

TEAM AGREEMENT GUIDELINES

For

Team 54, Dev's Angels (DA)

Version 1.1

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27/7/18

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 *CarRentalInovativeManagementProject(CRIMP)* project to meet the client's requirements and timeframes.

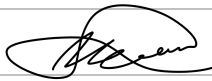
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1 Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for Dev's Angels (DA) 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 *CarRentalInovativeManagementProject(CRIMP)* 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

Principle: All members of Dev's Angels will attend each meeting. (*Tuesday 1-2, Thursday 4-6 (in the tutorial), Sunday 2-3 (over Facebook or another digital meeting service)*).

Rationale: This is so that everyone can voice their opinion and contribute to completing the project.

Operational Process: A notification will be sent 30 minutes before the meeting. Members unable to attend the meeting will contact the group chat to advise beforehand that they are unable to attend and read the meeting minutes.

Principle: All members will do their best to contribute at each meeting.

Rationale: Everyone will get their say.

Operational Process: Each person will be asked during the meeting if they have anything to contribute or add.

Principle: Decision-making will be via consensus.

Rationale: This will allow us to have positive team outcomes, and everyone to agree on where the project is going.

Operational Process: We will talk before making any large decisions and make sure everyone in the team agrees before confirming that decision.

Principle: Be respectful and courteous to each other in the team and listen to all opinions

Rationale: Allows the team to hear everyone's idea's and get the best possible outcome on the project.

Operational Process: Listen to each other, avoid negative comments, let everyone speak.

Principle: Any conflicts in the team will be brought to the Scrum Masters attention, if this cannot be resolved by them it will be brought to the tutor's attention.

Rationale: We want to have any team member conflicts resolved as quickly as possible so that it doesn't disrupt the team or the project.

Operational Process: If any team conflicts arise, the Scrum Master will attempt to resolve it. If they are unable to it will be brought to the attention of the tutor who will also attempt to resolve the conflict.

Principle: Each team member will be assigned work, if they require help they can ask other members. If you finish your work and have some spare time you can offer to assist other team members.

Rationale: If the team works well it will make it easier for everyone in the long run.

Operational Process: If you need help / are unsure ask for assistance, If you have spare time ask if anyone needs help.

Principle: Each meeting/Scrum will be recorded

Rationale: In case a team member is unable to attend a meeting, it will be recorded.

Operational Process: This will be completed by the scrum master, if he is unable to this will be done by one of the developers.

Principle: Each member will upload data to the Git workspace of google drive.

Rationale: So, we can each see what other members are doing and help if required.

Operational Process: At the end of updating a document or updating the project please upload to either the Git or google drive.

Principle: Each member has a specific role – Develyn (Client), Marco (Scrum Master), Alice(Technology Decisions),Liam(Head Dev), Chris(recorder)

Rationale: Each member has a specific role, so jobs are easier to hand out.

Operational Process: Each member has been delegated specific roles to complete/ work under.

Space below if any other team members want to add any.

Principle:

Rationale:

Operational Process:

EXPLANATORY NOTES:

Principles should be high level statements that describe **what** your team considers to be the key values, beliefs and norms that contribute to an effective team environment. For example you may adopt a principle that is "show respect for one another".

Each principle should be accompanied by a rationale that explains **why** your team has agreed to follow the stated principle. For example, the rationale that explains the adoption of a "Respect" principle is: a healthy atmosphere will facilitate positive team outcomes.

Operational processes should show **how** the principles will be put into action or implemented and made workable by your team during the project. Examples of the operational processes associated with the Respect principle above may include: listen to each others ideas, avoid abusive language, try not to dominate the other team members, etc.

Refer to the Team Agreement Guidelines in the Appendix for examples and adapt (not adopt) for your team.

An example of how these could appear in your Team Agreement is provided below for the Respect Principle.

- Principle (What): Show respect for one another.
- Rationale (Why): A healthy professional atmosphere will facilitate positive team outcomes.
- Operational Processes (How)
 - listen to each others ideas,
 - avoid abusive language,
 - try not to dominate the other team members,
 - give equal speaking time to all members

2.2 Non-Compliance

Minor Non-Compliance - - - Add more if you can

- Not attending a meeting or advising if you are unable to attend a meeting.
- Not contributing during a team meeting.
- Not being respectful.
- Not acknowledging conflicts (Not telling the scrum master if yourself and another member are in a conflict)
- Not completing your assigned work in a set time frame.
- Not uploading to Git/Google drive with good comments.

Record your team's agreed definitions of minor non-compliance (not meeting or

breaching agreed team agreement conditions and team commitments in a way that may adversely affect the project) here. Illustrate your definitions by providing relevant examples.

Major Non-Compliance - - - Add more if you can

- Not attending multiple meetings without a reason
- Not contributing at multiple meeting
- Not being respectful
- Not working on conflicts ASAP
- Not completing your assigned work / not asking for help.
- Constantly not uploading completed work to Google/Git

Record your team's agreed definitions of major non-compliance (not meeting or breaching agreed team agreement conditions and team commitments in a way that has a major negative impact upon the team's success) here. Illustrate your definitions by providing relevant examples.

2.3 Dispute Resolution & Conflict Management

State how your team has agreed to deal with or manage minor breaches of this Agreement.

The Scrum Master or Client will be advised, and the issue will be noted in a strike document. If 3 strikes are reached by one team member without them explaining themselves to the group the team can come to a consensus whether to report the member to the tutor.

State how your team has agreed to deal with or manage major breaches of this Agreement.

The Scrum Master or Client will be advised, and the issue will be noted in a strike document. The team can come to a consensus whether to report the member to the tutor.

3. Conclusion

This document has articulated the high level and operational processes agreed to by Dev's Angels (DA). This team agreement will apply for the duration of the *CarRentalInovativeManagementProject(CRIMP)*. To meet the objectives of the project and demonstrate their abilities as IT professionals, team Dev's Angels will implement the principles, processes and management activities described.

References

<https://shift.newco.co/team-working-agreements-the-why-what-and-how-7fe0adafbeaf>
https://cns.utexas.edu/images/CNS/TIDES/teaching-portal/Team_Contract.doc

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 ITB002 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 TeamWorker 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 voice mail;
- The timeframes team members will accept as reasonable to respond to email or voice mail 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.