**Assignment #1:**

**Team Charter with TOPS**

**Information Systems Planning & Project Management**

**Class: INFO 461**

**Section: 001**

**Date: 9/11/16**

**Team Name: Team B**

**Members:**

**Michael Cohen**

**Kristoffer Balinang**

**Jake Happersett**

**Yousef Ahmad**

Team Charter - Team B

INFO 461

**Team Operating Principles - TOPS**

**Individual Team Member Overviews**

For each team member, please take 2 -3 minutes to describe your strengths (what you bring to the team, both in terms of functional or specialized knowledge, and in terms of your competencies, such as organizational skills, teamwork skills, writing skills, facilitation skills etc.) Also describe what your hot button(s) are (what gets you upset – this is often related to what team behaviors others do that may upset you, e.g. being late, interrupting others, not pulling your weight etc., how you react when this happens (do you get angry, or withdraw, etc.), and finally, what other team members can do to help you get back to center when your hot buttons are pushed (e.g. give me space, apologize, etc.)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Team Member** | **Strengths** | **\*Hot Buttons\*** | **Reactions under stress** | **How you can help me when my hot buttons are pushed** |
| Michael Cohen | Committed to Quality Work | No Coordination | Quiet/ Overthinking | -Time/Food |
| Kristoffer  Balinang | Attention to detail | Lack of  communication | Overthink  things | - Follow up |
| Jake Happersett | Teamwork, Organization | Communication | Text everybody | Text back |
| Yousef  Ahmad | Well networked | Uninteresting material | Panic but get everything finished | Cooperate with me |

**Team Mission Statement**

In one sentence, what do you hope to accomplish as a team (don’t worry about perfection here, just the main idea)?

***To exceed, if not meet, assignment requirements along with gaining the knowledge to properly plan and manage info projects.***

**Team Core Values**

What can you agree about the most important values you share in building success as a team? Quickly brainstorm and settle in on the top 3 – 5 values with a concrete example of what that would look like for the team when the team is in alignment with these values and when they are out of alignment. Be as specific and behavioral as possible (e.g.– what would you see happening – if Respect is a value, then listening, reiterating, building on one another’s ideas might be examples; interrupting or rolling your eyes might be a counter example;)

|  |  |
| --- | --- |
| **Value** | **Behavioral Example and Counter Example (Please be specific)** |
| Cooperation | Ex: Each member works on their assigned parts, and is able to teach other members the work they have done. Members are also willing to help each other on difficult tasks.  Counter: Members work individually and do not try to collaborate with other members |
| Initiative | Ex: Members propose parts of the project they want to complete. Must have the willingness to handle tasks that are unfavorable in order to complete the project on time and with correct specifications  Counter: Members wait until the last moment to complete assigned tasks or wait until they are told to do tasks by other members. |
| Integrity | Ex: Group members must exercise common core values such as good character, honesty, and solidarity. Never sacrifice the team’s morale compass.  Counter: Members frequently employ immoral tactics to finish assignments. |
| Commitment | Ex: Each team member is fully involved with their assigned part of the project. Being able to keep communication within the group and voice concerns when needed.  Counter: Members show disinterest with the group. Avoid replying to group messages. |

**Team Communication Norms**

How do we want to communicate in different situations?

|  |  |  |
| --- | --- | --- |
| **Communication Need** | **Agreed Mode of Communication** | **Turn Around Time (if applicable)** |
| General Logistics & Coordination | Text | 1 Day |
| Quick Question | Text | ½ Day |
| Urgent Matter | Text | ½ Day |
| Personal Issue/Concern | Text | ½ Day |
| Project Planning | Text | 1 Day |
| Other | Text | Instant |

**Accessibility and On-Call**

What hours and days during the week do we want to agree to be generally accessible?

**We should be generally accessible at all times, unless fair notice is given.**

**Normal Turn Around Time**

What expectations should we have in terms of the frequency of checking e-mail and voicemail during the workweek? On weekends and evenings?

**It is expected that team members check their e-mail at least once daily and stay relatively connected to the text chat. Responses to all group messages is expected.**

**Team Meetings**

How often should we meet as a team- both face to face and virtually?

**Members will meet virtually in a google doc on evenings when working on assignment deliverables. If needed, Face-to-face meetings will be scheduled on days prior to the due date to revise work done to fit requirements.**

**Organizing And Getting The Work Done:**

What Process Steps Will The Team Follow:

To Decide On Initial Roles And Responsibilities To Tackle The Work? (E.G. Project Manager, Task Division And/Or Timeframe Expectations)

**Process Steps:**

1. **Project meeting is created**
2. **During the meeting, projects will be divided based on skills or preference of each group member.**
3. **While working on products group members should notify the group when significant portions have been completed**
4. **Each individual project portion is expected to be finished 3 days before the project deadline**
5. **Group members review each other's work and add to it if necessary**
6. **All project parts are consolidated to a single deliverable**

To Develop And Finalize Team Deliverables (E.G. Initial Work, Integration of Work, Review and Refinement of Work, Declaration of Work Completion)

**Process Steps:**

1. **Initial work is to be completed 3 days before a project is due**
2. **Each section will be placed in a shared online document and formatted accordingly**
3. **Once a member’s work has been placed in the document they are expected to notify the group**
4. **Final reviews will be made once all members have submitted their work**
5. **The project will be turned in the day before it is due by the assigned team member**

If A Team Member Is Not Contributing As Expected (Late Deliverables, Late or Not Attending Meetings, Disengaged From Group, etc.)

