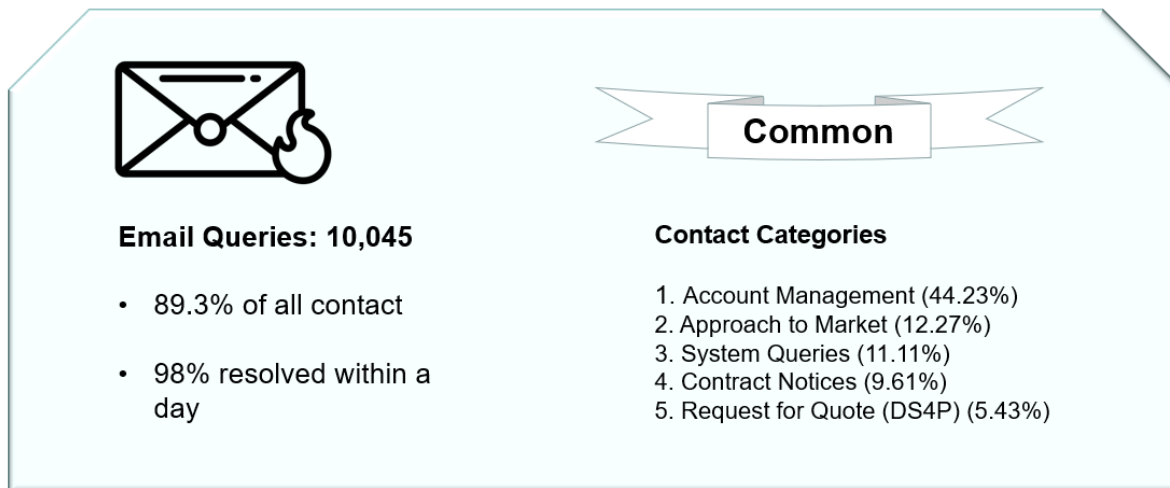


AusTender Helpdesk Statistics

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

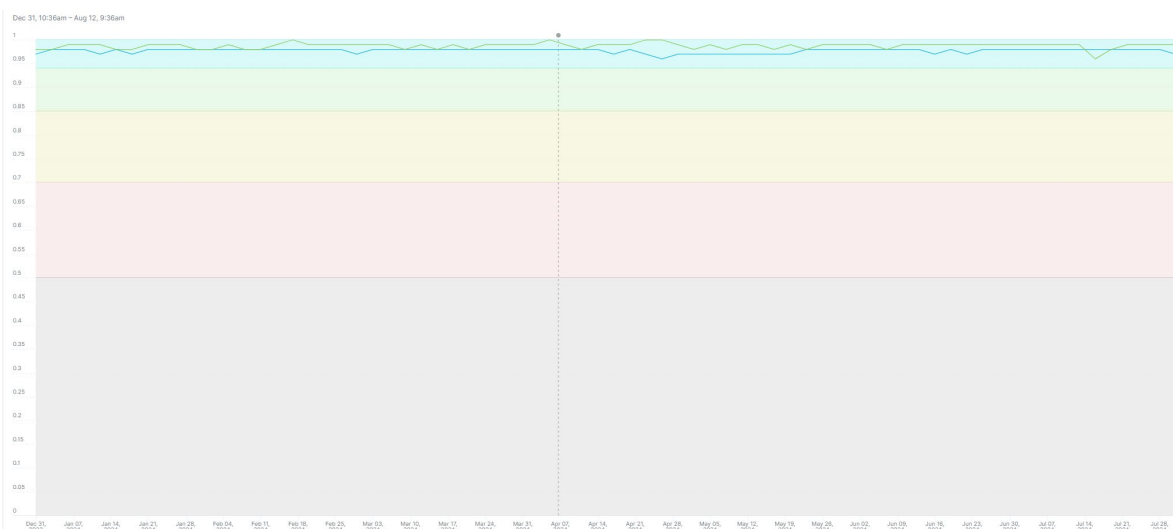
AusTender Public Helpdesk Statistics - 30 July 2022 – 30 July 2024



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.

Information is as at August 2024

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

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/>