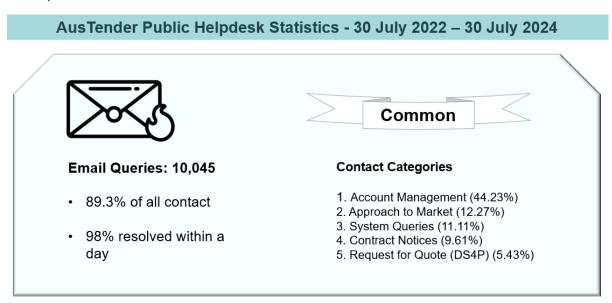
AusTender Helpdesk Statistics

The following are AusTender Helpdesk Statistics between 30 July 2022 and 30 July 2024 (the Period):



Note: The above statistics include queries received from procuring officials (entities) and registered users (the public) via email only.

Performance Monitoring

The AusTender Helpdesk regularly monitors the performance of use of the AusTender application through cloud monitoring tools, the following reflects public user satisfaction since December 2023:



Note: User Satisfaction is measured by the response time, which includes the amount of traffic and the number of errors presented to a user to indicate user satisfaction.

AusTender Enhancements

The following enhancements have been made to AusTender for public users, since July 2022.

| AusTender Public Enhancements | |
|---|----------------|
| Improvement | Released Date |
| Introduced new public reports available at: | August 2022 |
| https://help.tenders.gov.au/getting-started-with- | |
| austender/information-made-easy/ | |
| Public RDS (Database) upgrade to improve | September 2022 |
| public user performance. | |
| Security patching and enhancements to improve | October 2022 |
| public user security. | |
| Email undeliverable – Where a supplier has been | November 2022 |
| sent a request for quote and the email is not | |
| successfully sent the AusTender Helpdesk | |
| receives notification to inform the panel owner. | |
| Data Validations: Standing Offer linked must | January 2023 |
| match procurement methods. | |
| Microsoft Edge Improvements – Enabling | March 2023 |
| document download issues. | |
| Australian Business Number validations on | May 2023 |
| contract notices reports. | |
| Global Site Message Improvements for public | |
| user notifications. | |

Enhancements delivered to the public since 1 July 2023 are published at:

https://help.tenders.gov.au/getting-started-with-austender/central-procurement-systems-enhancements/austender-improvements/