XYZ Project Team Charter

Introduction

This document will serve as an operational guideline for XYZ's project team. All team members agree to abide by the rules and procedures outlined in this document.

Team Purpose

The purpose of the XYZ project team is to design, develop, test, and launch a viable new website for the XYZ company.

Mission

We will work together as a professional unit to deliver a high-quality product to the customer that exceeds their overall expectations.

Project Team Members

Tom Kane, Project Sponsor

Shawnette Johnson, Project Manager

Helen Peters, Web Designer, ABC Web Designs

Jason Morris, Senior Web Developer

Scott Fassett, Senior Web Designer

Cindy Lewis, Consulting Analyst

Team Organization

- Jason Morris will be the team leader for the designers.
- Scott Fassett will be the team lead for the developers.
- Cindy Lewis, Jason Morris, and Scott Fassett will report to the project manager.
- The project manager will report to the project sponsor and executive directors.

Team Values

- We will operate with integrity empathy and compassion.
- We will collaborate to solve complex problems.
- We will be held accountable for our actions.
- We will motive and support each other.
- We will operate with honesty and integrity.

Document Handling Procedures

- All project artifacts will be stored in a shared work environment and updated as needed by the project manager.
- Change request forms will include an analysis of the change, cost, schedule impacts, and associated risks.
- The project manager will update the changelog.
- All change requests will be submitted to the change control board for approval.
- The project team will provide end-user training and operational guidelines for the project.
- All team members will have weekly time allotments for assigned tasks. Additional time must be approved by the project manager.
- We will respect the confidentiality of the project by not sharing project documents or information with anyone without the approval of the project executive sponsor.

Decision-making Criteria

- High-level project decisions will be made by the project sponsor. If the project sponsor is unable to make the decision the issue will be escalated up to the and the executive stakeholder. (Critical issues that require an immediate decision)
    - This method will be utilized when the project team does not have the information, education, skills, or experience to make high-quality decisions.
    - The issue is critical and time-sensitive
    - The issue requires an urgent diagnosis, option, and decision
- Mid-level project decisions will be made by the project manager who will include the project sponsor. (Decisions that may or may not require the approval of the Project Sponsor)
    - When there is not enough time for the group to decide.
    - When the project team cannot reach an agreement regarding the issue.
    - The issue requires a diagnosis, option, and decision

- Low-level project decisions will be made by the project team. (Decisions that do not require the approval of the project sponsor)
    - The project team has the same goals and expectations.
    - The project team has the necessary skills and expertise to make decisions.
    - The issue requires a diagnosis, option, and decision.
- Noted issues that do not require action will be closely monitored.

Conflict Resolution Process

- We will seek to negotiate or compromise when conflicts arise.
- We will first attempt to resolve a conflict between ourselves.
- If a resolution cannot be achieved, then the conflict will be escalated up to the project team leads.
- If the project team leads are unable to reach a resolution the conflict will be escalated up to the project manager.
- The project manager will resolve a conflict that is within the scope of their authority. Any conflict not within their scope will be escalated to the functional managers.
- If the conflict is not resolved by the functional manager, the conflict will be escalated to the project sponsor for a decision within 24 hours of escalation.
- If the project sponsor is unable to resolve the conflict within 24 hours, then the conflict will be escalated to the CFO or higher for immediate resolution.

Meeting Guidelines

- We will respect each other's time by being present and on time for all scheduled meetings.
- If anyone is more than 10 minutes late to team meetings, the team member must contribute $10 to the team's "petty cash fund." An unexcused absence will require a $20 contribution. The petty cash fund will be used for team social events.
- The meeting agenda will be distributed by the facilitator 5 business days before the meeting.
- Meeting minutes will be distributed 2 business days following the meeting.
- Meeting minutes will include the status of all items on the agenda, new action items, and the parking lot items.
- We will make every effort to have meetings at the same time every week.
- Meetings will be conducted for project kickoff, daily scrum, Sprint initiations, sprint reviews, technical design, monthly project status, and weekly project status.
- We will keep a calendar of all team meetings and events.

- The scheduled meeting location will be emailed to all participants no later than 48 hours before the meeting.
- Meeting rooms at the customer site are readily available to meet with stakeholders on a regular or as-needed basis.
- Virtual meetings will be held as needed.

