

SUS+ Service Summary Report

Reporting Month - April-2025



Management Summary

Business Activity

- ◆ 17,379 interchanges processed - comprising 279 million records (New record).
- ◆ 2,860 extracts processed - comprising 723 million records.
- ◆ -

Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 18/04/2025 (1 whole working day)
- ◆ -

Lowlights

- ◆ -
- ◆ -

Key activities over the next 3 months

- ◆ -
- ◆ -

CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 65, CDS6.2.0 - 84, CDS6.3.1 - 131 (47%)
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 101, ECDSv4 - 67 (40%)

HSSI Summary

Incident ID	Sev	Occured Date Time	Resolved Date Time	Description and impact	Resolution	Unplanned Downtime

Support Dashboard

Incidents

Severity	Total Raised	Total Resolved	Failed SLA	Resolved by Release
Sev 1	0	0	0	0
Sev 2	0	0	0	0
Sev 3	0	0	0	0
Sev 4	0	0	0	0
Sev 5	10	10	0	0
Totals	10	10	0	0

Service Requests

Sev 1	0	0	0	0
Sev 2	0	0	0	0
Sev 3	0	0	0	0
Sev 4	0	0	0	0
Sev 5	28	25	0	7
Totals	28	25	0	7

Problems

Sev 1	0	0	0	0
Sev 2	0	0	0	0
Sev 3	0	0	0	0
Sev 4	0	0	0	0
Sev 5	0	0	0	0
Totals	0	0	0	0

Categories (Resolved)

	Incidents	Service Requests	Problems
Data Submission	4	9	0
Extracts	3	5	0
Inbound Processing	2	3	0
Outbound Processing	1	1	0
Other (SR1, SAR, FDF, UDAL etc.)	0	7	0
Totals	10	25	0

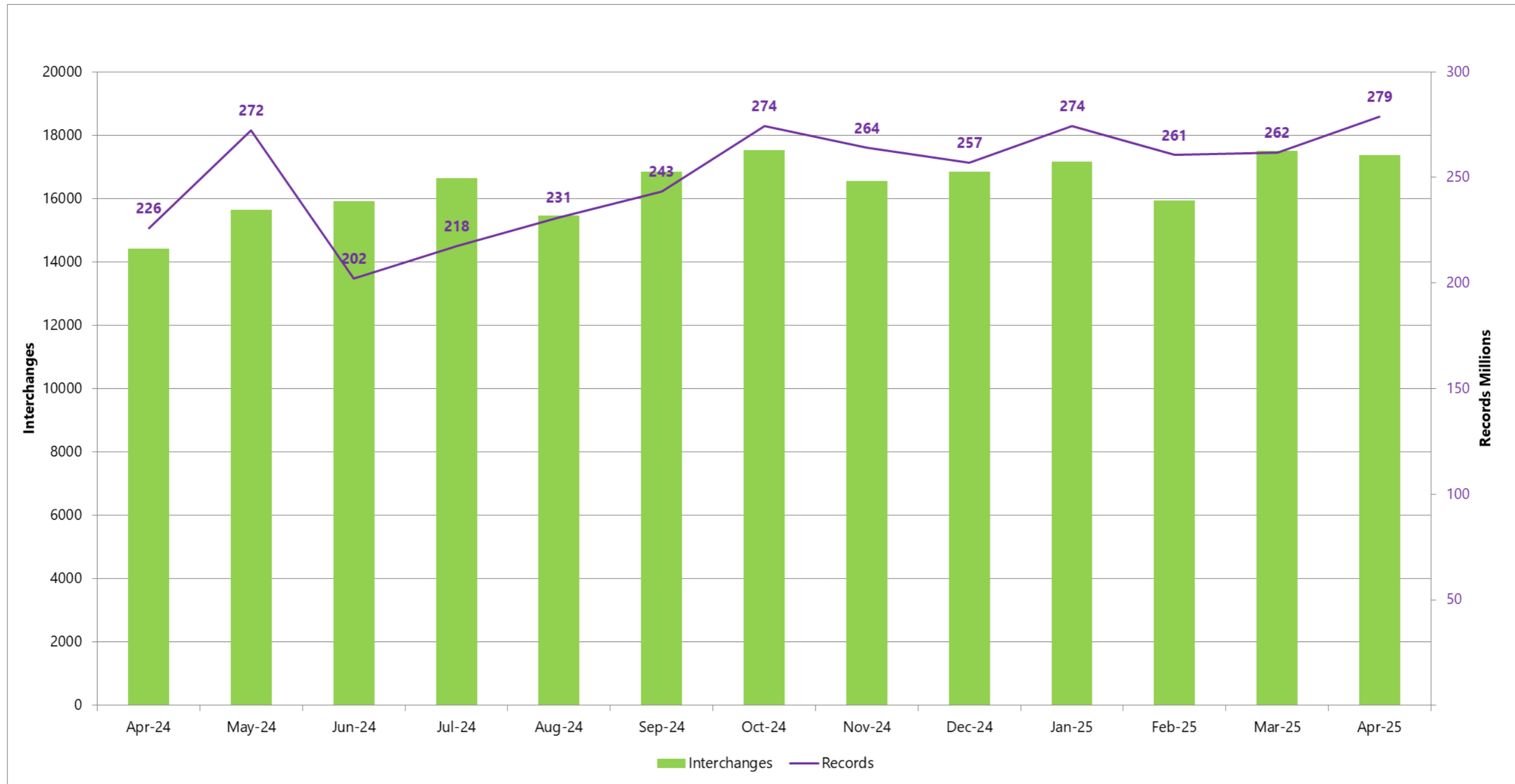
Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

