TEAM AGREEMENT GUIDELINES

For

Illusive Men

Version 0.4 (DRAFT)

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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 ***Dementia Patient Smartwatch Application*** project to meet the client's requirements and timeframes.		
Person's name & student number	Signature	Date
1. Andrejs Bicevskis		28.07.14
2. Petter Harsem	Petter Harsem	28.07.14
3. Azarel Howard		28.07.14
4. Luke D'Rozario		28.07.14
5. Richard Lai	Richard Lai	28.07.14
6. Viktor Polak		28.07.14
7.Daniel Luckhurst		28.07.14
Tutor Approval		

Instructions: You may use this template to plan and discuss your team agreement by substituting and adding your own ideas and text wherever there are italics throughout the document.

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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 ***Illusive Men***, who are a team of students in INB372 or INN372 Agile Software 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 ***Dementia Patient Smartwatch Application*** 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: Show respect for one another.
- Rationale: A healthy professional atmosphere will facilitate positive team outcomes.
- Operational Processes:
    - listen to each others ideas,
    - avoid abusive language,
    - try not to dominate the other team members,
    - give equal speaking time to all members

- Principle: Excellence
- Rationale: To achieve the highest possible mark
- Operational Processes:
    - All work to be quality checked by at least one other member of the group
        - *In the event where there is a split decision as to the quality of the work, the decision will fall upon the group majority.*
    - All major pieces of work or decisions must be consulted upon and a general consensus reached as to the course for action *before* any work is to be commenced.
        - *As to whether a piece of work/decision is considered major is at the discretion of the group*
    - All group members will strive to achieve the highest possible mark for the subject (unit result of 7). This relates to both individual and group work.

- Principle: Communication
- Rationale: Ensure seamless integration and work is kept in alignment with team and project goals
- Operational Processes:
    - Each group member will have communication with the group through the agreed upon communication channels every 1-2 days;
        - Facebook, Skype, Email, Phone, In Person, Google Docs
    - Communication channels to be created:
        - Facebook group
        - Google Docs shared folder
    - Weekly Meeting:

        - The group will will meet every Monday at 5:00pm at S Block for a duration of approximately 1 hour.
        - The team's discussion topics and outcomes will be recorded by at least one team member and entered into a Google document for future reference
    - Each group member will endeavour to check his email and the groups facebook account every day during weekdays and at least once on the weekend.
    - If a group member cannot attend a meeting, the aforementioned group member must communicate through the agreed upon means any notes/updates he may have for the group within one working day.

- Principle: Efficiency
- Rationale: To ensure all tasks are completed on time
- Operational Processes:
    - Daily communication to keep track of progress and ensure all tasks are on track to be completed in the agreed upon time
        - *Any problems that arise from a member(s) unable to meet a deadline must be addressed well in advance to allow for revisions.*
        - ***The amount of advance time that is considered appropriate will be at the discretion of the group***
    - A group member will put in a minimum of 5 hours per week

- Principle: Integrity
- Rationale: To ensure that academic integrity
- Operational Processes:
    - All work to be quality checked by at least one other member of the group

- Principle: Teamwork
- Rationale: To ensure an even distribution of work throughout the group
- Operational Processes:
    - The workload will be evenly distributed for every team member. A team member only taking on a heavier workload if agreed upon by the group and himself.
    - Each task will be owned by the group member who agrees to take on the task. The task will be recorded in a project document for reference. The group must be in accord for the assigned member to take on the task.
    - A product backlog will be created in Google Docs alongside a Sprint backlog to which all tasks are to be recorded. This includes the name of the owner of the task and the hours procured on each task.

- If the team dictates that there be a team leader, all members of the group must be in accord before that member may assume the role.

2.2 Non-Compliance

Minor Non-Compliance Triggers

- Team member not present at a pre-arranged meeting and/or workshop without prior consent of the group
- A team member has complete loss of contact with the group for 2+ days across all communication channels without prior consent of the group
- Development output not consistent with the agreed quality standards of the group as outlined in the Project Plan

Major Non-Compliance Triggers

- Team member not present at three or more consecutive pre-arranged meetings without prior consent of the group
- Total loss of contact with the group across all communication channels for 5+ consecutive days.
- Team member has accumulated 3+ minor non-compliance infractions
- Development output consistently not to the agreed quality standards of the group as outlined in the Project Plan, that is the quality of work was consistently at a low/poor standard
- The task assigned to the group member, either by the group or by the individual self is not completed by the deadline agreed upon by the group

2.3 Dispute Resolution & Conflict Management

In the event of a minor breach

- A meeting will be held between the offending team member and the group to discuss the infraction and the causes.
- The team member will receive a verbal caution if the stated reasons of the offender are not satisfactory.

In the event of a major breach

- A meeting between the offending team member, the group and the workshop tutor/unit coordinator to discuss the infringements and the causes.
- If the reasons are not to the satisfaction of the group, tutor or head of department, a formal complaint will be submitted.

- The team members end contribution percentage will be reduced and the final contribution percentage will be decided upon by the group
- In the event of a serious major breach, or multiple major breaches the group member will face expulsion from the group

3. Conclusion

This document has articulated the high level and operational processes agreed to by ***Illusive Men.*** This team agreement will apply for the duration of the ***Dementia Patient Smartwatch Application.*** To meet the objectives of the project and demonstrate their abilities as IT professionals, team ***Illusive Men*** will implement the principles, processes and management activities described.

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.