Agile Team Charter - Example

# 1. Team Identity

Team Name: Velocity Builders

Project / Product: Mobile Banking App

Date Created / Updated: March 2025

# 2. Purpose and Vision

Team Mission Statement:  
Deliver a secure, user-friendly mobile app that empowers customers to manage finances anytime, anywhere.

Vision Statement:  
Be the top-rated digital banking experience in our market within two years.

# 3. Goals and Objectives

Primary Goals for this Release / Quarter:

- Launch core features: login, account view, payments.

- Ensure compliance with banking security standards.

- Achieve customer satisfaction score of 4.5/5.

Key Measures of Success:

- 20,000 active users within 3 months.

- Less than 1% critical defect rate.

# 4. Roles and Responsibilities

Product Owner: Alex Johnson

Scrum Master / Agile Coach: Priya Singh

Development Team Members: Jordan Lee, Maria Gonzalez, Tom Chen, Aisha Khan

Key Stakeholders: Banking Operations, Marketing, Customer Service

(Optional: Each team member rotates responsibility for demo presentations.)

# 5. Team Values and Principles

How we want to work together:

- Communicate openly and respectfully.

- Support one another in learning new skills.

- Focus on delivering customer value first.

Agile Principles We Emphasize Most:

- Responding to change over following a plan.

- Working software over comprehensive documentation.

# 6. Working Agreements

Communication Norms:  
Daily standup at 9am, Slack for quick updates, respond within 24h.

Decision-Making Approach:  
Consensus where possible; Product Owner resolves backlog priorities.

Definition of Ready (DoR):  
User story has acceptance criteria, size estimate, and test notes.

Definition of Done (DoD):  
Code reviewed, tested, integrated, documented, and accepted by PO.

# 7. Conflict Resolution Approach

How we will handle disagreements:  
Discuss openly in retrospectives, resolve quickly, focus on ideas not people.

Escalation Path (if needed):  
Scrum Master → Product Owner → Executive Sponsor.

# 8. Tools and Processes

Collaboration Tools:  
Jira for backlog, Miro for design, Slack for messaging, Confluence for docs.

Key Ceremonies:  
Sprint planning (Monday), Daily scrum (9am), Sprint review and retro (biweekly).

# 9. Boundaries and Constraints

Budget / Time Limits: 6 months for MVP, budget of $500,000.

Dependencies or External Interfaces: Core banking API, external payment gateway.

Compliance / Regulatory Requirements: PCI DSS compliance, regional banking regulations.

# 10. Continuous Improvement

How we will review this charter:  
Revisit at quarterly planning and after major retrospectives.