

## SPO ALERT

**Date:** March 7,2024  
**To:** State Agencies  
**From:** APP Team  
**Re:** APP Performance Improvements

Dear Valued APP User,

At present, we have observed that the e-Signature feature is not being utilized properly, and it is contributing significantly to the overhead on Contract Management. As a result, the loading time for the system has increased to 4-5 seconds, which is impacting efficiency and user experience.

In order to address this issue promptly and while we investigate the root cause further, we are disabling the **ADOA** APP e-Signature feature within APP Only. This action will help alleviate the current performance issues and allow us to delve deeper into understanding why the feature is not being utilized effectively. This feature will be enabled once the issue is resolved.

The vendor performance team will be evaluating and performing backend changes over the next two weeks which will be transparent to users. Users should start to see a decrease in the contract and invoicing modules wait time.

We apologize for any inconvenience this may cause and appreciate your understanding and cooperation during this time. Your feedback and cooperation are invaluable as we work to optimize our systems for enhanced performance and user experience.

If you have any questions or concerns, please contact App Help desk by emailing support at:  
[app@azdoa.gov](mailto:app@azdoa.gov).

Sincerely,

APP Team