Date:4/08/2021

Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Name: Jess Beattie

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

Gearing up for year end, just trying to get through tickets.

**2. NEXT MONTH**

**1. LAST MONTH**

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

* *Got tickets down low at one point then they shot back up.*
* *Seemed like a BAU month plenty to do not working on any projects.*
* *Some personal health scares, didn’t really hold you back much.*
* *Writing a whole heap of documents and putting it in Zendesk guide.*

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

* *Keeping an eye on your personal health*
* *Even more Laptop builds have come in, working through them.*



* IDP Review: *(and check back for shared understanding) Writing a whole heap of documents and putting it in Zendesk guide. Have listed the certifications you are interested in.*

*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?*

* Log tickets wherever possible.
* We have set up a training time, learn something, come and bug me when you want me to create a new session for you to learn.
* Going to work towards Azure Fundamentals AZ-900 certification.

*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?*

* *The pressure of the unknown of what every day will bring.*
* *We need to log as many tickets as we can so we can show the realistic workload we have as we are reporting on our numbers every month.*

**4. AGREED ACTIONS**

**3. CLARITY**