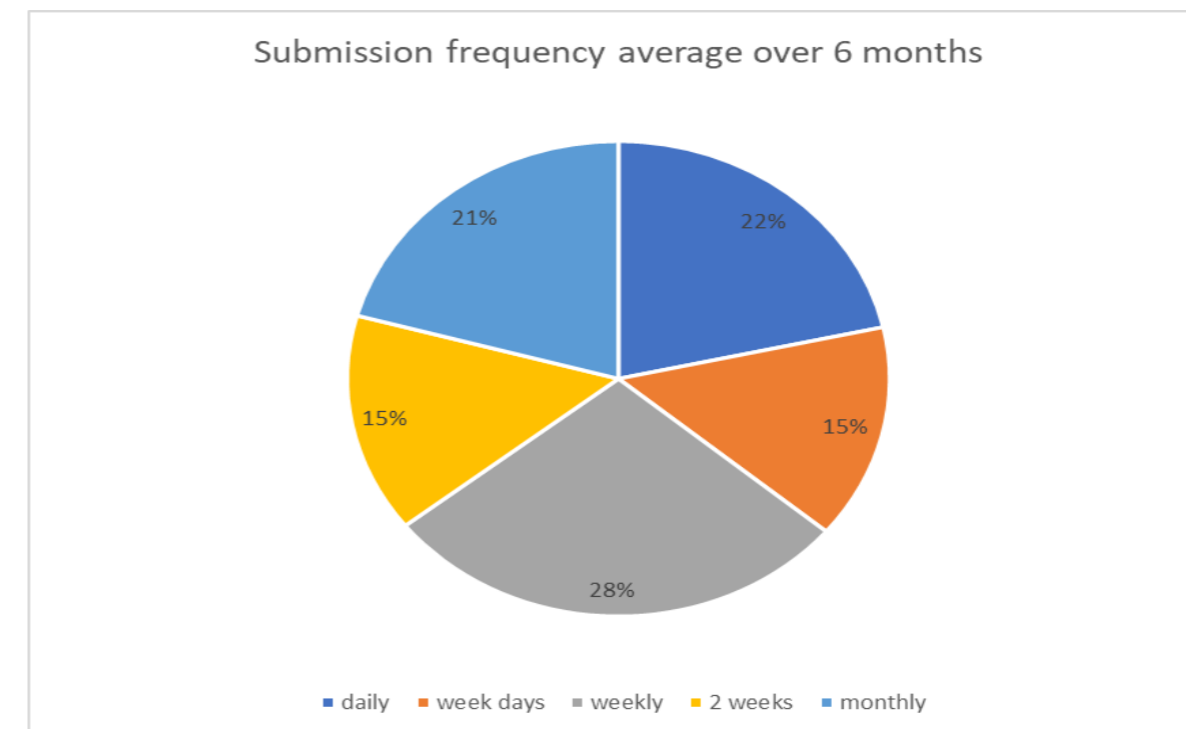
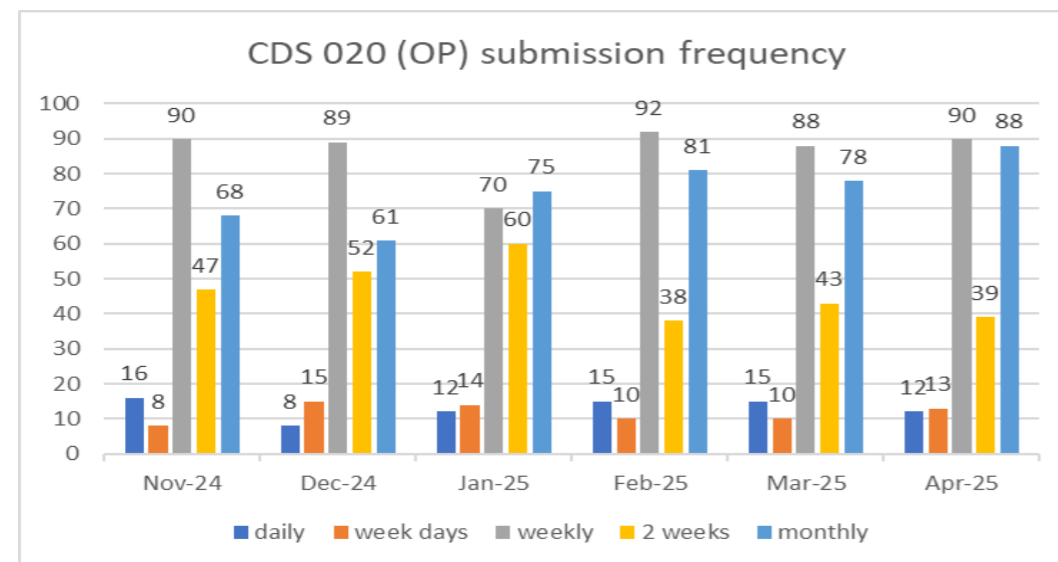
