Team 5 Charter for TECM 5191: Single Source Project

Goals

Our Team's main goal is to demonstrate a single source solution for our client, Content Rules, that would allow their prospective client, Tech Company to:

- update content once across all related products and publications

- make content searchable online

- produce print for those customers who want it

- create consistency across the different content creators/approvers who own different parts of the related products

- personalize print content for different customers and product versions when possible

We intend to meet the above goal's criteria by delivering a **proof of concept** for print and web delivery of Zen4 content that will be organized in phases.

- In phases 1 -3 Team members will work individually on CSS, MadCap Flare and Topic-based & Structured-authoring Tutorials to develop the skills to contribute to this project.
- In phase 4, Team members will develop a **content model** using a portion of Tech Company's Zen4 content inventory that will include the following micro-level and macro-level deliverables:
    - a content audit (topic categorization and creation of topic templates)
    - information grouping, taxonomy development, and metadata creation

This will result in a successful project with deliverables we'll be proud to add to our portfolios. We will strive to create high-quality content, communicate with each other effectively and constructively, maintain a positive working environment, and complete our work on time.

Team Member Contact Info and Roles

Name	Phone/Text	Email	Team Roles (strengths)
Team Member #1	123-456-7890	Member1@myunt.edu	Team manager (organizer, Trello, Slack). ● Keep the project on schedule by publicizing deadlines and responsibilities in the task schedule and setting meeting agendas. ● Work on Phases 1 and 2 individual tutorial tasks ● Team lead Phase 3: Content Model - content audit micro tasks (topic categorization, creation of topic templates) ● Assist with Phase 4: Proof of Concept

			● Personal goal: earn an A while honoring work of other teammates.
Maria	123-456-7890	MariaCervantes3@myunt.edu	Team member (supporter, information management). ● Offer to help other members with their tasks. ● Manage disagreements by referring to details documented in the team charter, project assignment. ● Work on Phases 1 and 2 individual tutorial tasks ● Team Lead Phase 3: Content Model – macro tasks (group information, taxonomy, and metadata tasks) ● Assist with Phase 4: Proof of Concept ● Personal goal: earn an A while honoring work of other teammates.
Team Member #3	123-456-7890	Member3@myunt.edu	Team member (editor, Technical Writer and some Wordpress experience). ● Remind other members of requirements. ● Review draft deliverables prepared by team members. ● Work on Phases 1 and 2 individual tutorial tasks ● Assist with Phase 3 Content Model tasks ● Team Lead on Phase 4: Proof of Concept ● Personal goal: earn an A while honoring work of other teammates.

Ground Rules

- **Attend meetings:** Come to all meetings prepared to discuss the assigned agenda goals to ensure you and your team stays on schedule. Provide 24-hour notice if you're unavailable to meet; if there's an emergency then message the team.
- **Do your job:** Know your role as a group member and fulfill all the requirements that you are expected to do on time.
- **Respect each other:** Respect the opinions, feelings, and time of others.
- **Give your best effort:** Don't turn in unacceptable work and always look for ways that we can improve.

Procedure When Ground Rules are Broken

- **1st time:** Discuss with team privately or at group meeting (or via Slack/phone call if necessary).
- **2nd time:** Inform Dr. LAM
- **3rd time:** Team member is subject to firing.

Potential Obstacles & Solutions

- **Time Constraints**: We will create agendas for each group meeting to make the most of our time.
- **Schedule Conflicts**: We will meet every Tuesday at 8 PM or as needed until the project is complete. This time works for each one of our schedules.
- **Disorganization**: We will plan each meeting agenda and milestone in our project. We will all read and agree to follow the information listed in the assignment descriptions.
- **Missed Deadlines:** Each team member is responsible for notifying the team if a deadline will be missed. If a deadline is missed without the responsible team member offering notice, then another team member will assume responsibility for the deliverable.

Communication Plan

Type	Urgent Messages (Need response within 24 hours)	Other Messages
Private (one-on-one)	1. DM on Slack 2. Text 3. Phone call 4. Zoom meeting	1. Post to team channel on Slack (attach files or links as needed) 2. Weekly Zoom meetings (at date and time indicated above)
Group Communication	1. Post to team channel on Slack (attach files or links as needed) 2. Zoom meeting	
File Storage	1. Post to team channel on Slack (attach files or links as needed)	1. Store and access all files for the team project in Microsoft SharePoint/OneDrive or MadCap Central.