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| Annual Performance Reflection | | | |
| |  |  |  |  | | --- | --- | --- | --- | | Name: | Jess Kylie Beattie |  |  | | |  |  | | --- | --- | | Manager/Supervisor: | Blair Doherty | | | |  |  | | --- | --- | | Date: | 19/05/2020 | |
| Overview: *(What is the current operating context for the organisation/team?)* | | | |
| Company is split into 2 (TerraCat and Sime Darby Transport) and we support both businesses for their IT needs | | | |
| 1. **REFLECTION** | | 1. **CHANGES** | |
| *Achievements against role requirements, annual goals and KPIs. How did you go? What went well? What didn’t?*   |  | | --- | | Finding it hard to attend to tickets that I have no clue on what to do or what questions to ask - therefore making the requester wait for my resolution or my reply. (don't like making people wait) - Sometimes not getting a response when I ask for help  Making notes along the way and adding them to my notebook (word doc) so that I remember what I did for next time the same issue arises.  Was nervous at the start on meeting new people and wondering how I would get along with everyone - turns out I was worrying too much and now I do get along with everyone, some more than others. | | | *What changed throughout the year e.g. change in role, new work, changes to scope, different to original plan*   |  | | --- | | Been with the business for 8 months.  Name change of business (being bought out by Sime Darby), then the split in to 2   We are adopting Sime Darby's security processes and policies (eg. Removing local admin) | | |
| 1. **CLARITY** | | 1. **FORWARD FOCUS** | |
| *What did you learn about yourself (new skills / stretch goals). What held you back? What would you do differently? How is the pressure?*   |  | | --- | | Some days I find that my brain can't function eg. Solutions on how to fix something should come to me straight away but sometimes I need to ask for assistance on something I would normally know how to fix.  Some days I surprise myself on figuring things out eg. Paul's PC being logged in to locally and not with GTS\PaulJ - removing that account and starting fresh.  Sometimes when I get stuck on a job that could take me half a day ends up leading me to have my tickets pile up because I can't attend to them at the time. | | | *Challenges for the year ahead: business/operational priorities, values/behaviours, main personal challenge*   |  | | --- | | Doing further study - Pluralsight, reading my books etc  Have breaks to clear head eg. Go for a walk, drink more water  Write daily reports on closed tickets for future reference | | |
| Managers comments: *(and checkback for shared understanding)* | | | |
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