🤝 Working agreement

👥 Team Preferences

Team Member	Ta Quang Tung	Nguyen Quang Huy	Nguyen Tran Quang Minh	Tran Hoang Hai Anh	Phan Sy Tuan
Working location and time zone	Hanoi, Vietnam (GMT +7)				
Working hours and commitments	9 A.M. to 5 P.M. and 8 P.M. to 10:30 P.M.	9AM to 12PM and 9PM to 2AM	8 A.M to 5 P.M and 9 P.M to 11 P.M	8 A.M to 12 P.M and 1 P.M to 5 P.M	9 A.M. to 5 P.M. and 8 P.M. to 10:00 P.M.
Working environment and preferences	I work at home on all days except Wednesday afternoon and Thursday where I am at university. I prefer working online.	I work at home and sometimes at university. Often busy in the afternoon.	I work from home and university.	I work from university mostly but at home also	I work at home and sometimes at university.
How I like receiving feedback	Online or in-person but privately.	Online via Messeger or in-person during the workshop section.	Face to face conversation or feedback thought Messenger or Zalo.	Mostly online but in-person is fine	Online or in-person.
Context about me	Swiftie, love listening to new music, currently learning Spanish, also learning to lead :3	Talkative and sometimes lazy.	If you know, you know	Why am I learning IT ?	I love engineering. ❤️

💬 Communication Channels

Channel	Purpose	Audience	Standards
Messenger	Announcements and daily conversations.	All team members.	Open by default. Questions should be answered within 12 hours.
Zalo	Consultation with lecturer/tutor.	All team members.	No group chat. Team members ask questions independently.

Google Meet	Online meetings.	All team members.	Meeting time announced 3 days before. Team members must inform their absence 1 day before. Webcams must be on for all participants.
Classroom	In-person meetings and discussions.	All team members.	All team members are expected to attend. Absence should be informed 1 day before the classroom session. Team members must complete their independent learning before the session.
Confluence	Documentation of the project. Maintains a list of questions and answers related to the project and the unit.	All team members.	All members are allowed to edit all pages in the Confluence space. Team members are expected to complete their assigned work on Confluence.
Google Drive	File sharing.	All team members.	All members are allowed to read, upload, and modify files on the team's Drive folder. These documents should not be leaked outside.
GitHub	Storage of the team's code repository.	All team members.	Members must not directly commit to the main/master branch. They must create and commit to a different branch, then create a pull request. The team leader will make any final adjustments before merging it to the main branch.

📆 Meetings

Meeting type	Team meeting	Daily check-up	Client meeting
Objective	Discussing the project with members.	Getting progress updates from members.	Informing clients/stakeholders of project progress.
Outcomes	Updating everyone of the project's current progress, formulating plans, and allocating work to team members.	Knowing each member's progress as well as any difficulties they are encountering to adjust the workload appropriately.	Clients/stakeholders are informed of the team's progress, provide feedback to improve the team's work and resolve difficulties.
Format	Online/in-person, whole team.	Online/in-person, individual team members. Must be very	Online/in-person, whole team with clients/stakeholders.

		brief (5-10 minutes only)	
Who	All members	All members individually.	All members and clients/stakeholders.
Resources	Online: Google Meet, microphones, laptops/phones/etc. Offline: Laptops, sticky notes.	Online: Messenger Offline: A note pad and pen to write down responses.	Laptop, slides, projector.
How will we show up?	All members are expected to attend with prior reading of the agenda and preparation. Members should show up positive and ready to contribute to the meeting.	If the check-up takes place online, each team member is expected to respond within 4 hours. If the check-up takes place in-person, it will be done during class where everyone is expected to attend.	Members are expected to grasp the progress of and be ready to present their assigned parts to clients/stakeholders. It is important that members arrive with a positive attitude and a readiness to actively participate in the meeting.
How will we manage follow up?	Record discussion points and further actions on Confluence. Set deadlines for allocated work.	Adjust the team's workload and work division appropriately if team members are encountering issues. Provide guidance on how to complete tasks as needed.	Record clients' feedback on Confluence, decide on further actions to finish the project to the clients' standard, and set deadlines.

📉 Team member underperformance

Underperformance signals and how they are detected	**In regard to work quality:** • Producing poor quality work (code/reports/etc.). (Detection: Confluence, team's GitHub repository.) • Plagiarizing other sources. (Detection: Confluence, team's GitHub repository.) • Not assigning oneself to work. (Detection: Jira.) **In regard to work productivity:** • Failing to meet deadlines without a valid reason. (Detection: Jira.) • Coming unprepared to team meetings. (Detection: During meetings.) **In regard to collaboration:** • Not informing team of current progress. (Detection: In communication channels, during daily check-ups.) • Coming to meetings late or doing unrelated things during meetings. (Detection: During meetings.) • Not contributing ideas to discussions. (Detection: During meeting discussions.) • Not communicating with team in a timely manner. (Detection: In communication channels.) • Using unprofessional or disrespectful language. (Detection: In communication channels or meetings.) • Discouraging or patronizing other members. (Detection: In communication channels or meetings.)
Resolution policy	At the end of each week, the project managers will review the work done during that week and reflect on team members' performance. If one or two underperformance signals are detected for a team member, the project managers will inform that member in person or through text messages to help them get back on track.

	After three or more signals are detected for a team member, a Performance Improvement Plan (PIP) will be created for that member.
	The team member is expected to follow the plan to address the identified issues. They will be monitored over the following 2 weeks to see if there are any improvements. If the issues persist, this member will be reported to the unit facilitator for mark deductions as per the Poor Contribution Weighting Rubric.
	All team members should be informed of the decision to ensure transparency.

⬆️ Escalation Process

Decider	How	Transparency	Feedback Loop
@Tung Ta Quang - team leader	Each week, review the Jira board to identify which tasks are falling behind schedule and who are responsible. Discuss the issue with team members to arrive at a resolution.	The final decision will be shared with everyone in the team.	Stakeholders will be informed of the situation through email or in person.
Unit lecturer/tutor	If a member persistently underperforms and negatively impacts the team's output, this issue will be discussed with the unit lecturer/tutor in person. A decision will be made to deduce the member's marks.	All members, including the underperforming member, will be informed of the decision.	Stakeholders will be informed of the situation through email or in person.

💡 Continuous Improvement

Purpose	How	Standards
Identify how to make the project more complete.	Meetings and discussions with clients/stakeholders.	Key improvement areas will be listed on Confluence.
Provide feedback for team members to learn.	Collect frequent feedbacks from the customer/ individual team member.	Valuable/ constructive feedbacks will be listed on Confluence.
Celebrate success.	Hanging out and bonding with all team members.	Personal and team's achivement will be listed on Confluence.