

AusAID

Online Action Plan



Summary of Revisions

April 2002

AusAID (Australian Agency for International Development)

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1. IMPLEMENTATION OF NEW SERVICES

Since publication of the Online Action Plan March 2001 AusAID has implemented the following new online services:

1.1 AusAID NewsNet

Subscribers to AusAID NewsNet receive email updates on new publications and services recently added to the AusAID website.

1.2 AusAID Media News

Subscribers to AusAID Media News receive the latest Ministerial media releases by email simultaneously with their wider distribution to media outlets.

1.3 Upload of Period Contractors CVs online

Contractors under Period Offer (Period Contracts) to AusAID have the facility to upload their CVs online for inclusion in an internal database of contractors available to provide short term specialist services with AusAID.

2. EVALUATION OF SERVICES

New online survey technology

AusAID has adopted the use of new online survey technology to provide real time feedback on stakeholder satisfaction with AusAID's Internet site. The technology samples a random selection of visitors to the site and records metric data on stakeholder satisfaction segmented into results areas including useability, reliability, loyalty and future use. The system also invites descriptive feedback from visitors enabling them to offer direct feedback on potential improvements to AusAID online services.