Date:03/03/2021

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?*

* *Steph is away for two weeks, alone on the morning shift.*
  + *Went well*
* *Trying to catch up on work*
  + *Was difficult with Steph being away not being able to do the share of tickets*
* *Once we get the backlog of computers setup it might get easier.*
  + *Did a great job getting through all your builds.(thanks to the extra switch we found)*
* *Found a way that works for you in dealing with your tickets in ZenDesk. Taking the initiative with that, great stuff.*
* *Many positive satisfaction ratings 15+*

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

* *We have turned on Satisfaction ratings.*
* *Team Tourques are on, see where we are at.*
* *Are you ready for a lockdown (yes all prepared)*
* *CRM Project is starting to speed up. Will have to get you guys involved at some point.*



IDP Review: *(and check back for shared understanding) Customers have been giving a good satisfaction score to you. We have linkin learning now went through a bit of PowerShell stuff. Helping the team with CAT applications documentation.*

*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?*

* *More one on one time with Blair to go through tickets.*
  + *Out of the room*
* *More time on your own without distractions to go through tickets*

*Will try and do it on the fly as when we have scheduled it never seems to work out.*

*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?*

* *Remember internal note ticket close will still send satisfaction survey unless not sat tag is added.*
* *Pressure is a wee bit high (some days more than others) too many distractions.*

**4. AGREED ACTIONS**

**3. CLARITY**