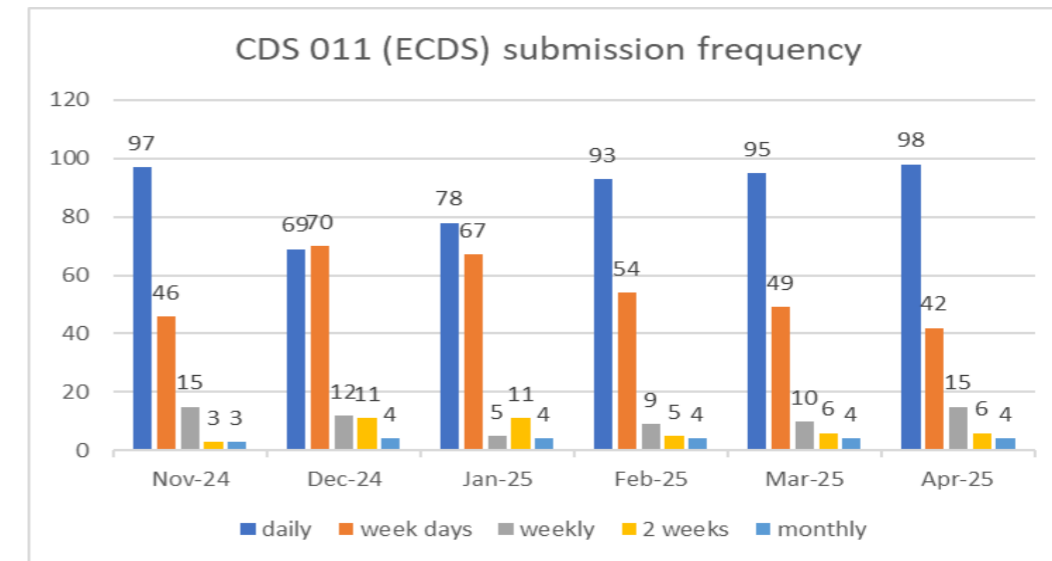
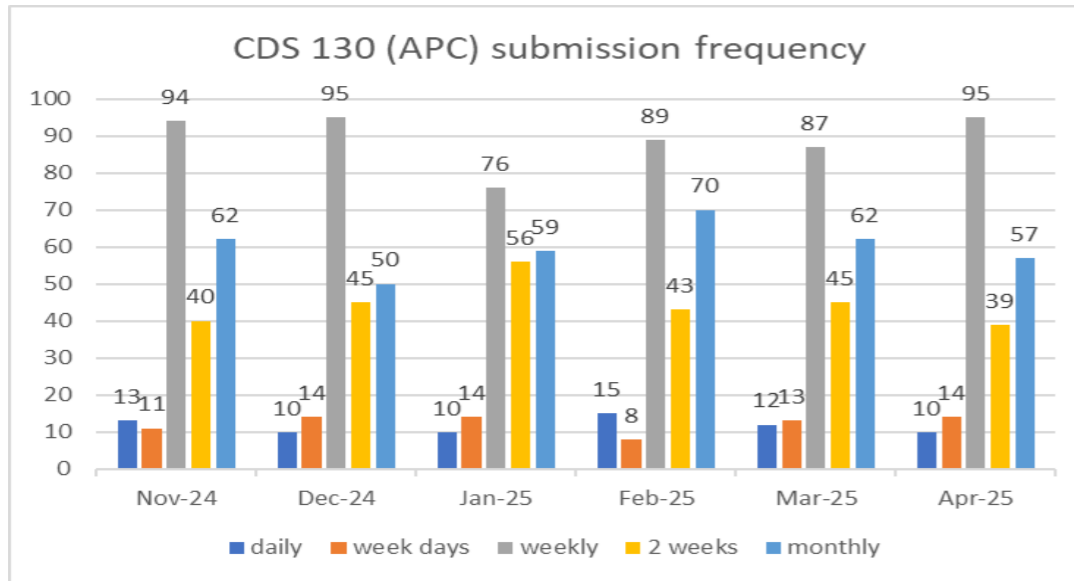
Interchange Errors

