Group Policies

Below is a brief overview of policies and policy documents you are expected to follow as part of Untitled Solutions. Failure to do so may result in disciplinary action being taken as defined by Disciplinary policy and procedure. If there is a discrepancy between the Group Policies document and a document that is referenced, the referenced document shall prevail.

Contents

General Policies

1. Group policies, other Rules and Documents will be revised as time goes on. If something seems incongruous while reading these documents, please check the relevant archived templates and documents in the location stated by Version Control.
2. Group policies may be revised as the company sees fit. These revisions should follow the group decision procedure outlined in Group Regulations.
3. If a member finds that they may be unable to complete a task which they have been assigned by the due date, then they should state this to the company as soon as possible.
   3.1. The company will then make arrangements for additional resources to be provided, or for the task to be reassigned so that it may be completed with minimal delay.
   3.2. Failure to do so will result in that member bearing full responsibility for any non-completion of the task.

Accountability

1. To ensure individual accountability, any member found by a majority of the company to have violated a policy or conducted a breach of conduct should be handled as set out in the Disciplinary Rules section.
2. Disciplinary Rules
   2.1. Disciplinary procedure follows the “three-strike” system, with a verbal warning for the first strike, a written warning for the second, and a mark penalty for the third strike.

2.2. Disciplinary procedure may be deemed unnecessary by the company for individual cases.

2.3. See the Disciplinary policy and procedure document for further details.

3. Code of Conduct

3.1. Failing to follow the code of conduct will result in disciplinary action as defined in Disciplinary Rules.

3.2. In all situations, try to be understanding, polite and communicative when interacting with others. Exhibit a reasonable amount of common sense.

3.3. Any task assigned to an individual must be completed by the time stated in the Worklog.

3.4. If the individual is unable to complete their work in time, notice should be given to the group via Discord so that alternative arrangements can be made to complete the work.

3.5. Completion or drafts of new works/modification of works requires the acting member to notify the Discord ‘updates-discussion’ channel.

3.6. See the Code of Conduct document for further policies and specific situations.

Group Regulations

1. Group decisions

1.1. Before a major decision is made by the company, a discussion should be held among relevant members before being put to a majority vote.

1.2. Resolving group conflict

1.2.1. After reasonable discussion, if a consensus cannot be reached regarding a decision, the group leader will be tasked with resolving the conflict.

1.2.1.1. If the group leader has a conflict of interest, then a coin should be flipped by the group leader to decide.

Meeting Regulations

1. A minutes document should be written for each meeting held, based on the guide and templates specified within the Quality Assurance document.

1.1. The minutes written will ensure that all meetings and the decisions that arise from them will be documented.

2. Meetings are planned to be held at least twice a week, with Thursdays from 16:00-18:00 as our primary date. The second date will customarily be decided during the Thursday meeting.

3. Jobs should be assigned by the end of all meetings and recorded in the Work log.

4. Work will be assigned on a volunteer basis or randomly assigned in the case of lacking volunteers.

5. Tardiness and absences

5.1. All members of a meeting are expected to show up at least 5 minutes before a meeting is scheduled to start.

5.2. Anything within 15 minutes of the beginning of the meeting is acceptable tardiness but past 15 minutes lateness must be recorded in the meeting’s minutes and the absence logbook.

   5.3. Arrival past the 30-minute mark of a meeting will be treated as an absence unless all present members of a meeting choose to give an exception to the absent parties.

6. Breaks
   6.1. All meetings will have a break ranging between 10-20 minutes every hour, by default the break duration will be 15 minutes and will start 10 minutes before the hour is up.
7. See the Meeting Regulations document for further details.

Tools being used

1. The following is a list of tools that are being used by the company. All members should ensure they have access to these tools.
   1.1. Discord
   1.2. GitLab
   1.3. Outlook Calendar
   1.4. Teamweek
   1.5. JetBrains IntelliJ IDE
      1.5.1. See Git Setup document for how to set up IntelliJ with GitLab.
2. For the reasons we picked the above tools, see the Decisions document.
3. Members should choose tools which they are comfortable with using for the following individual tasks. This is to ensure each member’s workflow is not disrupted.
   3.1. Drawing UML Diagrams
   3.2. Word processing/modification of documents
      3.2.1. All documents must adhere the company templates and stored in .docx format.

