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TEAM AGREEMENT GUIDELINES

For

Team 98

Version 1

Prepared by:

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Prepared for:

Benjamin Saljooghi

<26th July, 2017>

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 **Smart City** project to meet the client's requirements and timeframes.		
Person's name & student number	Signature	Date
1. **Kurtis Mason 09167986**	*Kurtis Mason*	*26th July,2017*
2. **Matthew Swan 9690239**	*Matthew Swan*	*26th July,2017*
3. **Tuong Nguyen 09776001**	*Steve Nguyen*	*26th July,2017*
4. **Gabor Molnar 09437738**	*Gabor Molnar*	*26th July,2017*
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 **Team 98** 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 **Smart City** 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

Team Name: Team 98
Workshop Session: Wednesday 5pm – 7pm   **Room:** S409
Git repository: https://github.com/ntuong196/IFB299-SmartCity
Slack url: https://ifb299team98.slack.com

Name	Student Number	Email Address
Kurtis Mason	09167986	n9167986@qut.edu.au
Matthew Swan	09690239	n9690239@qut.edu.au
Tuong Nguyen	09776001	n9776001@qut.edu.au
Gabor Molnar	09437738	n9437738@qut.edu.au

Team Member	Roles
Kurtis Mason	SCRUM Master
Gabor Molnar	Client/Product Owner
Matthew Swan	Developer
Tuong Nguyen	Developer

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: 1) Punctuality.

2) Maximum Effort.

3) Effective Communication.

4) Respectful.

Rationale (Why): A professional working atmosphere will facilitate positive team outcomes.

Operational Processes (How):

- Be respectful towards each other.

- Equal speaking time.

- Don't talk over each other or disregard anyone's opinion

- Divide workload fairly and efficiently.

- Ensure completed work is of acceptable standard.

- Communicate face-to-face as well as through Slack, Github and Google Drive.

2.2   Non-Compliance

Record your team's agreed <u>definitions</u> 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 <u>relevant examples</u>.

- Not showing up to meetings without notification.
- Ignoring/being disrespectful towards other team members.
- Not completing tasks to a satisfactory level.

Record your team's agreed <u>definitions</u> 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 <u>relevant examples</u>.

- Failure to meet work deadlines.
- Repeated minor non-compliance.
- Failure to contribute appropriately.
- Plagiarism/breaching QUT code of conduct.

2.3   Dispute Resolution & Conflict Management

Minor or major non-compliance with this Agreement is likely to manifest as disputes or conflicts between team members.

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

- Discussion amongst team members about how we can continue forward. If issue is still unresolved bring the tutor into the discussion to help deal with the minor breach.
- Reminder of team agreement.

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

- Contact tutor for appropriate action.
- Peer review that reflects negatively.

3.   Conclusion

This document has articulated the high level and operational processes agreed to by **Team 98.** This team agreement will apply for the duration of the **Smart City.** To meet the objectives of the project and demonstrate their abilities as IT professionals, team **Team 98** will implement the principles, processes and management activities described.

References

IFB299 Blackboard page and resources

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.