**Team Charter**

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| Team Name | Team Leader |
| Developing team  Trouble shooting team  Maintenance team | A  B  C |
| Project Name | Duration |
| Discount Card application | 1 month |

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| Background | * Create an application for discount card, application should have the ability to have digital card, coupons and integrated to google maps. * The team will be handling developing of the application, review with project manager, receiving permits to work, and informing team leader and/or project manager to any issues arising. * The stake holders are: * **Project sponsor** * **media team** * **project managers** * **developers** * **project team** * **Suppliers** * **Consumer** |

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| Mission  And  Objectives | * The project manager will be monitoring the total progress on all fronts and handling the budget of the project. The project manager will also update the stakeholders on progress and contact suppliers. * The team leaders will be managing their teams and monitoring the progress to all tasks provided. * The team members will be provided tasks cascaded from their respective team leader to complete * A successful project is a project that meets all of our SMART goals, on budget, on schedule and all scope of work defined is carried out. * The benefit for this project is that it can make the user interface much more friendly and support the customers in knowing all the different options they have, driving up user counts and generating more profits to the company as a whole |

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| Budget  And  Resources | * The project is estimated at 100K AED. * There are 3 teams, developing team, trouble shooting team, maintenance team. Each team consists of a team leader and 3 team members. * A budget of 5K AED has been allocated for training purposes |

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| Team Operations | * The team decision making process will be as per the DoA. The DoA is as follows:   + Decisions that can cost from 0 AED to 5K AED can be made by the team members after approvals from team leaders.   + Decisions that can cost from 5K AED to 10K AED can be made subject to project manager approval.   + Decisions that can cost from 10K AED to 50K AED can be made by project manager   + Decisions that can make the budget go above schedule needs to be reviewed by project manager and presented to project sponsor for their approval   + Decisions that may affect schedule will be reviewed by project manager and presented to stake holders for approvals. * New team members will be employed directly by the project manager and interviewed by the team leader. |

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| Scope | * The scope of the project is as follows:   + All coding works   + All design works   + All trouble shooting   + Maintaining the system for 1 year free of charge   + Providing 1 update monthly for 1 year   + Getting required permits from government institutes   + 3 design reviews with stake holders   + Integration to google maps   + Customer service with sponsor * Battery limits:   + IT infrastructure * Exclusions:   + Any works on IT infrastructure   + Any maintenance works after 1 year completion for handover date (unless maintenance contract signed at a later stage)   + Any customer service works with everyday consumers |

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| Performance Assessment | * Performance will be measured by outcomes:   + Developing team:     - Coding completed in 2 weeks - excellent, a bonus of 2K AED     - Coding completed in 3 weeks – Good, bonus of 500 AED     - Coding completed in 4 weeks or more – Bad   + Troubleshooting team:     - After troubleshooting completed no issues found after 4 weeks of application running – Excellent a bonus of 2K AED     - After troubleshooting completed no issues found after 2 weeks of application running – Good bonus of 500 AED     - After troubleshooting completed no issues found after less than 2 weeks of application running – Bad   + Maintenance team:     - Successfully provided updates as per set out deadlines for 1 year without fail – Excellent a bonus of 2K AED     - Successfully provided updates as per set out deadlines for 1 year while falling behind twice – Good of 500 AED     - Provided updates as per set out deadlines for 1 year while falling behind more than twice - Bad * These matrices will be assessed by the respective team leader and reviewed with the project manager. Members are free to raise concerns regarding unfairness and report directly to project manager but must bring support records to justify their claims. |

**Team’s Dated Signatures**

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| Team Member | Date |
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