Communication methods

1. Discord
   1.1. All members must have access to the Untitled Solutions Discord server.
      1.1.1. Failure to provide such access within a reasonable period of time will result in disciplinary action being taken.
   1.2. The Untitled Solutions Discord channels are meant for professional communications only. Failure to keep irrelevant topics to the off-topic channel or other similar channel is a breach of conduct.
   1.3. All members should check the Discord server for new messages reasonably often throughout the week, or otherwise ensure they can be contacted through this channel.
      1.3.1. If the application is installed on a phone, notifications for the general channel should be allowed, barring exceptional circumstance.
         1.3.1.1. Notifications not always showing up is a known issue. Failure to manually check for messages due to this is not a reasonable excuse, though a delay in receiving messages may be deemed acceptable by the group.
   1.4. All members are expected to utilize the updates-discussion channel.
      1.4.1. All members are required to notify the ‘updates-discussion’ channel of any works carried out, including new and modifications of documents or code.

1.4.2. All members are required to notify the ‘updates-discussion’ channel on completion of reviewing code and/or documents by no later than forty-eight hours, advising of any changes if necessary.

1.4.3. If the matter is deemed ‘urgent’, all members must respond no later than twenty-four hours.

1.4.4. A member may be deemed exempt from points 1.4.2, 1.4.3 in exceptional circumstances.

1.4.4.1. All members are expected to notify the ‘updates-discussion’ at the nearest opportunity.

1.4.4.2. The member(s) in question are expected to review outstanding updates during personal time or in the next group meeting.

2. Meetings

2.1. Meetings may occur in person or via online channels such as Discord voice call.

2.2. Meetings should follow the regulations specified in Meeting Regulations.

Communication with Client

1. Communication with the client must follow the Code of Conduct and uphold the professional image of Untitled Solutions.

2. Client correspondence should primarily be conducted via Email.

2.1. Such correspondence should follow the guidelines set out in the Quality Assurance document and the relevant Email Template.

3. When face-to-face or other methods are used to communicate with the client, a transcription of the correspondence should be created so that a written record may be kept by the group.

4. A written record of all communications with the client should be kept in an area accessible by all group members.

4.1. The aforementioned area shall be the ‘Client Comms’ folder within the ‘untitledsolutionsdocs’ repository on GitLab.

4.2. This includes all Email sent to and received from the client, as well as written copies of all other communication.

4.3. When a reply is received from a client, the copy stored in Client Comms should have the same timestamp as the email sent to the client.

4.3.1. For example, a letter to a client: 20190129_letter<Clientname> and the corresponding response 20190129_response<Clientname>

4.3.2. In the event of multiple emails sent within the same day, please refer to the naming files subsection of Version Control.

5. Written correspondence with the client should adhere to guidelines stated in the Quality Assurance document.

6. Written communications with the client should be briefly reviewed by the group, if time allows, to reduce ambiguities and ensure the relevance of the communication to the project being undertaken.

Quality Assurance

1. Below is a list of style guides and templates that should be used for documents and files made within Untitled Solutions to ensure consistency across the company.

1.1. Failure to comply with these guides will result in files which are difficult to maintain, which may result in disciplinary action.

2. When past documents are updated or otherwise modified, the archiving procedure specified in Version Control should be followed.
3. Unless otherwise specified, correct British grammar and punctuation should be used throughout all documents.
4. Documents should be typed in black text on a white Portrait background on A4-sized paper, for ease of printing.
5. Default margins for documents should be 1 inch (2.54cm) from the top, bottom, left and right of the page.
6. Default line spacing for documents should be 1.15.
7. Document text should be left-aligned unless otherwise specified.
8. Instructions in templates should be written between pairs of square brackets [].
    - 8.1. Such instructions include prompts for information to be filled in.
        - 8.1.1. E.g. Dear [Client Name],
9. Numeric dates in files must follow the YYYYMMDD format unless required by the client to be stored otherwise.
10. All files should be given a name that clearly states the purpose of the document.
11. If two distinct documents are made with the same name and timestamp, then they should be distinguished by appending a letter to the timestamp.
    - 11.1. E.g. Two meetings are held on the 28th January 2019, the minutes for the earlier meeting will be named 20190128a-minutes, while the minutes for the later meeting will be named 20190128b-minutes.
12. If a shortened version of someone's name is required, their Kent username should be used.
    - 12.1. In the unlikely event, such username cannot be provided, a group decision should be made on an amendment to this clause.
13. For further details and guidelines for specific types of documents, see the Quality Assurance document and the templates specified there.

