

TEAM AGREEMENT GUIDELINES

For

Team 44

Version 0.1

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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 <Smart City> project to meet the client's requirements and timeframes. | | |
| Person's name & student number | Signature | Date |
| 1. Ang Wei Jie Abastan n9972366 | A.A | 26/7/17 |
| 2. Changyao Xu n9493085 | C.X | 26/7/17 |
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| 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 44** 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

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

We Team 44 has agreed to the following team principles of communication, behaviour and operational process:

- The team will strive to communicate effectively via use of Facebook messenger and to ensure that the reply within reasonable time period (within 24 hours). This is to ensure that efficient communication throughout the project.
- The team will hold regular weekly meetings which will be accomplished through the means of meeting in either in person or via an online method. Having regular meetings will create opportunities for team collaboration, project coherence, mutual support and raise team spirit.
- The team will make use of online code repositories like GitHub regularly to ensure that our project is actively participated and also to ensure that our work is backup. This will be done at weekly basis.
- The team will show respect for each other and their opinions. Each member need to express their own ideas and opinions throughout the meetings to work effectively throughout the whole project. This is to create and ensure an active and healthy atmosphere that will have positive benefits, whilst also reducing any potential conflicts.
- The team will clearly identify each member role as a team and individuals. This is to ensure that each individuals understand their assigned roles and following commitment.

2.2 Non-Compliance

Minor non-compliance

Here is a minor non-compliance where that all the small problems and issues that could lead to a major non-compliance if not addressed correctly. These problems can be rectified if each members communicate in an efficient manner.

- An individual member of the team does not response to Facebook messages, emails or any other communication consistently.
- An individual members of the does not attend to the allocated meetings and workshops without notices.
- An individual member of the team are not actively participating in conversation of their

views and ideas during the course of the project.

- An individual member of the team are not completing or putting in minimal effort to their assigned work to a quality standard.
- An individual member of the team are not following any of the agreed principles of behaviour.

Major non-compliance

Unlike minor, major non-compliance have much greater consequences and penalties to the whole team project. Major non-compliance is any act of non-compliance which indicates absence or deficiency of a strictly required practices.

- If an individual member of the team has already committed several minor non-compliance related to the same process and does not show any improvement or change of behaviour.
- If an individual member of the team refuses or failed to put any effort throughout the process of the project or cooperate with any of the team members.
- If an individual member of the team has failed to complete any given requirement within the agreed deadlines.
- If the project coherence is fallen during the course of the project due to negligence and lack of clear communication between individuals.

2.3 Dispute Resolution & Conflict Management

For minor non-compliance the team will respond within the group by having penalty system. Each team members will have limit of three point without penalty and if a team member receives more than three points it will be treated as major non-compliance issue. This is to give each individuals an opportunities to learn from their mistakes.

If there is a case of major non-compliance issue, the team will first determine the best course of action of that situation. As major non-compliance could result in the project breakdown it is agreed that the consequence is very severe. If there is no agreement among the members, it will be informed to our tutor for further advice. If the major non-compliance issue is with the regards to assigned work/task then an agreed reallocation of the project marks will occur. Also, if that nominated individual is not behaving appropriately and professionally in regards to major non-compliance action they will be evicted from the team.

3. Conclusion

This document has articulated the high level and operational processes agreed to by **team 44**. This team agreement will apply for the duration of the **Smart City Project**. To meet the objectives of the project and demonstrate their abilities as IT professionals, **team 44** will implement the principles, processes and management activities described.

References

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.

Agreement Principles

The guiding principles you develop might address the following issues:

- Team goals : To ensure that we make our client happy
- Team will reach consensus when decision-making by having majority rule
- Team will manage and resolve difference of opinion by having majority rule
- Team will support each other in order to create positive environment so each member can actively contribute to team discussion without any problem.
- Team members will share knowledge and actively collaborate with other team members to ensure collaboration during meeting.
- The task will be allocated fairly among each members and will follow project plan for completion
- Team will resolve or accept personal or professional differences by having clear communication and understanding the difference
- Tutor will be informed to escalate issues that the team cannot resolve;
- The SCRUM master will be our team leader and the role is to manage the whole team and creating coherence environment. They will be supported by each members in events of hard decision. They will be reward with lesser tasks to compensate their additional workload.
- Team will not accept any freeloaders and will be identify via penalty system which will

follow major consequences.

- Ensure that work is done to an acceptable level of quality and meets the project's requirements;
- Poor quality or late work will follow consequence given in non-compliance
- If there is significantly different contribution in terms of quantity or quality of work, the team will reach agreement for mark deduction to that individual

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:

- Team 4 will hold a weekly meeting every Wednesday after the tutorial. There will be also active communication via our Messenger
- Regular agenda categories that will be discussed at each meeting are things like what progress has been made, if any issues or problem arise, if there will be more time needed for given task, managing individual work load and ensuring that each individual understand and complete weekly assigned work.
- The SCRUM master will be the team leader, they are responsible to separate weekly tasks and will be also supported by the team members if should find not manageable. The SCRUM master will record the team meeting dates, attendees, decisions, issues discussed and take action.
- Will the team use an issues register to track the resolution of project, team and technical issues; if so how will this work.
- Team members will communicate actively via Messenger and email
- Each team members will actively communicate during the team meeting
- Team members will check their email at least once per day
- Team members will accept that 24 hours is a reasonable time frame to respond to an Messenger and email
- If a team member cannot attend the meeting they will need to notify members via Messenger at least 2 hours before. Also, their progress need to be updated if necessary.
- If a team member cannot meet assigned task deadline they will need to notify members via Messenger at least 48 hours before the deadline. 48 hours is given so that other members have a reasonable amount of time to help other team member and take appropriate actions. If the individual does not notify appropriate action will be taken (penalty point)
- If any individual does not take any part in the project without any reason they will be notify to the tutor for further action
- The project plan will be updated to reflect action completed as well as new action assigned. The SCRUM master is responsible for the updates
- A project library will be established which will contain electronic and / or print version of email and documents of which are necessary. The SCRUM master will be responsible for

maintain of the resources throughout the whole project

Defining Major and Minor Non-Compliance

- Refer to 2.2 Non Compliance

Penalties for Major and Minor Non-Compliance

- Refer to 2.3 Dispute Resolution and Conflict Management