Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Date:4/11/2020

Name: Jess Beattie

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

Just focusing on Terra CAT requests, gearing up for move to Zendesk.

**2. NEXT MONTH**

**1. LAST MONTH**

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

* *Will be moving to Zendesk by the end of the month.*
* *Tickets will be closed and potentially reopened in Zendesk.*
  + *Ill get you get through ticket queue and move ones your actively working on. Old ones or ones with no responses will be closed.*
* *Finding the balance of work/life with selling a house enough time to relax, Christmas stress coming up.*

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

* *Getting tickets down to a manageable amount (currently at 95ish) tickets have gone down now around 80 mark*
* *Continue learning Powershell (bought a powershell book)*
* *Great job customer experience wise dealing with Scott White, Sonja also was going on about how great you are. Andrew Stockdil is also impressed.*

*To busy to complete Your First day with windows Powershell course. 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.*



IDP Review: *(and check back for shared understanding) Ran out of time to do Course but will get it done by next month.*

*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?*

* *Set up a calendar appointment this week to either do 15mins plural sight a day or make sure you are getting proper reminders to do PluralSight.*

*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.*
* *Your leadership goal in your IDP may adapt more in to helping staff learn new skills.*
* *If you miss your Plural Sight time during the week then reschedule it to a different time.*

**4. AGREED ACTIONS**

**3. CLARITY**