Date:3/09/2021

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?*

* *Did really well with the massive flood of work that came in once we went in to L4 Lockdown. All the while doing it from home. Good thinking on your feet (adapt to how we would normally solve issues).*
* *You’ve done a lot of knowledge articles in the quiet times.*
* *Been learning more NAXT XPO Dynamics , and put in the XPOs.*

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

* *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.*



* 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?*

* *Continuing to adapt solutions while in lockdown*
* *Once it has calmed down try and get back to the Cert you were looking at studying.*

*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?*

* *VS-Code is the way we will be handling XPOs from now, including during testing.*
* *During Lvl 3 you are on the morning shift if you need to go in.*
* *We will try and test Teams this month so we can still work remotely.*

**4. AGREED ACTIONS**

**3. CLARITY**