**AIIP 2018 Peer Group Meeting Protocol**

**Innovation & Intrapreneurship**

|  |  |  |  |
| --- | --- | --- | --- |
| **Time** | **Activity** | **Notes** | **Deliverable / Outcome** |
| 2 min | **Appoint roles**  Determine who will be the meeting’s:   1. Facilitator - Jed 2. Timekeeper - Gbola 3. Scribe - Omo | Having a role helps the meeting stick to the agenda and keep within the timeline. | Different roles are assigned. The facilitator encourages participation, feedback and equal airtime, while moderating comments to ensure everyone sticks to constructive dialogue.  Each person should submit a copy to the LMS |
| 2 min | **Review plan** for the day | Everyone should take a minute to review the protocol and agree to an adjournment time. |  |
| 45 min. | ACTION LEARNING PROJECT JOURNEY  With the final submission coming up at the end of August, it’s very important to begin making considerable progress on your project. To aid you in that, please follow the steps below carefully:   1. Each person must copy and paste their progress so far of their project, into the Meeting Minutes for this meeting    1. Clearly write your name at the top and indicate which section(s) you are sharing   **Name: Seloke; Security around the workplace**  Describe  Project Description: Transnet Freight Rail, Technology management have had security breaches in the recent past which is effecting employee safety and mental well-being. A solution to address this security concern is of great importance.  Empathize Questions:  1) How long have you worked at 138 Eloff Street?  2) Do you feel safe at or coming to 138 Eloff Street?  3) Do you feel that there is a security or safety problem at 138 Eloff street?  4) Have you been a victim of any criminal activity in or around your workplace, and please elaborate on any experience.  5) Do you think the crime incidents around 138 Eloff Street are organised or random/opportunistic crimes?  6) Do you feel that the current steps being taken will sufficiently address the risks?  7) Do you have any ideas or proposed solutions to safety risks at 38 Eloff Street?  8) Do you think Transnet as your employer should be responsible your safety in the vicinity of your work place?  9) Do you think monitoring the area will reduce crime?  10) What steps have you taken to ensure your personal safety?  Interviews  Empathize Interviews:  Name: Goodhope Mbatha (Pedestrian)  1) How long have you worked at 138 Eloff Street?  A: 7 years & 3 months.  2) Do you feel safe at or coming to 138 Eloff Street?  A: Normally I feel safe. I walk through Park Station where there are lots of people. Time 06:45 and 17:00.  3) Do you feel that there is a security or safety problem at 138 Eloff street?  A: Inside the building is safe. outside and around the building is not safe, I have seen people breaking into cars.  4) Have you been a victim of any criminal activity in or around your workplace, and please elaborate on any experience.  A: No.  5) Do you think the crime incidents around 138 Eloff Street are organised or random/opportunistic crimes?  A: Opportunistic.  6) Do you feel that the current steps being taken will sufficiently address the risks?  A: It has taken too long before any measures have been put in place. It should have been arranged earlier.  7) Do you have any ideas or proposed solutions to safety risks at 138 Eloff Street?  A: No.  8) Do you think Transnet as your employer should be responsible your safety in the vicinity of your work place?  A: Yes, they should be.  9) Do you think monitoring the area will reduce crime?  A: Yes  10) What steps have you taken to ensure your personal safety?  A: Don't travel at quiet times. I travel a safest route.  Empathize Interviews:  Name: Vincent Malale (Motorist)  1) How long have you worked at 138 Eloff Street?  A: 8 years.  2) Do you feel safe at or coming to 138 Eloff Street?  A: No, I am not safe in and around this building.  3) Do you feel that there is a security or safety problem at 138 Eloff street?  A: We are exposed to crime.  4) Have you been a victim of any criminal activity in or around your workplace, and please elaborate on any experience.  A: No, I have not experienced anything problems. I have seen may crimes being perpetrated in the area.  5) Do you think the crime incidents around 138 Eloff Street are organised or random/opportunistic crimes?  A: Opportunistic.  6) Do you feel that the current steps being taken will sufficiently address the risks?  A: I don't see any changes.  7) Do you have any ideas or proposed solutions to safety risks at 138 Eloff Street?  A: Introducing private armed security.  8) Do you think Transnet as your employer should be responsible your safety in the vicinity of your work place?  A: Yes.  9) Do you think monitoring the area will reduce crime?  A: I think it will limit it.  10) What steps have you taken to ensure your personal safety?  