Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Date:2/12/2020

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.*

* *Getting used to Zendesk and the features.(or lack of features)*
* *Trying to close or update harder tickets where you need to talk to the requester for more information. (Steph will be trying to close over Xmas break)*
* *What to get secret santa.*

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

* *. Will be moved to Zendesk by the end of the month.*
* *Tickets will be closed and potentially reopened in Zendesk.*
  + *I’ll 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. (had a holiday so went well)*
* *Not enough time for Plural Sight.*
* *Doing a good job with those laptop builds (going out and finding some to do).*



IDP Review: *(and check back for shared understanding) Done a little bit of powershell course, you will try and get a wee but further in either that or a practical application projects , Turned on auto priority if hasn’t been assigned after 8 hours to help with SLAs.*

*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?*

* *Create phone reminders to do training.*
* *Create 2 articles in Zendesk Knowledge base to see how it works.*

*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?*

* *It has been easier to concentrate on CAT stuff without Jack.*
* *If we had more time or resource, we would be able to do more proactive tasks. (knowledge base articles, phone returns, computer updates, application deployment.)*

**4. AGREED ACTIONS**

**3. CLARITY**