**Succession Planning**

**Ready Now**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Role** | **Strengths** | **Weaknesses** | **Ready for:** |
| *Joe Smith* | *IT Engineer* | *Customer Focus, Budgets* | *Working with colleagues.*  | *IT Delivery Manager, IT Support Manager (Will need to focus on relationships)* |

**Ready Next**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Role** | **Strengths** | **Weaknesses** | **Ready Next:** |
| *John Brown* | *IT Engineer* | *Technical knowledge, task accomplishment* | *Customer focus. Focuses on technical rather than customer solutions.* | *IT Delivery Manager, IT Support Manager – 12 – 18 Months* |
| *Mel Baldwin* | *Technical Support I* | *Customer focus. Excellent conflict resolution skills.* | *Contract knowledge. Technical skills (not as interested in technology as people)* | *Customer Account Manager – 12 months. Shadow Bill in CAM 1 day/month.* |

**Not Ready**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Role** | **Strengths** | **Weaknesses** | **Not Ready** |
| *Jane Green* | *Trainee IT Engineer* | *Picks up new information quickly. Willing to help out* | *Knowledge of the business. Experience with more complex problems.* | *Not ready for IT Engineer. Needs more customer experience to work alone.* |