**TEAM AGREEMENT GUIDELINES**

**For**

***IFB299 Smart City Project - Group 114***

***Version 0.1 (DRAFT)***

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**Prepared for:**

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# Sign-off and Approvals

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| --- | --- | --- |
| **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 |
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| Tutor Approval |  |  |

Table of Contents

[Sign-off and Approvals ii](#_Toc299977981)

[1 Introduction 1](#_Toc299977982)

[2 Team Agreement 1](#_Toc299977983)

[2.1 Team Principles and Processes 1](#_Toc299977984)

[2.2 Non-Compliance 1](#_Toc299977985)

[2.3 Dispute Resolution & Conflict Management 1](#_Toc299977986)

[3. Conclusion 1](#_Toc299977987)

[References 1](#_Toc299977988)

[Appendix – Team Agreement Guidelines 1](#_Toc299977989)

[Possible Topics for Agreement Principles 1](#_Toc299977990)

[Communication and Operational Process Topics 1](#_Toc299977991)

[Defining Major and Minor Non-Compliance 1](#_Toc299977992)

[Penalties for Major and Minor Non-Compliance 1](#_Toc299977993)

# Introduction

The purpose of this document is to discuss and agree on the operating norms (principles and communication processes) for Group 114 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.

# Team Agreement

All team members must have participated in the formulation of this Team Agreement and are committed to abide by it.

## Team Principles and Processes

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**Principle:** *The role of SCRUM master will be transferred between students on a week-by-week basis.*

**Rationale:** As this is a student assessment project, it would benefit each student to play the role of SCRUM master at least once. This approach also makes decisions much more democratic in nature, which in turn gives the students more comfort to express their ideas and opinions.

**Operational Processes:**

- Bulletin the newly assigned SCRUM master every week on the Facebook messaging platform.

- When a student is not the SCRUM master, they should adhere to the current SCRUM master’s leadership.

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**Principle:** *The final product of this project must be functioning and secure.*

**Rationale:** A project this is optimal resume material. Group 114’s prerogative should be to create a service that could be released commercially. For this, the product must be functional, and immune to cyber compromise.

**Operational Processes:**

- Micro-manage team, and focus on good time management. If the team has spare time after core functionality is implemented, then focus on network security and polishing can begin.

- Plan each SCRUM sprint optimally. Prioritise features and allocate story points with scrutinising judgement. If the team is adequately managed, the product quality will increase dramatically.

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**Principle:** *Team members will treat each other with respect, and honour each other as peers*

**Rationale:** A true working environment would be vestigial without a common code of respect. A group that respects each other can remain cooperative towards the project, improving overall product quality.

**Operational Processes:**

- Each student must be given the space to contribute to the project. Talking over other group members will be frowned upon.

- Unsavoury language and abusive or antagonist behaviour will not be tolerated.

- The intentional sabotage of another group member’s artefacts will be prohibited.

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## Non-Compliance

***Record your team’s agreed definitions of minor non-compliance (not meeting or breaching agreed team agreement conditions and team commitments in a way that may adversely affect the project) here. Illustrate your definitions by providing relevant examples.***

* *Talking over another group member*
* *Not taking a group members opinion into account*
* *Invalidating the contributions of another group member*
* *Failing to treat your group members as peers*
* *Making SCRUM decisions when not assigned as SCRUM master*

***Record your team’s agreed definitions of major non-compliance (not******meeting or breaching agreed team agreement conditions and team commitments in a way that has a major negative impact upon the team’s success) here. Illustrate your definitions by providing relevant examples.***

* *Tampering with or sabotaging another group member’s artefacts.*
* *Antagonising another group member.*
* *Abusing another group member.*
* *Refusing to acknowledge the leadership of the current SCRUM master.*
* *Refusing to contribute to the project.*
* *Refusing to contribute to Sprint Retrospectives, or Peer Reviews.*

## Dispute Resolution & Conflict Management

***Minor or major non-compliance with this Agreement is likely to manifest as disputes or conflicts between team members.***

***State how your team has agreed to deal with or manage minor breaches of this Agreement.***

*Minor breaches will be absolved with a verbal warning, as well as a reminder of the principles agreed upon by the Team.*

***State how your team has agreed to deal with or manage major breaches of this Agreement.***

*If a group member violates the team agreement in a way that other members agree is inexcusable, the unit coordinator will be contacted and the group member will be removed from the group.*

# 3. Conclusion

This document has articulated the high level and operational processes agreed to by Group 114. 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 114will implement the principles, processes and management activities described.

# References

*Appendix - Team Agreement Guidelines.*

*Team Agreement and Guide (see appendix).*

# 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.