**TEAM AGREEMENT GUIDELINES**

**For**

***Team 38***

***Version 1.0***

**Prepared by:**

***Scott Davis***

***Zack Wood***

***Jeremy Zhou***

**Prepared for:**

***Sina Aminmansour***

***17/08/2015***

# 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 ***Property Management*** project to meet the client’s requirements and timeframes. |  | |
| Person’s name & student number | | Signature |
| 1. ***Scott Davis - n9428267*** | |  |
| 1. ***Zackery Wood - n9174753*** | |  |
| 1. ***TianYing Zhou - n8955557*** | |  |
| Tutor Approval | |  |

Table of Contents

[Sign-off and Approvals 2](#__RefHeading__585_217576691)

[Introduction 4](#__RefHeading__587_217576691)

[Team Agreement 5](#__RefHeading__589_217576691)

[Team Principles and Processes 5](#__RefHeading__591_217576691)

[Non-Compliance 6](#__RefHeading__593_217576691)

[Dispute Resolution & Conflict Management 7](#__RefHeading__595_217576691)

[Conclusion 7](#__RefHeading__597_217576691)

[Appendix – Team Agreement Guidelines 8](#__RefHeading__601_217576691)

[Possible Topics for Agreement Principles 8](#__RefHeading__603_217576691)

[Communication and Operational Process Topics 9](#__RefHeading__605_217576691)

[Defining Major and Minor Non-Compliance 10](#__RefHeading__607_217576691)

[Penalties for Major and Minor Non-Compliance 10](#__RefHeading__609_217576691)

# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for ***Team 38*** 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 **Property Management** 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.

# Team Agreement

# Team Principles and Processes

This team has been formed in order to complete the assessment work for IFB299. By setting a realistic goal of achieving at least a 5, the team is able to understand the level of work expected from every task. In order to achieve this grade, the workload will be segmented for individual completion but shared online to allow collaboration. Online collaboration in conjunction with regular and impromptu meetings will ensure that tasks are completed in a timely manner.

The aforementioned collaboration will be done primarily through google docs or the teams github. These platforms are chosen due to the ability to roll-back unwanted changes and their always online nature, allowing for access for all members at all times. The Google Drive itself will be regularly organised and cleared of unnecessary so that all documents are correctly filed and tracked.

While work will be largely completed in segments or minimal blocks, the overarching design choices and the inclusion (or exclusion) of features will be at the discretion of the group as a whole. If a situation arises where all parties cannot come to an agreement or a compromise, a vote will be taken where majority wins. By outlining the strategy for the decision making process everyone is aware of it and may consider it while making any future decisions.

Regardless of the subject manner, all interactions within the group and with clients will be done in a formal manner. In addition, the work will be split evenly with each member having a critical impact on the outcome of the project. By ensuring that each interaction will have a certain level of respect and all team members are valued equally, the team can work together effectively, knowing that everyone has the best interests of the group in mind.

# Non-Compliance

***Minor Non-Compliance*** occurs when a group member fails to perform the tasks expected of them. Whether this is intentional or unintentional, if the impact of the error is less than ten percent of that specific tasks grading. For a task worth 10% of our overall grade, this will be defined as an issue reducing our mark by 10 or less.

While minor non-compliance is a serious issue, if the group member notifies the group within a reasonable time frame so that the work can still be completed to a high standard, the infraction will be noted and the task member will be expected to make up the defecit in workload.

***Major Non-Compliance*** occurs when a task members actions directly lead to a significant impact on the overall grade for the class. This is classified as anything over 10% of an individual task or has a flow on effect to other aspects of the assessment. Continued absense from tutorials and meetings is also considered major non-compliance. As with minor non-compliance, in the event that a member is unable to complete a significant portion of the assessment, other members must be notified with a considerable lead time in order for them to complete the assessment.

# Dispute Resolution & Conflict Management

Minor breaches of the team agreement will result in a warning for the team member. Both other group members are required to agree on the warning for it to be issued. Major breaches will and repeated minor breaches (3) will result in a meeting in order to discuss potential courses of discourse. If it is deemed that the team member will continue to cause problems than the issue will be escalated to the tutor for additional input and discussion.

# Conclusion

This document has articulated the high level and operational processes agreed to by Team 38***.*** This team agreement will apply for the duration of the Property Management project***.*** To meet the objectives of the project and demonstrate their abilities as IT professionals, team Team 38will implement the principles, processes and management activities described.

# 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.