Team Agreements

- We will use the Team Charter to govern our team.
- Each team member will create an action plan on Friday to outline tasks for the upcoming week.
- We will assign deliverables to the team based on task and skill level.
- We will work as a team and will not hoard information, tools, or resources.
- We will make a schedule for shared tools and resources.
- We will make every effort to complete all weekly tasks by the close of business on Friday.
- Team meetings will be rescheduled if more than one person cannot attend.
- We will complete all assigned tasks before each meeting.
- We will carefully plan our work to prepare for unforeseen problems.
- We will notify our team lead and project manager promptly if a problem arises.
- The Project work schedule will be 5 days a week excluding weekends and holidays.
- Project work hours are between 8:00 a.m. and 5:00 p.m. daily.
- We will respond to emails promptly within 12 hours.
- We are responsible and accountable for completing the assigned tasks at least 24 hours before the deadline.
- If tasks are unable to be completed within 24 hours of the deadline, team members will discuss challenges with their team lead.
- We understand that our actions have consequences.
- We will alert the team of barriers to completing tasks on time.
- The design team will be responsible for the design of the website.
- The development team will be responsible for the development of the website.
- Each team will collaborate and help each other as needed.
- Testers will be responsible for ensuring that the website passes all applicable tests.
- The project manager will be responsible for completing the necessary artifacts, reports, planning, and monitoring of the project.
- The project sponsor will evaluate the project's progress against what is planned and provide feedback to the project manager as needed.
- We will all participate in team-building exercises and get to know each other.
- We will become sensitive to each other’s likes and dislikes.
- We will strengthen our ability to collaborate and work together as a team.

- We will operate with honesty, integrity, empathy, and compassion.
- Everyone will be treated with respect and will always behave professionally.
- We will not send emails in all caps or raise our voices during discussions.
- Everyone will respect each other's time and be punctual.
- We will trust each other to do the work that we were hired to do.
- We will deliver on time. If we fail to deliver on time with normal circumstances, we understand that non-delivery signifies avoidance.
- We will be supportive and not critical to our team.
- We agree to listen and hear what is being said before speaking.
- We will not make assumptions but ask for clarification.
- We understand that every member of the team is important and has a voice.
- We will complete our tasks but help others when needed.
- We will be flexible and willing to adapt to change.
- We will use every opportunity that we can to improve.
- We will collaborate and work together as a team.

Escalation Procedures

- Priority 1 major project impact items that will have a significant impact on the project schedule or budget will be escalated to the CFO within 4 hours.
- Priority 2 medium project impact items that may have an adverse impact on the project budget or schedule will be escalated to the project sponsor within one business day.
- Priority 3 slight impact items with minor scheduling difficulties will be escalated to the project manager within two business days.
- Priority 4 items that will have no insignificant impact on the project but may have a better solution, will be submitted via the project change control process.

Communication and Logistic

- We will identify and communicate possible conflicts clearly and immediately.
- We will communicate daily, weekly, and monthly until the project is complete.
- We will note all issues in the project workspace.
- We will promptly send an email notification of issues to team leads and copy the project manager.
- We will be transparent with information to include project success stories as well as challenges.
- Our primary communications methods will be through email.
- The project manager will communicate with each stakeholder to determine their main frequency and method of communication.

- The project manager will deliver status reports based on the desired stakeholder frequency.
- Everyone agrees to respond to their emails within 12 hours.
- All project communication activities will occur within the projects' approved budget, schedule, and resource allocations.
- Face to face or virtual meetings will be utilized for training, team-building exercises, daily scrums, retrospectives, sprint initiation, and sprint reviews.
- We will use constructive feedback to improve overall team performance.

Time Reporting

- No overtime budget is available to cover project needs beyond what has been scheduled or to address unexpected delays.
- Time tracking will be done using project management software.
- We will keep track of all hours spent on individual tasks.
- Time will be recorded in the time reporting document and included in the weekly status report.

Status Reporting

- We will be supportive of the project reporting system.
- The System shall generate a weekly Report of Product Order Changes to include this information:
    - Customer name
    - Product affected
    - Date of change
    - Type of change
    - Product description
    - Product inventory at the time of change

- The system shall generate a weekly product inventory report to include:
    - Product name
    - Product description
    - The current Product inventory amount
    - Product threshold amount
    - Product owner name

- A weekly project status report should be provided detailing:
    - Cost performance
    - Schedule performance
    - Issues

    - Risks

- The weekly status update will be distributed through the key stakeholder listing.
    - The stakeholder communication plan will provide a full list to be distributed to pertinent parties.
    - Stakeholders will receive all reports through email distribution.

- The Project manager will be providing weekly status updates to the report with assistance from team leads.
    - The status reports will be provided to stakeholders.
    - Reports will be provided once a week on Friday.

Training Guidelines

- A training needs assessment will be conducted to identify who needs to develop their skills and what type of training is needed.
- Additional coaching and mentoring will be used when necessary to improve skills and project knowledge.
- Monthly team building activities will be used to improve the strength of the team.
- End-user product training and an operational manual will be provided by the team upon delivery of the product.
- Training will be provided for all project tools and relevant processes.