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| Name: | Jess Beattie | Supervisor / Manager: | Blair Doherty |
| Date: | 6/04/20 | | |
| **Health & Safety?** | Quarantined in house, no cabin fever yet, missing people interaction. | | |

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| **OVERVIEW** | |
| **Priorities:** | |
| 1. | Prioritising tickets as they come in (New CAT or Transport) |
| 2. | Logging every ticket, you can. |
| 3. |  |
| **LAST MONTH** | |
| **Progress:** | Good ticket closures, staying longer to help with the flood of people coming, came up with a new way for the service desk to connect to people’s computers (using quick assist) |
| **THIS MONTH** | |
| **Challenge:**  (Main personal task?) | Challenge keep on going through tickets.  Hard being remote missing that team contact. |
| **Clarity:**  (Current performance?) | Looking at the breaks, who’s going on breaks. Are two people on the phones |
| **Focus:**  (Action Plan?) | Medium Term goal : Senior SD Analyst (Great work helping other just need to keep upskilling in naxt and D365  Long Term: Still figuring out what career path you want to go down. |
| **Check-back:** |  |
| **48-Hour Actions:** |  |
| **CHECKS** | |
| **Training?** | PluralSight, Potentially might go to rostered training if work gets too low. |
| **Pressure? (Red-Blue)** | Blue – Feeling calm at the moment. |