

SPO ALERT

Date: August 5th, 2022
To: Arizona Procurement Portal Users
From: APP Help Desk
Subject: APP Performance Issue(s)

Over the past 24 hours, several major fixes have been deployed to remediate the intermittent outages that the system has been experiencing this past week, including:

- Increased CPU (processor) Performance and Capacity
- Security Improvements
- Restricting High-Volume Concurrent Public Downloads
- Caching Fix

These fixes have provided some relief, but some intermittent outages have still been occurring today. SPO and ASET leadership will work collaboratively through the weekend to further refine the root cause and develop solutions that can be implemented. We continue to closely monitor the application's performance and availability.

Downloading of documents on the public portal has been re-enabled at this time.

Please also be advised that this month's tag deployment that was scheduled for 8/4 has been delayed to a later date.

Thank you for your patience and we apologize for any inconvenience(s) this may have caused. If you are experiencing technical issues or have any questions, please contact the APP Help Desk at **602-542-7600**, email our support team at: app@azdoa.gov or you can submit a ticket at:

<https://spo.az.gov/app-service-request>

Thank you.

APP Help Desk

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