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Date:1/06/2021

Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Name: Jess Beattie

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

Pottering along things will start ramping up going in to year end.

**2. NEXT MONTH**

**1. LAST MONTH**

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

* *Plural sight didn’t happen or home lab practise, just life happening, tired.*
* *Got tickets down below 30 after they were a wee bit higher for a while.*
* *Continued thinking about Antarctica issue which led to the solving of it.*

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

*- Blair is away at a few different times during the month.*

*- Jess is away the last week of the month.*

*- Year end will cause stress on a lot of the branches and accountants.*



* 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?*

* *Suggest making time in your calendar to go out of the room to focus on a specific ticket issue that requires no distractions.*

*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?*

* *David has contacted Auldhouse and has set up a meeting with you to find out about courses you can go on.*
* *Femi and walk-ins is sometimes distracting a bit which is making lose focus.*

**4. AGREED ACTIONS**

**3. CLARITY**

# Dec 2021 Jan 2022

* Figured out Katrina’s excel file read-only issue (atlas add-in wasn’t installed)
* Assigning tasks to Femi to keep her busy so she isn’t “bored” or when she runs out of things to do.
* Trying to get my workload down before the Christmas break but also helping Femi a lot.
* Sue trained me on how to do T&A for workers in Naxt for times that she is away. She created a doc on how to do this and passed it onto me then I uploaded it to Zendesk for the rest of the team to see.
* Smashed out laptop builds so that I could get them sent out ready for the new starters 10th Jan
* 21st December was a stressful day – trying to help Femi, get workload down so that I don’t have to do much over the break, and I can focus on studying instead, Sonia and Katrina having mouse/keyboard/laptop issue – stopped working, did bios updated on both laptops, if it’s not one issue its another and they kept coming in asking me for help which I don’t mind helping but it was constant.
* Closed an old ticket with the help of Cody – Raewyn’s Unified fleet issue
* Did a whole heap of T&A while Sue was away – got the hang of it now and able to do it if we aren’t too busy otherwise we can pass it over back to Sue
* Sue away but Maureen managed to figure out how to fix an issue that normally Sue would look into – one of my tickets.
* Have got a goal diary from Whitcoulls – have written some goals in it for this year – including study
* Did a bit of study over the break
* Sick all week 10th-16th Jan – worked from home – call from hospital to say I have low white blood cell count and to get a repeat blood test – also had covid test which came back negative.
* Monday 17th and Tues 18th just Femi and I (Blair on first aid course and Ciaran on a training course) – having the door closed helped. Tuesday was a bit busier than Monday, so many emails/tickets.
* Amended our working from home document and got David to get Anne-Marie to send out comms about it.
* Having double the tickets compared to Femi and Ciaran – struggling to get them down and keep up as well as help Femi at the same time, so many laptops to build too.
* Trying to finish writing up a huge document on how to transfer data between different types of phones for when people change phones, i.e. iPhone to Samsung or Samsung to Samsung.
* Have started a “working from home” rotating roster with the team. Working from home has its benefits such as no distractions so can catch up on work and focus more, however it is hard being away from the team physically.