**TEAM AGREEMENT GUIDELINES**

**For**

***Team 4 - Media Vault***

**Version 0.1**

**Prepared by:**

**Team Member 1: Su Yatti Moe Zin**

**Team Member 2: Rachel Ofori**

**Team Member 3: James Hanford**

**Team Member 4: Connor Markula**

**Prepared for:**

### Tutor - Malcolm Corney

**1/08/2015**

# 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 **Media Vault** project to meet the client’s requirements and timeframes. | | |
| Person’s name & student number | Signature | Date |
| 1. **Su Yatti Moe Zin (N8741107)**   **Information System** |  | ***1/08/2015*** |
| **2. Rachel Ofori**  **(N9379690)**  **Information System** |  | ***1/08/2015*** |
| **3. James Hanford**  **(N9380027)**  **Computer Science** |  | ***1/08/2015*** |
| **4. Connor Markula**  **(N9432370)**  **Computer Science** |  | ***1/08/2015*** |
|  |  |  |
|  |  |  |
| Tutor Approval |  |  |

**Project that we will develop:** ‘Media Vault’

**Our client team:** Team (7)

**Client team representative:** Mitchell Sugden

**Our developer team: Team (1) -** ‘Property Management’

**Developer team representative:** Rupert Kharki

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# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for **Team 4 - Media Vault** 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 **‘Media Vault’**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

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## Principles of behaviour

**Team goals**

For this particular project, we are looking for 40% and above out of 50%. As for the entire unit IFB 299, we are aiming to achieve either high distinction (7) or distinction (6) at the end of the semester.

**Active team discussions**

In order to have a enjoyable and productive workplace, the team members shall actively join in the discussions during the meetings. If there is a member who has English as a second language or has a quiet personality, other team members will encourage him/her to join in the discussions and provide him/her advice on completing the assigned task such as writing reports and so on.

**Equitable workload for team work**

In our team, the members agree not to have a team leader role and the team members will share the workload equally and that every member agrees that their share is fair. Every member will put in a more or less equivalent amount of effort into the project and work cohesively to give positive support and feedback to each other. Every member will have the responsibility to ensure that work is done to an acceptable level of quality and meets the project’s criteria.

**Communication and Operational Process**

The purpose of the following communication and operational processes are to explain how the principles the team members stated will be implemented during the project.

**Communication**

Communication between team members shall be through email, social media (Facebook), and weekly team meetings. Members will check their email once daily and reply when requested or necessary. The project materials will be uploaded on to Google drive and share it with all the team members and all the team members are expected to check it and give feedback once daily.

Team meetings are scheduled for every **Tuesday** afternoon from 2:00 pm - 4:00 pm at **QUT Library**. If necessary, an extra meeting will be arranged for **Monday** mornings after 10:00 am. If a member cannot attend a team meeting, he or she must communicate either via phone or email to all members one day prior to the meeting. During the weekly meetings, the team members shall present their assigned tasks from the previous meeting and share feedback,. Afterwards, team members will update the new assigned tasks and new deadlines for upcoming meetings and this will be the responsibility of a team representative.

**Decision Making**

All ideas and directions will be kept open until a final consensus decision is made by the team. The final decisions that are not approved by the entire team will result as failure and cannot be considered as a final decision. The important decisions will be made during the weekly team meetings and the minor decisions can be made via the email or phone.

**Group Progress and** **Responsibility**

Members of the team are expected to complete all tasks assigned to them by the deadline. However, if unforeseen obstacles prevent task completion, this will be handled accordingly. The group members of this ‘**Media Vault**’ project shall have an **even** amount of responsibility for completing the project.

The timeline will be created to present the group progress and participation of each team member. The important dates and deadlines for expected completion of work and other group objectives will be presented on this timeline.

## 

## Non-Compliance

**Minor non-compliance**

The team has agreed that poor quality or late work as a minor non-compliance which may adversely affect the project. The poor quality work in a sense that the assigned task that does not meet the project criteria will have an impact on the new task that is correlated to the next task in the future. The poor quality work may occur due to either lack of understanding of the course material or misunderstanding of the project task criteria.

The late work for instance the task which being overdue with project deadlines will slow down the project completion date and this can occur due to the unforeseen obstacles.

**Major non-compliance**

The team has agreed that a person who does not make any effort working on a project, who does not participate in group discussions and who does not respond to emails/messages will have a major negative impact upon the project completion and the team’s success.

## Dispute Resolution & Conflict Management

Theteam has agreed if one of the minor non-compliances stated above happen, a person responsible for the task will be requested to edit/update the task according to the feedback that the team-mates provided. The team members have responsibility to give productive feedback and encourage each other to avoid causing poor quality work or overdue tasks.

The team has agreed if one of the major non-compliances listed above happen, a person responsible for that task will be referred to the workshop facilitator. Otherwise, the team members agree to allow a small number of minor transgressions to occur without penalty as long as team members behave appropriately and professionally.

# 3. Conclusion

This document has articulated the high level and operational processes agreed to by **Team 4 - Media Vault*.*** This team agreement will apply for the duration of the **Media Vault project*.*** To meet the objectives of the project and demonstrate their abilities as IT professionals, team **Team 4 - Media Vault**will implement the principles, processes and management activities described.

# References

CLEAR centre, Team Agreement Example. Retrieved from <http://www.eng.utah.edu/~ece3940/ECE3940F07_TeamAgreeEx.pdf>

**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 IFB299 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 Team Worker 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 voicemail;
* The timeframes team members will accept as reasonable to respond to email or voicemail 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.