

Integrated Teaming Guidelines

Revision History

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# Introduction

The purpose of these guidelines is to assist in forming and maintaining an integrated team for the development and rendering of services. The integrated team members shall provide support to achieve project objectives because of having complementary and specific knowledge of the service line. These guidelines shall also facilitate the operation of the integrated teams.

# Glossary of Terms

* PM – Project Manager
* WBS – Work Breakdown Structure
* SOW – Statement of Work
* RFP – Request For Proposal

# Entry Criteria

* Decision has been taken to enter a service
* The project has been initiated.

# Inputs

One or more of the following:

* Statement of work
* Proposal/Contract
* Work Breakdown Structure
* Recruitment Process
* Vendor Management
* Subcontractor Management

# Roles and Responsibilities

* PM –He shall be responsible for the formation of integrated teams for the projects.
* Team Members—shall be responsible to work according to team charter.

# Tasks

1. The PM shall decide the structure and select the members of integrated teams per the requirements of the project/services to be offered. The criteria for team structure shall be the type of service requirement and business needs.
2. A WBS could facilitate in identifying Tasks and Activities required to be executed to deliver the project/service successfully. These tasks and activities need to be mapped to a Role. For this Role a Job/Role Description needs to be prepared and duties and responsibilities need to be documented.
3. The team members could be from parent organization, from vendors or from client as well depending upon the aspects and services being rendered.
4. C1’s Recruitment Process identifies a prospective team member after a comprehensive evaluation of his/her educational and professional qualifications, training, certifications, membership of well-known professional institutions, professional skills, technical skills, general experience, specialized experience, demonstrated past performance, expertise on similar past assignments, employment history, references, availability, capacity, capability and maturity, Oral and Written Skills, Representations and Instructions.
5. The team members shall be selected based on their knowledge and skills in such a manner that these skills supplement in achieving the objectives of the project. They should be drawn from different functional areas like engineering, management, procurement, human resource, finance, marketing etc. they should provide necessary support all essential phases of service life cycle.
6. After selection of the team member several agreements need to be in place such as Conflict of Interest, Confidentiality and Non-Disclosure Agreement, Teaming Agreement, Subcontracting Agreements, Service Level Agreement, Payment terms and Invoicing.
7. A project/team leader shall also be nominated to co-ordinate the team tasks and shall be selected based on his/her knowledge, experience and position in the organization.
8. A shared vision shall be established for the integrated team, which shall be aligned with organizational vision. The purpose of the shared vision is to provide a statement of envisioned future and establish a common understanding of the aspiration and common ideals of the team in the context of that desired end state. A shared vision facilitates working together and helps the team to attain unity of purpose.
9. A team charter shall be formed. The team objectives may be directly related to the assigned service requirements from the client, specific project requirements, or identified internal team tasks.
10. The team members shall be empowered to take decisions with respect to their field and shall carry the responsibility and shall be held accountable for their respective tasks.
11. The team members shall have dual responsibility to focus on the services while maintaining their connection with functional organizations that can assist the development with additional expertise and advice.
12. The communication channels shall be open within the teams and any issue which needs to be escalated shall be escalated through team leader.

# Outputs

* Conflict of Interest Agreement
* Confidentiality and Non-Disclosure Agreement
* Teaming Agreement
* Subcontracting Agreement
* Service Level Agreement
* Integrated Team established

# Exit Criteria

* Integrated Team established

# References

* Statement of Work
* Request For Proposal
* Recruitment Process