Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Date:7/10/2020

Name: Jess Beattie

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

Gearing up for the IT split to happen.

**2. NEXT MONTH**

**1. LAST MONTH**

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

* *Getting tickets down to a manageable amount (currently at 95ish)*
* *Continue learning Powershell*

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

* *Keeping up with tickets, knowing how to solve them.(good going to next door M S brdl for help).*
* *May be helpful to do tickets out of room for a bit (30/60 mins at a time)*
* *Have more breather breaks during the day to refresh. (no didn’t find time).*
* *Keeping ticket requesters up to date on progress so they know I have at least looked at their email – email to let them know if the ticket will need to be escalated or need further assistance (put in new status options in Man Eng which has been helpful)*
* *Learn the basics of PowerShell – do the course on pluralsight called “getting started”*



IDP Review: *(and check back for shared understanding) Did the course on powershell just need to put it in to practise. Still adding notes apporx 5 -10 new ones.*

*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?*

* *Your First day with windows powershell course by next month.*

*Have set up a weekly out of office ticket time recurring meeting to help avoid distractions at the same time will give you a bit of a break.*

*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?*

* *Pressure is high – so many tickets and struggling to keep up especially when more than one person demands for their job to be done.*
* *If you miss your Plural Sight time during the week then reschedule it to a different time.*

**4. AGREED ACTIONS**

**3. CLARITY**