

TEAM AGREEMENT GUIDELINES

For

Team 111

Project: *Parking Permits and Violations*



Version 1.0

Prepared by:

| | |
|-----------------------------|-----------------|
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Prepared for:

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Clients of Team 113

01/08/2016

Sign-off and Approvals

| Team Agreement Sign-Off: | | |
|---|---|----------|
| The undersigned members of this team Team 111 agree to abide by this team agreement to ensure the successful completion of the Parking Permits and Violations project to meet the client's requirements and timeframes. | | |
| Person's name & student number | Signature | Date |
| Alexandria Griffiths n9458816 |  | 01/08/16 |
| Harriet Smith n8750459 |  | 01/08/16 |
| Akash Mehta n9588868 |  | 01/08/16 |
| Ronald Leung n9378171 |  | 01/08/16 |
| Lorenz Esparcia n8599751 |  | 01/08/16 |
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| Tutor Approval | | |

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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 111** 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 ***Parking permits and violations*** 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

Contribution Principle

- Principle: Ensure all team members actively contribute to team discussions
- Rationale: Active engagement will allow for extensive collaboration and corroboration of ideas
- Operational Processes:
 - o Ensure everyone gets to speak
 - o Don't reject ideas without hearing the explanations
 - o Be supportive whilst also providing productive criticism

Collaboration Principle

- Principle: Share knowledge and actively collaborate with other team members
- Rationale: Presenting and utilising each team member's skills will enhance the project's final result
- Operational Processes:
 - o Apply everyone's strength and weaknesses appropriately to roles in the project
 - o Don't assign all the work to a single or select number of team members - share around roles to best utilise strengths within the group

Fair Distribution Principle

- Principle: Allocate tasks fairly
- Rationale: Maintaining the equilibrium of the group is important in sustaining an effective and collaborative environment
- Operational Processes:
 - o Delegate often - make sure all roles are defined and each member is aware of their duties
 - o Communicate with each member of the group to ensure that each individual is coping with their workload
 - o If one cannot cope ask for help

Submission Standard Principle

- Principle: All work must be completed to an agreed standard
- Rationale: Setting and maintaining high standards is the key to success for the project.
- Operational Processes:
 - o All tasks that are delegated are to be looked over by all members of the group to ensure a standard is set and agreed on.

Late Submissions Principle

- Principle: Late or substandard contributions will have consequences
- Rationale: Contributions must be delivered in a consistent, satisfactory and timely manner to maintain high standards. Consequences are applied to maintain an ethical work environment.
- Operational Processes:
 - o Time management - Members are to complete each delegated task in the given time frames.
 - o Consequences are to be dealt using the conflict management.

Dispute Resolution Principle

- Principle: Resolve internal disputes (personal or professional) fairly and openly
- Rationale: A fair and open dispute resolution process is important for the effective operation within the project.
- Operational Processes:
 - o Identify the internal dispute amongst the group.
 - o Negotiate a resolution internally.

Higher Authority Principle

- Principle: Find a party that can resolve escalated issues that the team cannot resolve.
- Rationale: Some issues may escalate to an extent where the team cannot resolve them. We must find a new way to resolve the issue in order to keep a healthy work environment.
- Operational Processes:
 - o Find a mediator by contacting the appropriate people - tutor, lecturer, course coordinator.

Our team believes that following these team principles will keep us working fairly and efficiently and will maintain a healthy and respectful team environment. To ensure we can uphold and work to these principles, we have taken the following measures:

- We ensure consistent contact via social media and email.
- Our team is balanced (IS and CS).
- We plan to organise regular meetings to discuss our work.
- Team leader will retain authority for team discussions and must make the final decision regarding issues such as arranging team meetings outside of tutorial and managing workload allocation.
- If a team member refuses to participate a higher authority may become involved.

2.2 Non-Compliance

Major Non-Compliances (with relevant examples):

- Failure to reply to messages for over 7 days
- Being more than 5 days overdue with agreed deadlines
- Missing more than 2 workshops, without due notice or good reason
- Failure to manage an assigned role

Minor Non-Compliances (with relevant examples):

- Failure to reply to messages for 3 days
- Being more than 2 days overdue with agreed deadlines
- Missing a workshop
- Failure to submit or partake in team brainstorming

2.3 Dispute Resolution & Conflict Management

Managing minor Non-Compliances:

- Ensure a number of methods of communications have been used (mobile, facebook, email).
- Notifying the group prior to any known absences as soon as possible
- Attending all possible group meetings where available
- Potential re-allocation of workload

Penalties for minor Non-Compliances:

- Increased workload or 'catch-up' work
- Warning from team members of the possible ramifications of a major non compliance breach

Managing major Non-Compliances:

- Clear warning to non compliant team member(s) regarding their grades
- Maintain continuous contact with all members, ensuring all understand the task at hand.
- Continued absence discussed with specific team member, allowing for a possible solution to be found.

Penalties for major Non-Compliances:

- Potential dismissal from the group if major non compliance persists
- Significantly penalised final grade if major non compliance persists

3 Initial Allotment of Roles

At this early stage of development, our self-allotted roles are:

| Person's name & student number | Role |
|--------------------------------------|--|
| Alexandria Griffiths n9458816 | <i>Team Leader</i> |
| Harriet Smith n8750459 | <i>Client - Dev Team Liason</i> |
| Ronald Leung n9378171 | <i>Information Systems - UX, Data Storage Mechanism</i> |
| Lorenz Esparcia n8599751 | <i>Information Systems - UX, Data Storage Mechanism</i> |
| Akash Mehta n9588868 | <i>Computer Science - Project Dev + Component Design</i> |
| Alexander Stevens n9437681 | <i>Computer Science - Project Dev + Component Design</i> |

4 Conclusion

This document has articulated the high level and operational processes agreed to by **Team 111**. This team agreement will apply for the duration of the **Parking permits and violations**. To meet the objectives of the project and demonstrate their abilities as IT professionals, team **Team 111** will implement the principles, processes and management activities described.