TEAM AGREEMENT GUIDELINES

For

Top Quality Team
Team #106

Version 0.1

Prepared by:
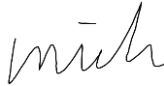
Charlotte Wilds n9669922
Bridgette Carmody n9378511
Michael Wilkinson n9728970
Zac White n9750011
William Brock n9699627

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 **Smart City** project to meet the client's requirements and timeframes.		
Person's name & student number	Signature	Date
1. **Charlotte Wilds (n9669922)**		*25/07/2017*
2. **Bridgette Carmody (n9378511)**		*25/07/2017*
3. **Michael Wilkinson (n9728970)**		*25/07/2017*
4. **Zac White (n9750011)**		*25/07/2017*
5. **William Brock (n9699627)**		*25/07/2017*
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

1   Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for **Top Quality Team** 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.

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

- Principle (What): Show respect for one another
- Rationale (Why): To work effectively as a team throughout the project team members will have to show respect for each other, this will ensure a healthy atmosphere that will facilitate positive team outcomes
- Operational Processes (How):
  - Do not belittle other team members
  - Listen to each others ideas, do not put down any ideas that they put forward to the group
  - Allow all team members to get an equal amount of time to talk and express their opinion
- Principle (What): Participation by each team member in all tasks, meetings etc.
- Rationale (Why): This ensures all team members have participated evenly throughout the project giving everyone a fair chance of participation. This will also enhance the team's performance.
- Operational Processes (How):
  - Make sure all team members express their ideas/ thoughts in group meetings and via Facebook or emails.
  - Allowing each team member to participate in any decision-making processes that go towards the project
  - Valuing all contributions
  - Working together ensuring that all team members are satisfied with the results
- Principle (What): Communicate with one another
- Rationale (Why): Teams that communicate complete projects in a more efficient amount of time and are more accurate and of high quality. Communication helps build team relationships and ensures the sharing of new ideas and best practices which will benefit the team members individually aswell as the team.
- Operational Processes (How):
  - Ensuring all team members attend meetings and participate in other communications; Facebook and emails.
  - Sharing ideas openly
  - Encouragement to speak up if anyone likes or dislikes anything/ voice there opinion

2.2   Non-Compliance

Major non- compliance
- Overdue work with no notification on agreed deadlines
- Not attending meetings without any notification
- Not completing designated work
- An example may include: A due date is set for a certain task to be completed for the project, each team member has been assigned a certain task. When the deadline comes around the tasks to be completed a certain team member has not completed their tasks within the allocated and agreed upon time frame, therefore, a penalty will occur.

Minor non- compliance
- Not responding to Facebook messages or emails consistently
- Not participating in conversation/ voicing their opinions or ideas in group meetings and over other forms of communication
- Not completing assigned work to a quality standard
- An example may include: In a meeting the team has thought of a major component to put in the project, all team members are asked to voice their opinion on the certain idea that has been come up with and if they agree on it or not. One team member has not participated in the ideation part or the decision making part for this idea, therefore, not voicing their opinion/ not participating in any of the team meeting.

2.3   Dispute Resolution & Conflict Management

If any major non- compliances are met this will result in informing our IFB299 tutor. If this major non- compliance relates to an individuals assigned tasks/ work then an agreed percentage of marks will be deducted from the certain team member varying on what the workload is. If the team member consistently goes against the non- compliances a two point system will come into place. Team members will have two chances without penalty, as long as the team member behaves appropriately and professionally. If the team member exceeds the two point limit a possible expulsion from the group will occur.

For the minor non- compliances a three point system will occur, team members will have three chances without penalty, as long as the team member behaves appropriately and professionally. If the team member exceeds the three point limit a possible relocation of an agreed percentage mark will be assigned.

3. Conclusion

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

References

- Richards, L. (2010). *Importance of Team Communication Skills.* Retrieved from http://smallbusiness.chron.com/importance-team-communication-skills-3079.html

Appendix – Team Agreement Guidelines

Agreement Principles
- Team goals- what we want to achieve from this project
- How Top Quality Team will reach consensus when decision-making
- How Top Quality Team will manage & resolve differences of opinion
- How team members will share thoughts/ ideas and actively collaborate with other team members to ensure collaboration
- How tasks will be allocated and how work will be completed aswell as if team members cannot complete there work by the deadline
- What will Top Quality Team's main source of communicating be
- What regular agenda categories will be brought up at group meetings
- Will Top Quality Team have a team leader role, if so what are their responsibilities and how will they be supported
- Equitable workload for team work
- What will happen if individuals do not help with the project
- 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

Communication and Operational Process
- Top Quality Team will hold a weekly meeting every Tuesday at 12pm- 1pm in a booked room in the Library (time may exceed this limit depending on work load). There will also be active communication via our Facebook group.
- Regular agenda categories that will be discussed at each meeting will be what progress has been made, if any problems have occurred or any issues, if each individual is managing the work load, if more meetings need to be scheduled and assuring that all team members complete the weekly tasks assigned.
- The SCRUM leader (which role will be rotated between the team members) will record the team meeting dates, attendees, issues discussed, decisions, actions and enter the data in TeamWorker when necessary. The SCRUM leader will be the team leader, they are responsible for the tasks mentioned and will be supported by the team members if the task is not manageable for one team member to take on.
- The team will not use an issues register to track the resolution of project, team and technical issues. We will overcome the issues at the time and work together to overcome them.
- Team members will have their work load divided evenly as possible between all team members to ensure that a fair amount of work has been assigned to each team member.

- Team members will communicate with each other at the weekly meetings.
- Team members will communicate via the Facebook group between meetings.
- Team members will check their emails at least once a day.
- Team members will accept that 24 hours is a reasonable amount of time to respond to an email or message.
- If a team member cannot attend a meeting they will need to notify the SCRUM leader. In the meetings a progress update will be necessary.
- If a team member cannot meet his/ her assigned tasks or deadlines they will need to notify the team at least 2 days before the deadline date. A 2 day deadline will give the team members a reasonable amount of time to assist the other team member and take appropriate actions. If a team member does not notify the rest of the team and does not complete their work the tutor will be notified and further action will be taken.
- The project plan will be updated to reflect actions completed aswell as new actions assigned. The SCRUM leader will be responsible for the updating.
- A project library will be established which will contain electronic and/ or print versions of documents and emails of which are necessary. The first rotated SCRUM leader will be responsible for maintain the resources for the whole period of the project.
- If any team members do not participate in the project the Top Quality Team will notify the tutor and further actions will then be taken

Defining Major and Minor Non-Compliance

- Refer to 2.2 Non Compliance

Penalties for Major and Minor Non-Compliance

- Refer to 2.3 Dispute Resolution and Conflict Management