Reviews

1. After a file is created/updated, it should be put up for review on Discord.
    - 1.1. The member should post a message on the "updates-discussion" channel on the Untitled Solutions Discord server. This message should include the following information:
        - 1.1.1. Which file is up for review.
        - 1.1.2. Where this file can be found.
        - 1.1.3. If this file has been updated, then a brief description of the changes should be included.
2. All other members should indicate that they have reviewed a given file by posting an appropriate message in the updates-discussion channel on the Discord server within the time specified in the Accountability section.
3. Files considered particularly significant by the company may additionally be reviewed during meetings.
    - 3.1. Such files will generally be function-critical parts of the project, as well as documents requested by the client.
4. Reviewing a file:

4.1. To review a file, go through the QA Document Checklist and examine the file with regards to each point on the checklist.

4.2. If the contents of the file do not follow the guidelines stated in Quality Assurance, then the creator of the file should be informed so that changes can be made.

4.3. If the contents of the file are incomplete or inaccurate, then the creator and other relevant members should be notified.

4.3.1. If it is a minor change, such as a typographical error or other single-line change, then the change should be made by the creator or be delegated to an available member as soon as is convenient.

4.3.2. If it is a major change, such as one requiring that a section of the project be redesigned, then a meeting of relevant members should be held as soon as possible to make and document the required decisions.

5. Reviewing action lists:

5.1. Jobs assigned to members and recorded in the Worklog should be reviewed during meetings following the procedure stipulated under Meeting Regulations.

6. Reviewing planned progress:

6.1. Action list reviews should ensure that members are able to complete tasks within the time allocated. If unforeseen circumstances result in a task taking longer than planned, the project timeline should be revised accordingly during the following meeting.

6.1.1. Such unforeseen circumstances may include underestimation of a task's complexity, time requirements, or overestimation of a member's knowledge of the task while assigning tasks.

Timeline

1. Teamweek is being used to host and maintain the GANTT chart for Untitled Solutions.

2. Whenever a task is added to the Work Assigned Log, a corresponding task should be created on Teamweek, assigned to the appropriate persons.

2.1. When the task has been completed, it should be marked as completed on the GANTT chart and the Worklog.

3. Milestones will be used to represent the completion of different Stages and to represent completion of dependencies.

Version Control

1. Untitled Solutions documents will be stored in the untitledsolutionsdocs GitLab repository.

2. Document History

2.1. When a document is updated or otherwise modified, the updated version of that document should be pushed to the master branch of where the original file resides, adopting the same name and an appropriate comment for the push.

2.2. GitLab facilitates a revision history to enable the retrieval of archived files.

2.3. If a new planning document, template, or similar is made, or if a past document has been updated or otherwise revised, a note should be made in the Alterations document.

3. Code History
   3.1. Any changes made to the master copy of the code on GitLab should be pushed to development, as defined in the Git Rules.
      3.1.1. This will ensure that all members of the group are capable of individually working on different sections of the code simultaneously.
   3.2. Previous versions of the code will still be accessible for archive purposes through the version history tools provided by GitLab.
4. Git Rules
   4.1. Git will be divided into two branches, development and master
      4.1.1. Anyone can push to development at any time, though they are required to write a description of changes as specified in the Quality Assurance document.
      4.1.2. Pushing from the development branch to master requires the passing of all unit tests in the developmental branch and the approval of all team members.
   4.2. When pushes to development occur, members are expected to run all unit tests, if any exist, for any section their code may affect.
   4.3. Notable results of the tests should be included in the description of the push.
   4.4. In order for the company to revert to a previous version of the project on GitLab, a majority vote must be held.
   4.5. Under circumstances where you're unsure whether you can push in the future and have made substantial changes to the codebase, push to the development branch.
      4.5.1. The company will always have the option to revert the changes or develop your code as they see fit.
5. See the Version Control document for further details.

Testing

1. Test Plan
   1.1. Unit tests should be made for each function-critical class as decided by the company during meetings.
   1.2. For the current list of function-critical classes and tests for those classes, see the Test Plan document.
      1.2.1. Note that the Test Plan is liable to change throughout development, as more features are designed and added to the project when required by the client.
2. Result Recording
   2.1. Any push to a branch or the master copy on GitLab should have test results attached in the description
   2.2. Recorded results should include all test failures relevant to the changed sections, and any notable test successes.
      2.2.1. A notable success would be where a test that failed in the previous version now succeeds in the latest version.
3. Acceptance Tests

3.1. Acceptance tests to show that all functions requested by the client have been provided should be written for cases as decided by the company during meetings.

3.2. For the current list of Acceptance Tests and the functions that each test demonstrates, see the Test Plan document.