Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Date:2/07/2020

Name: Jess Beattie

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

Trying to get back to BAU after year end.

**2. NEXT MONTH**

**1. LAST MONTH**

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

* *Trying to figure out the important tickets and the order they need to be done.*
* *Dealing with difficult tickets, phone calls*
* *Keep those tickets around 30.*

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

* *Plural sight time doesn’t work too well on a Wednesday (too busy).*
* *Your investigtion/trouble shooting skills are getting really good.*
* *Good putting notes on Liam’s and Jack’s tickets.*
* *Ticket workload more coming in than can handle.*
* *Discovered A70 update issue , delaing with Equipment service (Nathan change) issue.*



Managers comments: *(and check back for shared understanding) Love the work your doing, keep it up come to me if you have any concerns issues need help.*

*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?*

* *Coming to me with a list of important tickets so I can help prioritise.*
* *Have changed time of plural sight (use as place holder, if busy do it oat another point during the week.)*

*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?*

* *Look at older tickets first before investigating new ones.*
* *Go through Stockdills list for technician computer builds*

**4. AGREED ACTIONS**

**3. CLARITY**