A: I don't drive in the dark. I am more vigilant. I change my routine.  General: Taxi's park on the road and influence the traffic flow and create more risk.  Empathize Interviews:  Name: Colleen Gee (Pedestrian)  1) How long have you worked at 138 Eloff Street?  A: 8 years  2) Do you feel safe at or coming to 138 Eloff Street?  A: Yes  3) Do you feel that there is a security or safety problem at 138 Eloff street?  A: Yes  4) Have you been a victim of any criminal activity in or around your workplace, and please elaborate on any experience.  A: No  5) Do you think the crime incidents around 138 Eloff Street are organised or random/opportunistic crimes?  A: Random.  6) Do you feel that the current steps being taken will sufficiently address the risks?  A: No.  7) Do you have any ideas or proposed solutions to safety risks at 138 Eloff Street?  A: Biometrics. Visible security.  8) Do you think Transnet as your employer should be responsible your safety in the vicinity of your work place?  A: In the building at the entrances.  9) Do you think monitoring the area will reduce crime?  A: Yes  10) What steps have you taken to ensure your personal safety?  A: No  Empathize Questions:  Daniel Neethling - pedestrian  1) How long have you worked at 138 Eloff Street?  A: 1 year  2) Do you feel safe at or coming to 138 Eloff Street?  A: No  3) Do you feel that there is a security or safety problem at 138 Eloff street?  A: Yes  4) Have you been a victim of any criminal activity in or around your workplace, and please elaborate on any experience.  A: No  5) Do you think the crime incidents around 138 Eloff Street are organised or random/opportunistic crimes?  A: Oppurtunistic  6) Do you feel that the current steps being taken will sufficiently address the risks?  A: The renovation of the area and public places will help reduce the risk.  7) Do you have any ideas or proposed solutions to safety risks at 138 Eloff Street?  A: Independent CCTV monitoring and policing of area.  8) Do you think Transnet as your employer should be responsible your safety in the vicinity of your work place?  A: Yes, to the nearest public transport  9) Do you think monitoring the area will reduce crime?  A: Yes  10) What steps have you taken to ensure your personal safety?  A: Sticking to specific time schedule, not driving to work, not carrying valuables openly.  Empathize Interviews:  Name: James Clay (Motorist)  1) How long have you worked at 138 Eloff Street?  A: 5 years & 6 months  2) Do you feel safe at or coming to 138 Eloff Street?  A: No  3) Do you feel that there is a security or safety problem at 138 Eloff street?  A: Yes  4) Have you been a victim of any criminal activity in or around your workplace, and please elaborate on any experience.  A: I was involved in and armed robbery. I was driving home from work and had just left the building when a man tapped on my window with a gun. He stole my cellphone and all my money.  5) Do you think the crime incidents around 138 Eloff Street are organised or random/opportunistic crimes?  A: I think that they are organised.  6) Do you feel that the current steps being taken will sufficiently address the risks?  A: No  7) Do you have any ideas or proposed solutions to safety risks at 138 Eloff Street?  A: I suggest that the offices are moved to a safer location.  8) Do you think Transnet as your employer should be responsible your safety in the vicinity of your work place?  A: Yes. I would like to travel to and from my workplace without feeling that my life is in danger.  9) Do you think monitoring the area will reduce crime?  A: It may reduce crime in the short term, but I do not think that it is a complete solution.  10) What steps have you taken to ensure your personal safety?  A: I have changed my working hours. I drive a route which I feel is slightly safer.  Define:  The Transnet Technology Management employees have experienced an increase in robberies in the vicinity of the 138 Eloff Street Office. This problem requires research to evaluate the extent of the problem as well as to gauge employee safety concerns. A cost effective solution to improve security as well as employee and public safety within the immediate vicinity of the 138 Eloff Street Offices is required.  Ideate:  Changing commuting patterns/hours.  Carry Weapons.  Work from home.  CCTV monitoring.  AI monitoring.  Drones monitoring.  Visible policing.  Armed Security.  Armed Drones.  Impersonate Security Guards.  Body Guards.  Shuttle Service.  Provide pedestrians with pepper spray.  Audio monitoring for signs of distress.  Moving Offices.  Danger Pay.  Travel in groups (car pool).  Increase security presence.  Security patrols.  Traffic management.  More street lighting.  Renovation of the immediate vicinity.  Mobile police stations.  App to report incidents.  Forming a security task team with government, and businesses in the area.  Deploy military.  Audible Warnings.  Crime Whistles.  