frequent SCRUM meetings
- Availability whenever possible
- Open Communication channels (Anyone can listen in on any conversation)

Principle: Achieve GPA 7

Rationale: To encourage excellent quality work and lift team morale

Operational Processes:

- High Quality work
- Good teamwork

Principle: Maturity

Rationale: To avoid distractions throughout the project

Operational Processes:
- Real world attitude
- Brief meetings to ensure that the meetings communicate work output well.
- Avoid conflict

Principle: Punctuality

Rationale: To ensure the team all show up on time to each workshop/meeting

Operational processes:
- Appearing to meetings on time
- Meeting deadlines

2.2   Non-Compliance

A **minor non-compliance** during the project could be any of the following
- Underperforming/Freeloading
- Not showing up to meetings without warning
- Avoiding contact from other team members
- Submitting late to deadlines
- Disobeying instructions
- Showing disrespect to other team members

A **major non-compliance** during the project could be any of the following:
- Grossly Underperforming
- Frequent Absence from meetings
- Not submitting/completing their part
- Violating minor non-compliance requirements too many times/for an extended period of time

2.3   Dispute Resolution & Conflict Management

The team have stated that if a team member violates our rules regarding **minor non-compliances** they will be **warned** and may be **marked down** in peer reviews, depending on the severity.

The team have stated that if a team member violates our rules regarding **major non-compliances** they will **removed from the team.**

3.   Conclusion

This document has articulated the high level and operational processes agreed to by Se7en. 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 Se7en will implement the principles, processes and management activities described.

References

Gina Abudi. (05/08/2011). *https://www.quickbase.com/blog/5-elements-of-successful-project-teams*

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.