**Process Steps:**

1. **After contact with no response, the offending member will be notified that their grade will be penalized**
2. **Any work assigned to the member will be distributed to the other members.**
3. **Professor will be notified on which member will have points deducted**
4. **After 3rd time this process has occurred to same member. This member will be removed from the group and no longer graded with the group**

**Establishing Conflict: Norms and Conflict Resolution Processes**

Healthy conflict is normal and a sign of strength in teams. What norms will you establish for engaging in healthy conflict? That is, what can you all agree are acceptable or unacceptable behaviors when you’d like to a) disagree with another person’s views or b) have issues with another team member’s contribution to the team?

**Team Conflict Norms** **When We Disagree About Ideas and Strategies or Roles and Responsibilities**

|  |  |
| --- | --- |
| Acceptable Behavior (in face to face, phone and email situations) | Not Acceptable Behavior (in face to face, phone and email situations) |
| Expanding on the member's’ ideas or suggesting a different approach in a polite manner. | Raising voice, insulting group members, not communicating with other members effectively. |
| Including all members within group discussions. Avoid excluding members from involvement. | Attempting to communicate at irregular times or not including team members in discussions. |
| Be respectful of others people's ideas. IF there is a disagreement explain your side and try to come to a compromise. | Ignoring a team member or their communications. |

**Procedure For Resolving Disagreement On TOPS Or Conflict Norms**

It is critical to establish some ground rules for when a member (or members) of the team feel that the TOPS team agreement, including conflict norms, is compromised. Please describe the processes you would like to follow and how you will hold each other accountable:

|  |  |
| --- | --- |
| Process to be followed | Accountability |
| Not completing assigned group work AND not communicating it with the team | If there is ever a situation where a team member fails to complete their work without communicating with the rest of the team it will be recommended that their assignment grade be lowered accordingly. |
| Not arriving to scheduled meetings | More than two absences without contacting the group will result in a lowered grade. Any further absences and the member will be removed from the group. |
| Unacceptable behavior, personal attacks and disruptions in work | Member is notified and is to take ownership of the infraction. Professor will be notified if behavior continues |

**How Will We Know When The Disagreement Is Resolved?**

When all members are able to continue cooperating in a friendly and respectable manner to meet assignment deliverables, along with having all members present during group meetings if it has become an issue.

**Commitment to Continuous Improvement**

**How will the team ensure that the TOPS process will be sustained as a living document? What will the team do to ensure that the commitments established here are reviewed and revised as needed?**

By revisiting the team charter to update content or to see what tasks would best fit a specific person and make sure core values are being honored. We will meet as a group after the lecture when an assignment is given to discuss roles and to make changes to the document as needed.

**Contact Information**:

Please Sign this document below to indicate that each team member has reviewed it and has agreed to abide by the principles established in the TOPS Document:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Email** | **Phone# (s) – Work/Home or Cell** | **Signature** |
| **Kristoffer**  **Balinang** | **balinangklp@vcu.edu** | **(571)-269-8142** | **Kristoffer**  **Balinang** |
| **Jake Happersett** | **happersettjw@vcu.edu** | **(804)-210-0901** | **Jake Happersett** |
| **Michael Cohen** | **cohenmj@vcu.edu** | **(703)-999-5552** | **Michael Cohen** |
| **Yousef Ahmad** | **ahmadyf@vcu.edu** | **(703)-608-5736** | **Yousef Ahmad** |

Congratulations! You have just taken the time to do what 90% of most teams do not do! Please reference this document at regular intervals during the semester to review it, reflect on how you are doing as a team, and refine it if needed. This should be a living document!

**Team Bios**

**Michael:**

My name is Michael Cohen and I have just started my senior year as an Information Systems student. I work at the online division of a retail store called Round Two, where I upload products to the site as well as ship out any ordered items. When I’m not doing schoolwork or at work, I am usually at home playing video games or hanging out with my roommates/coworkers.

**Kristoffer (Louie):**

I am from Arlington, Virginia. Currently a senior at Virginia Commonwealth University. Looking to earn my degree in Information systems. I do have some experience with computer hardware. After school I plan to get into Network Security. I do enjoy a good beer, playing video games and exploring Richmond on my bike.

**Jake:**

I am a senior studying Information systems at Virginia Commonwealth University. I am looking to get into information security after i finish my degree. Outside of class I spend a lot of time learning about Linux and other Unix-like systems. At home I enjoy spending time with my rabbits and cats.

**Yousef:**

I’m a junior year information systems student. I’m a founding father of pi kappa phi fraternity. I am a very energetic and social person. I will be studying abroad next semester because learning about different cultures is one of the most important aspects of my life. My mother was born in Iceland but is half filipino and my father is from Pakistan so I come from a diverse background, though i was raised in nova like the majority of the student body here at VCU. I became an info systems student because of the inspiration my entrepreneur brother gave me as well as the potential I have seen grow over the decades in the world of IT.