Training and awareness.  Bullet proof vehicles.  Personal panic buttons.  Vehicle following drone. (Supervised passage)  Reduce hiding spaces. (empty buildings)  Anti-crime advertising.  Reduce unemployment rate.  Build a company campus.  Improve public transport.  Increase crime intelligence.  Larger sidewalks.  Remove public benches.  Improve visibility.  App to monitor audio from smartphone for distress.  Police on horses.  Community upliftment programs.  Gautrain expansion.  Bio-metrics.  Higher access control.  Many panic buttons.  Create an Office park.  Further Ideate:  CCTV monitoring.  AI monitoring.  Drones monitoring.  Audible Warnings.  Crime Whistles.  Prototype  Not yet done  **Name: Jed; R&D Time Tracking**   * **Initial Meeting (26/07/2018):** * Finalise on two approved projects (1. R&D Time Tracking problem; 2. Container Tracking IoT Project for the BRICS challenge) – The R&D Time Tracking problem was selected. * **Intensive Meeting (29/07/2018):** * Documented the Problem Statement. * Developed a project plan * **First Working Session (03/08/2018):** * Worked through the first 3 components of the design process:   + Emphasize:     - Identified challenges and pain points     - Decided that we should interview team members regarding challenges and pain points of the previous solutions.   + Define:     - Based on the challenges and pain points, we decided we will update our original Problem Statement.     - Identified project stakeholders.   + Ideate:     - We brainstormed various ideas/solutions on how we can tackle the problem. * **Second Working Session (08/08/2018):**   **Further Ideated**  **Problem Description**  In Transnet R&D, there is a need to track hours spent developing projects. The need arises from the following issues:   * Pricing of R&D products (based on development hours) * Tax claims from SARS for R&D incentives * Performance tracking of engineers * Product development lifecycle tracking for project managers & resource allocation   The current method of time tracking does is not effective and a comprehensive and effective solution is needed.  **Empathise**   * A survey was conducted and the Reponses were taken from several engineers in the department as well as the managers. * The responses were captured and analyzed. * A number of issues were identified with the majority indicating the following:   + The current system was slow and required far too many “clicks” to get a task tracked. Engineers were spending too much time tracking tasks as a result of the systems’ highly granularity.   + The current systems reporting element did not cover all requirements from stakeholders   + The current system worked only on the desktop.   + The current system brought about a sense of “privacy invasion” due to its high granularity.   The results from the survey were collated and group in a work session held by the team.    **Define**  A comprehensive multiplatform solution that assists engineers in tracking their project hours is required. The system needs to have minimal human input. A method of reporting on the hours tracked must be developed to satisfy all stakeholders needs (financial, project planning and performance tracking).  **Stakeholders identified.**    **Ideation**  A workshop was held to initiate ideation. Some of the ideas included:   * + A Smart AI tracker   + Using RFID tags to track hours in the office   + Using task manager to track programs open   + Voice controlled tracking   + Hourly pop-up to track time   + A mobile app that tracked time   **Narrowing down**   * + A few concepts stood out as feasible.   + Concepts were judged on critical success factors such as:   + time taken to track   + cost of implementation   + data availability   + accuracy of the system   + Privacy of engineers.   **Further ideation**      **Prototype**   * Prototyping on an AI multiplatform application that covered all the requirements was initiated. A draft architecture was developed. * A meeting will be held to design wireframes, evaluate, test and iterate on Monday. * A presentation to the department will be held to present the solution and get feedback for further iteration on Tuesday.   **Prototype Architecture**    **Name: Omogolo; Management system for departmental poolcars**  **Empathizing**   * The inconvenience of getting permission physically to use poolcars * Having to deal with incorrectly filled forms * Uncertainty on the availability of poolcars in planning trips * Risk of losing contents left by other departments/colleagues in the poolcars * Not knowing where the poolcars are * The inconvenience of paperwork involved   **Definition**   * The booking system, or lack of, is not efficient and sometimes causes inconveniences.   **Ideate**   * A booking server that allows users to book online, the server interacts with a laptop installed application. The server allows users to book and request permission, and allows managers to grant permission * A booking server linked to user applications. The user application is further linked to a manager application. The user application views poolcar availability in the booking server, requests authorization from manager app and uses authorization to make bookings on the booking server. * Two servers. One linked to a user app, and one linked to the manager (approver) app. The user app makes bookings depending on the availability provided by the user booking server. The Booking server requests permission from the Authorization server. The Authorization server passes the request to the manager app for approval and sends feedback to the Authorization server, then to the Booking server and finally the user app. * System of user apps. The user app seeks booking status from other apps in the system. The user app then send a request to a manager app. The manager app replies to the request and sends feedback to the user app. The user app the sends the result of the request to the apps in the system. * App-server pair system. User app request status of bookings on its server. The server seeks the status from other servers for cross-referencing and responds to the user app. The user app request permission for use of poolcar via its server to the manager server (serving as a booking server to the manager) and finally to the manager app. The manager app sends a response to the user app via it server and the user server. * App-server pair system. User app request status of bookings on its server. The server seeks the status from other servers for cross-referencing and responds to the user app. The user app request authorization from the manager app. The user app sends feedback (e.g., confirmation) to it server. * Two server; booking and availability server. The user app requests availability from the availability server. The availability server retrieves bookings from the booking server, update availability and provides availability to the user app. The user app requests authorization from the manager app. The manager app, send feedback to the user app. Then the user app send feedback to the booking server.   **The hunch**: A booking server that allows users to book online, the server interacts with a laptop installed application. The server allows users to book and request permission, and allows managers to grant permission  **Prototype: The hunch**  The prototype will be based on the hunch. The original hunch has developed gradually and is being constructed. At this stage, the prototype includes an app that logs into a server which provides booking details.    **Name: Gbolahan; Improving Solid Waste Management at the Vodacom Nigeria office**  **Problem Description**  The global work force spends an average of 9 hours daily at their various places of work during this period they consume and generate a lot of solid waste and this solid is rarely managed properly or there are no definite guideline or strategy in offices to encourage proper solid waste handling or management.  The Vodacom Nigeria office is not any different there are no strategies, policy or action plans in place to drive better management of solid waste.  **Empathize**   * A survey inform of a town hall meeting was conducted with team members of the operations department, and below are their responses regarding issues and concerns with * Some of the respondent had issues with the volume of Solid waste generated daily, and this is evident from the number times the facility had to clear out the bins daily * Some also had issues with waste of printing paper, particularly paper that could be reused * Someone raised a point about non-recyclable material been consumed the office. * A point was raised about, there wasn’t attempt to presort solid waste before throwing out * Someone suggested that nylons shouldn’t be allowed within the company because of the difficulties in recycling * Someone requested that we find out how much it cost the company to handle its solid waste monthly and to also investigate how much cost saving was possible if a solid waste management was in place * Someone suggested a reward for staff who identify recycling opportunities within the company   **Define**  Identify actions that are regarded as proper and correct when it comes to Solid waste management  We need to put in place a process, practices and strategy that would encourage proper solid waste management by staff and encourage and reward staff who take proper actions regarding proper action  **Stakeholders**  The entire Vodacom Staff(using the operations team as test cohort)  The Facility management team  **Ideate**   * Have a Vodacom Ikoyi solid waste best practices * Start a campaign to educate staff about the importance of recycling   + Start a social media buzz on the Yammer for the company   + Create a hash tag and encourage staff to post the items they reuse or recycle * Enlighten about the cost savings and image boosting aspect of a solid waste management * Make sorting bins easily accessible for staff to make use of * Track the cost savings for the company when they start recycling * Create a reward structure for internal recycling within Vodacom * Track and reward staff who adhere to best practices   + Consider designing an app that be used to achieve this reward   **Ideation 2**   * Search for an app that can be used for tracking staff, else there may be a need to build from scratch * Crowd Source recycling guideline or best practices using Yammer * Work with Facility Management team to create plastic, paper and organic waste sorting bins   **Prototype**   * Search for an app that can be used for tracking staff, else there may be a need to build from scratch (In Progress) * Crowd Source recycling guideline or best practices using Yammer (In Progress) * Work with Facility Management team to create plastic, paper and organic waste sorting bins (In Progress)  1. Once each individual has pasted their own component into the document, they will take time to review the work of their peers 2. Every student should include 2-3 comments on each of their peers’ sections, highlight strong sections, suggesting additions, or asking questions that will help them strengthen their work   **Name: Jed**  Hi guys, all three topics were great. You guys did really well in my opinion to use design thinking to formulate a solution.  **Seloke**   * Great progress, plenty of ideation which is awesome. I like how you were consistent in your questionnaire so that you had data to measure against. The personal stories of people’s experiences really made me empathize with the problem. * What are the current security measures being implemented and how will you plan on maintaining the proposed solution? Will the current security company maintain it? Will it integrate with it? * Do you have any critical success factors to measure your findings against?   **Omogolo**   * I love the ideation and prototype. There has been a lot of thought that went into the solution. I also like the diagram. It helped me understand what you were speaking about. * I feel the definition should be more detailed/comprehensive. It was a little short. * Is there any current system in place? If yes, how has that helped in identifying your solution now? * How do you plan on solving the “employees leaving items in the pool car”? Perhaps an online “lost and found “or tracking of bookings to solve this?   **Gbola**   * Great topic, I love the variety in the ideation phase. You came up with a lot of ideas that are very good. I also like that you spoke about integration with the current facilities personnel. Your ideation phase was very comprehensive. * I feel that the prototype phase should narrow down on one “idea” in mind as that will be what you test/iterate on. I see that you have 3 there. * Do you have any critical success factors to help in finding a solution?   **Name: Omogolo**  **Seloke**   * The number of people who were interviewed might be low, especially those affected first hand by crime. * It might have been helpful to go off script sometimes with follow up questions. For example, the description of some crimes witnessed might have been valuable. * Perhaps current security reps, if there are any, should’ve been consulted. Perhaps they would have some valuable information. * The ideas brought forward are out of the box☺ * The progress of the project is fair, but perhaps needs a bit of a push.   **Jed**   * The progress of the project is good. * Will the system incorporate reports, e.g., monthly reports? Won’t they help in capturing work and time spent in project? Are they perhaps seen to consume time as well? * Will the app just monitor running apps, or also their memory and CPU use and more? * Will the solution/prototype address time at which colleagues clock in at work and out, or these will be implicit in the hours captured on the PCs?   **Name: Gbola**  **Omogolo**   * The empathizing should include the numbers of cars in the pool and the average of number of staff request * Can we have a manual walk through of how the app would work, this will help visual any issue that may arise when the app comes up * Is there any process or algorithm to solve race condition when booking for vehicle | Please allow everyone the time they need to share their thoughts.  Practice being concise and respecting others’ time and attention. Attendance and active participation are integral to your learning experience. Please be present, proactive and participatory.  **Scribe**: Please capture comments from each participant. | **Scribe:** Please make sure everyone’s submissions are clearly laid out, named, etc. |
| 10 min | **Wrap up**   * Everyone must make a copy and submit minutes on the LMS | **Scribe**: Please capture comments from each participant. |  |

**Meeting Minutes**