TEAM AGREEMENT GUIDELINES

For

Team Phoenix (No. 63)

Version 0.1 (DRAFT)

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30/07/17

Sign-off and Approvals
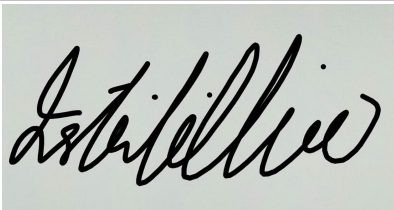
Team Agreement Sign-Off:		
The undersigned members of this team agree to abide by this team agreement to ensure the successful completion of the **Smart City** project to meet the client's requirements and timeframes.		
Person's name & student number	Signature	Date
1. *Justin Lillico: N9431594* *Development team*		*30/07/17*
2. *Teo Kok Fuh: N9830642* *Head developer*		*30/07/17*
3. *Kevin Taing: N8637156* *SCRUM master*		*30/07/17*
4. *Andy Nguyen: N8855650* *Client*		*30/07/17*
5. *Dennis Tran: N9937072* *Development Team*		*30/07/17*
Tutor Approval		

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Team Agreement and Guide

1   Introduction

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

Team Phoenix has agreed to the following principles of behaviour, communication and operational processes:

- The team will strive to communicate effectively through the use of messaging systems and effectively replies (reply within 24 hours). This will promote efficient communication, increasing accuracy and understanding of the project.
- The team will hold regular meetings, which will be accomplished through weekly meetings either in person or via an online alternative (such as Skype for Business). Regularly held meetings will create opportunities for mutual support, collaboration and sharing of vital information. Roles/ responsibilities of meetings are as follows:
    - Justin Lillico: Technology Decisions
    - Teo Kok Fuh: Leader/ convenor
    - Kevin Taing: Timekeeper
    - Andy Nguyen: Reader/ scribe
    - Dennis Tran: Technology Decisions
- The team will actively make use of code repositories such as GitHub on a regular basis to ensure that work is not lost and backups exist. This will be achieved via a weekly push and pull process.
- The team will commit to being respectful to everyone's opinions, by allowing each member to voice their thoughts during each meeting. Establishing a respect principle will boost team productivity, whilst also solving additional problems and reducing any potential conflicts.
- The team will clearly identify decision-making roles of the groups and individuals. This will be achieved by creating an official document at the beginning of the project, listing each team member and their respective roles.

2.2   Non-Compliance

A minor non-compliance represents a small issue that could further lead to a major non-conformance if not addressed. However, the problem itself is usually an isolated occurrence, creating little waste with no effect on the end product. Furthermore, the defect can be properly rectified in an efficient manner. For example:

- If an individual team member does not attend one of the allocated workshops/ meetings, they will receive one warning.
- If an individual team member refuses to contribute or co-operate accordingly with the team, they will receive one warning.
- If an individual team member is deemed to be putting in minimal/ no effort during the course of project, they will receive one warning.
- If a team member does not follow any of the team's agreed principles of behaviour, communication and operational processes, they will receive one warning.

On the other hand, a major non-compliance is any act of non-compliance which indicates absence or deficiency of a strictly required practice. This is unlike minor non-compliance issues as these have far greater consequences and repercussions towards all parties involved. Major non-compliance issues include:

- If an individual member refuses to co-operate with any of the team members OR put any effort into the entire process of the project.
- If an individual team member has completely failed to fulfill a certain requirement (either by the client or developer).
- If an individual team member has received several minor non-compliance warnings that are related to the same process. For instance, when a member receives three warnings and displays no sign of changing their behaviour.
- If the process/ application has completely fallen apart before the deadline due to negligence. For example, a backup was only produced every fortnight, where the team agreement clearly states that a backup is required weekly.

2.3   Dispute Resolution & Conflict Management

The team will respond to minor non-compliance issues within the group by issuing a warning notice and making note of said issue in a record book. If a team member receives three warnings, then the situation will escalate to a major non-compliance issue. This process is a form of non-compliance management, where the member who receives the warning has opportunities to learn from their mistakes.

In the case of major non-compliance issues, the group will determine the best course of action based on the situation at hand. Since major non-conformities can result in the total breakdown of the final project, the team has agreed to deal with them more seriously than minor non-conformities. As such, this will result in greater consequences, such as a reallocation of marks or the nominated member being evicted from the group should the member fail to respond in a professional manner.

3.   Conclusion

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