Solution Squad

Team Charter

Client: Surgery on Sunday

1. **Team Members**
   1. Devan Henley
   2. Tommy Tran
   3. EJ Deguzman
   4. Zach Smith
   5. Kyle Jones
   6. Brandon McWilliams
2. **Goals** 
   1. As the Solution Squad, our goal is to provide the client with a project team that works as a cohesive unit that ensures the delivery of fully functional and affordable system to support their business processes. We are very eager to begin our work with Surgery on Sunday and ready to meet the demands and surpass the expectations of our clients. Through the development of the system, the goal is to improve on some current business processes, as well as introduce new business processes that will allow for more fluency across the organization.
      1. The current website lacks volunteer, donor and patient FAQ.
      2. A process that would allow volunteer information from the form to be mapped directly to the volunteer database.
      3. Due to a high volume of Spanish-speaking patients, it would be beneficial to implement a widget that would translate the current website to Spanish if prompted.
      4. Due to the growing change in our society it would be beneficial to accommodate all volunteers and patients by including a transgender option into the forms.
3. **Meetings**
   1. Meetings for the Solution Squad will be scheduled in class every Tuesday and Thursday. Once we come to a consensus for when and where the meeting will take place, we will post it in the Solution Squad GroupMe. We will conduct meetings by first addressing issues at our current stage in the project, then collaborate on potential solutions and then bring forth any new business concerning the current or future stage of the project. Decisions during meetings will be documented in our Solution Squad google drive that we created specifically for the project for Surgery on Sunday. The google drive will allow for us to have access to any information we may need at any time throughout the project.
4. **Communications**
   1. Member communication
      1. See section 3 (Meetings)
   2. Client communication
      1. Our designated mediator between the project team and the client will be the main source of communication between the team and client. We will contact the client via email regarding ideas, technical materials and decisions.
   3. Instructor communication
      1. Communication between the project team and instructor will be done mostly on our Tuesday/Thursday class meetings. However, under special circumstances we will reach out to Professor Barker via email regarding any new ideas, technical materials or decisions.
5. **Decisions**
   1. The Solution Squad will take every aspect of an issue into consideration when deciding when deciding on any idea that will affect the system. When we decide on issues for the client we will use a voting system. As a project team of 6, that would leave room for an issue to come to a 3-3 vote. In such a case, we would open the decision back to the floor, present the idea again and either settle for an alternative or reach out to the client to ensure satisfaction in our decision.
   2. Any conflicts that arise within the project team will be handled similarly to the way we build a consensus and make decisions.
6. **Project Documentation**
   1. The Solution Squad will maintain project documentation using a shared google drive. This drive is what will contain all documents from the team’s deliverables for each iteration, as well as any information received from the client regarding questions we may have about the current and future stage of SOS’s system.