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Date:2/03/2021

Manager/Supervisor: Blair Doherty

**Monthly Performance Reflection (MPR)**

Name: Jess Beattie

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

Covid has arrived people getting it, split shift of IT team working from home.

**2. NEXT MONTH**

**1. LAST MONTH**

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

* *Took you summer leave after having worked through Xmas*
* *Mobile transfer document has been completed.*
* *Tickets back down at 40*

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

* + *Matt O may ask for help if stuck on a call while working from home.*
  + *Continue with split shift.*



* 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?*

* *Try and sort oldest ticket about Martyn access*

*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?*

* *Now that we have a full team it will start giving us the time to have side projects/training and being able to focus on them more.*
* *Keep checking your temp and how you feel (burn out etc) and go home if necessary.*

**4. AGREED ACTIONS**

**3. CLARITY**

**Jess Notes**

* Finished the transfer data for mobile phones document so we can send it to people when they want/need to get their stuff moved over to a new phone.
* Went on holiday for 2 weeks (delayed Christmas break) – got taken out of ticket queue to try get ticket count down before going on holiday.
* Working from home roster is working out alright – able to do some catch up when at home due to no other distractions.
* Covid cases spreading super-fast now with Omicron
* Workload seems to be a bit quieter now that we have a full team.
* Have moved over to Teams calling which makes things easier too work from home