Minutes of JAD meeting

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| Group members  Nguyen Hoang Dang  Tran Tuan Khoi  Lam Minh Triet  Tran Trong Hieu  Thai Hong Tien | Meeting Date  August 24th 2018  Start time: 10am  Ending time:12pm  Face-to-Face | Meeting Topic/Objectives   * Decide a reported company from Assignment 1 for Assignment 2 * Decide method for contacting * Draft out line for assignment 2 * Activities for week 1(Aug24 to Aug 31) |

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| Present at Meeting:  Full members  Absent:  No |

Actions from previous meeting: None

Actions from this meeting:

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| **Decisions/Actions**   * The chosen company is GO\_VIET based on the assignment 1 from Tran Tuan Khoi which included in required source * Meeting plan and method: face-to-face meeting on Friday weekly after lecture; online meeting on Tuesday weekly at 9pm * Drafted outline and activities for week 1, outline timeline for projects. | **Who?** | **When by?** |

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| Company Choice: Evidence of company choice and approach in terms of meeting process and outcome.  Existing IT Services Scoping: Development of an understanding of the company’s existing IT Services including discussion of their organizational approach to IT Service Strategy/IT Strategy. | Week 1 (Aug 24 – 31) | Aug 24: each member research about GO-VIET and their services base on the assignment 1.  Aug 24 – 26: Add more information about the existing IT services and discussion of their organizational approach to IT Service Strategy/IT Strategy. |
| Description of a new IT service | Week 1 (Aug 24 – 31) | Aug 26 – 28:  Decide one specific service that new and unique (ex: GO-MED)  Basic concept similar to GO-JEK (…)   * Description about the new service. |
| Define the key service elements for the new IT service: Resources, Provider, Consumer, Benefits, Time (Lectures 1,2,3) | Week 1 (Aug 24 – 31) | Aug 28 – 31:   * Resources * Provider * Consumer * Benefits * Time |
| Use the DART Model to explain the process of co-creation through the following key building blocks: dialogue, access, risk assessment and transparency (Lecture 4) | Week 2 (Sep 1 – Sep 7) |  |
| Justify the use of two co-creatives practices that you would like to employ for designing the service (Lecture 6) | Week 2 (Sep 1 – Sep 7) |  |
| Demonstrate one of the co-creative practices to your case study | Week 3 (Sep 8 – Sep 15) |  |
| Identify the relevant customer, supplier and encounter processes by using the value co-creation framework (Lecture 5, Tutorial 4) | Week 3 (Sep 8 – Sep 15) |  |
| Explain the recommended implementation approach (Lecture 10) (use a service dominant logic perspective) | Week 4 (Sep 15 – Sep 23) |  |
| Professional presentation of the document, grammar and referencing | Week 4 (Sep 15 – Sep 23) |  |
| Group Presentation | Final week |  |