MEETING DOCUMENTS GROUP 1

1. Meeting no.1:

\_ *Goals:*

* Decide a reported company from Assignment 1 for Assignment 2.
* Decide method for contacting.
* Draft out line for assignment 2
* Activities for week 1 ( Aug 24 to Aug 31)

\_ *Date:* August 24th 2018 – Face to face

\_ *Members:*

* Tran Tuan Khoi - 17984035
* Nguyen Hoang Dang - 17983615
* Tran Trong Hieu - 14873745
* Lam Minh Triet - 15905082
* Thai Hong Tien – 16944003

\_ *Accomplishments:*

* 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 for Wednesday weekly at 9pm.
* Drafted outline and activities for week 1

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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 |  |