Date:11/02/2021

Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

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**

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

* *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)*
* *Soo many laptop builds coming through*
* *Have seen you working really well with the team to fix issues and help them out.*
* *Auckland trip, you were great talking with the people helping and getting through a bulk load of work. Great teamwork.*
* *Getting good feedback.*
* *Create 2 articles in Zendesk Knowledge base to see how it works*

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

* *Steph is away for two weeks, alone on the morning shift.*
* *Trying to catch up on work*
* *Once we get the backlog of computers setup it might get easier.*



IDP Review: *(and check back for shared understanding) Going in to the Portacom for half a day for self training worked well. Went through more PowerShell stuff will do that again this 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?*

* *Take a look at the SCCM course to gain an understanding*

*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?*

* *CWS accounts need to be disabled when staff leaving.*
* *Amount of laptops needing to be built.*
* *Get used to putting in your docs in to Zendesk rather than only your document.*

**4. AGREED ACTIONS**

**3. CLARITY**