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Date:13/10/2021

Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Name: Jess Beattie

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

Went in to lockdown , priorities have shifted.

**2. NEXT MONTH**

**1. LAST MONTH**

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

* *You did some good work with Adobe sign and Booking rooms documentation that was sent out to the business.*
* *Working through the Lockdown levels to get back to Level 1 BAU.*
* *Trying to get ticket count back down.*
* *Some NAXT tickets are quite difficult/weird have to pass them off to Sue or Maureen.*

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

* *Be prepared for if we do go into a higher level again.*
* *Steph will be taking over Kurt’s Role so will be taking time off service desk to get some handover.*



* IDP Review: *(and check back for shared understanding) Continuing to write 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?*

* *Once it has calmed down try and get back to the Cert you were looking at studying.*
* *Trying to keep the ship steady while we hire two new people< that will allow you more time for study.*

*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?*

* *Stay home if feel unwell.*
* *You are well on your way to Senior, most likely after helping train the new recruit and working the Holidays in the new year will plan to put forward application for Senior.*

**4. AGREED ACTIONS**

**3. CLARITY**

* Maybe have half a day each week for study???? Or 2-3 hours each Friday afternoon (eg. 1pm-4pm) – probably not going to be manageable at the mo with Steph doing training for Kurt’s role
* Created another macro to use – “awaiting customer response” – seems to help get replies from people, sometimes still no reply so then I use the “customer not responding” macro which tells them the ticket will close in 4 days if still no response
* Getting great feedback from people – eg. Julie
* Don’t feel like I am progressing as fast or as much as I’d like
* Have done a bit of study (pluralsight) in own time – haven’t got as far as I hoped.
* Want to learn more naxt so I can better help with issues
* Want to be able to know so much so that I can easily close tickets better
* Creating docs for David W to send to Anne-Marie for Fetch – how to book and view transport meeting rooms
* Continuing to create docs for users to help themselves – usage data for SQL error
* Worked with Tim R for calculator issues with Tim D and Helen
* Adobe fill and sign – Ciaran discovered the app and I created the doc on how to use it
* Figured out how to remove profile photo on o365 for Julie when she put on Grant’s photo by accident – used a powershell script
* Did my first price upload