Date:04/06/2021

Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Name: Jess Beattie

Overview: *(what is the current operating context for the organisation/team?)*

Gearing up for year end, just trying to get through tickets.

**2. NEXT MONTH**

**1. LAST MONTH**

*Achievements against last month’s goals. How did you go? What went well? What didn’t?*

* *Struggling with the workload, was overwhelming*
  + *People demanding, saying stuff is urgent (normally isn’t)*
* *You have now got your tickets down below 100*
  + *Feeling of weight taking off shoulders.*

*Challenges for the month ahead: business/operational, priorities, values/behaviours, main personal challenge.*

* *Not having stocks of laptops may cause us to have more work trying to source loaners and band aid issues.*
  + *Should have some stock in a couple of weeks.*
* *Trying to keep tickets down.*
* *Start of year end, accountants will be stressed to the max, so we will keep an eye on those tickets coming in.*



IDP Review: *(and check back for shared understanding) Customers have been giving a good satisfaction score to you. Bought the PowerShell book and going on Desktop Admin course next week. Helping the team with CAT applications documentation.*

*Establish your agreed actions for box 2 – what will you keep doing, stop doing, start doing? What do you need to do in the next 48 hours to get started?*

* *Take time out when you need*
  + *After a tough/long phone call*
  + *Successfully completing something*
* *Take back time for yourself, where possible get a workaround for the user on longer phone calls and regroup with them later.*

*From box 2, what is going well? What could hold you back? What are you missing? How is the pressure? What support might you need?*

* *Where you can delay users that can put up with small issues on their laptops (if they will be getting a new laptop)*
  + *Tell them they are due for new laptop but stock is delayed can you hold out until then.*
* *More one on one ticket time with either me, or someone from IT Sue, Maureen, Ciaran, Steph.*

**4. AGREED ACTIONS**

**3. CLARITY**