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Date:1/12/2021

Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Name: Jess Beattie

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

“Winding down to Christmas” still busy but trying to close things off before shutdown.

**2. NEXT MONTH**

**1. LAST MONTH**

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

* *See next page*
* *You’re on fire, on the ball, kicking a\*\**

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

* *Ready to be on call over xmas shutdown*
  + *New users*
  + *Generally trying to get tickets down*



* IDP Review:

*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?*

* *Can you talk with Kunal about powerbi cube issues over break, is it him on call or CCL.*
* *Agile Training next 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?*

* *Happy for you to work from home, or come in over the break.*
* *Phones will be in on-call mode.*
* *Try not to work too hard, set a time to clock off.*
* *Will be change freeze so don’t change anything too major if there is an issue you can contact me.*
* *Go to CCL over Matt (server, network, Citrix)*
* *No Price file, yayyy*
* *If you are re-enabling a PC let me know after so I don’t go and disable it again.*

**4. AGREED ACTIONS**

**3. CLARITY**

# December 2021

**1-7th November**

* Working on creating a Starter pack folder for new employees with docs etc
* Meant to have this week off but have postponed until Feb

Graphical user interface, text, application

Description automatically generated

**15-21 November**

* Helping Femi get trained up
* Felt exhausted so took a day off to reset
* Still continuing to create and send documents for users to help themselves and have had good feedback from it (eg. Pete Shaw)

Graphical user interface, text, application, email

Description automatically generated

**22-28 November**

* Helping Femi a lot and putting notes on her tickets on how to do things and what to say in her replies to people rather than doing it myself – physically showing her how to do things also. Amending notes in my reference guide when I notice they are slightly old.
* Figured out the answer to one of Femi’s tickets – Robin Farmer and Michaela Reynolds couldn’t put their own names in as a sales taker – they were putting in Cassie Baxter (which they shouldn’t have but they didn’t know what else to do) so compared Cassie’s worker with Robin’s first and noticed Cassie had her T210 id on it and Robin didn’t have hers so thought I would try add it in then got Femi to reply to Robin to have another go and it worked. So showed Femi how to add Michaela’s T210 id to her worker then suggested what to say when closing the ticket.
* Week was super quiet with the phone calls so was able to catch up on a lot of work and old tickets. Even managed to potentially solve for good Martyn Shirtliff’s long lasting issue with not being able to approve expenses properly – getting the “no user found” error when he does go to approve an expense. – his naxt was setup with the completely wrong employee ID. Confirmed with Halley and Martyn as to what his ID is so created a new worker profile and relinked it to his user. So far so good.
* Kristen’s laptop proved to be a difficult case

**29 November-5 December**

* Kristen’s laptop will be getting repaired by Dell
* Figuring things out by myself – eg. Bank recon – Ciaran had a solution, but it turned out to be slightly different as this particular issue didn’t actually have a deposit slip like stated in Ciaran’s solution but managed to figure out how to fix this one and have added the screenshots to the solution.
* Still helping Femi with phone calls and tickets – getting along with her really well 😊
* Getting ticket queue down to in the 60’s as it has been really quiet
* People loving my documents on how to fix things themselves
* Turns out Martyn Shirtliff’s expense issue isn’t solved – have made another change to his naxt profile – noticed I had forgotten to change the worker assignment on his position to the new worker I created him – have emailed him to let me know how he gets on with approving expenses now. Fingers crossed it is solved this time as I am running out of ideas on how to fix it.
* Have put my studies onhold until over the Christmas break so that I can focus on getting tickets down and laptops sent out before then.