	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Mar-25
Rejections	108	99	98	76	283	448
Deadletters	3	2	2	3	1	2

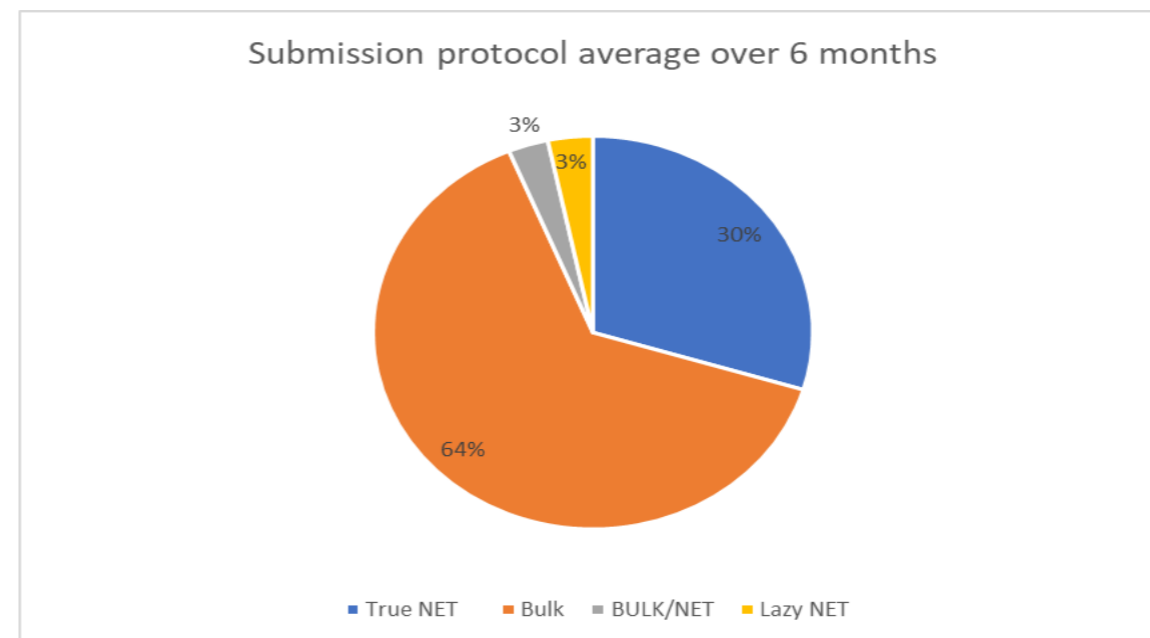
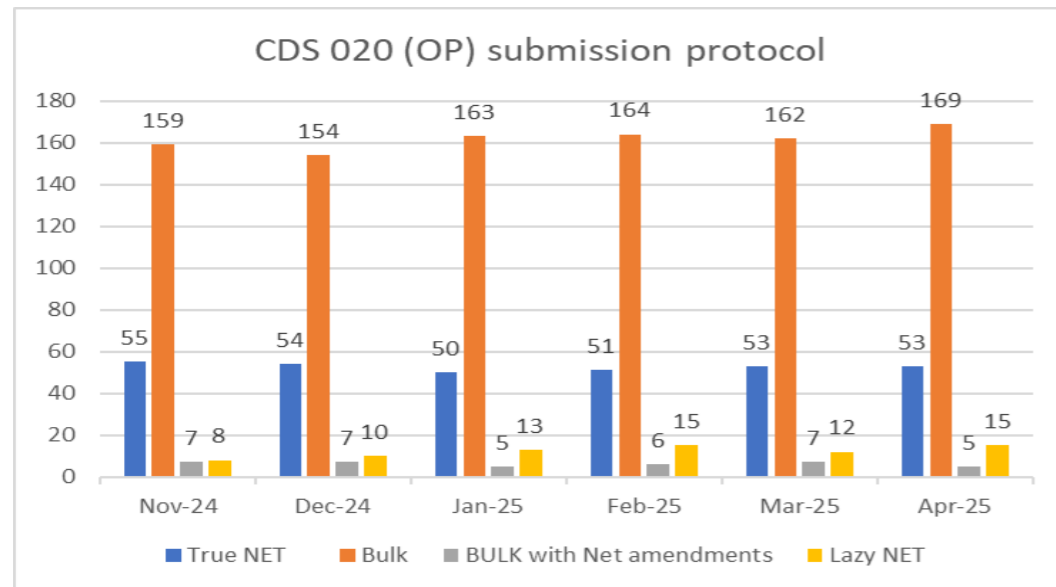
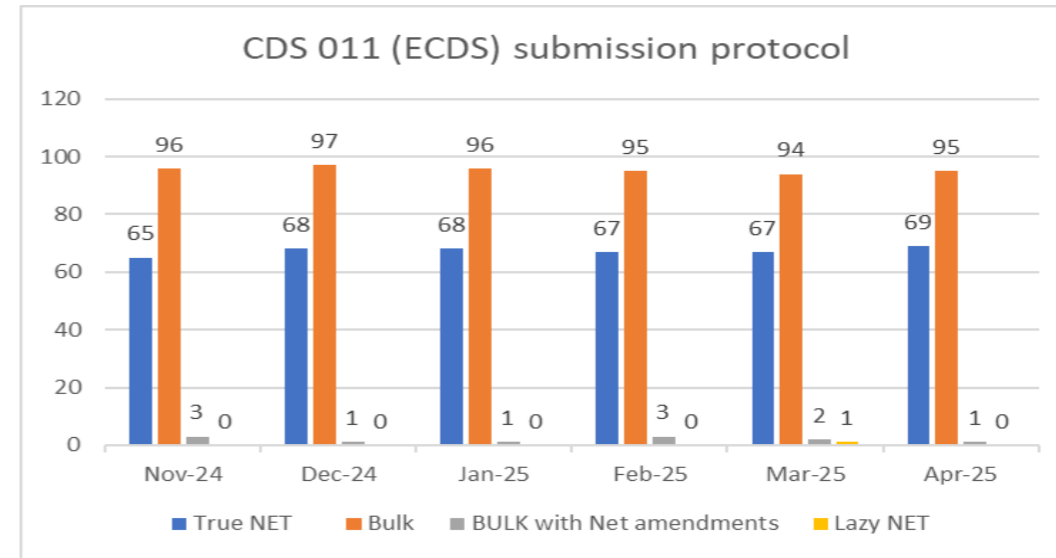
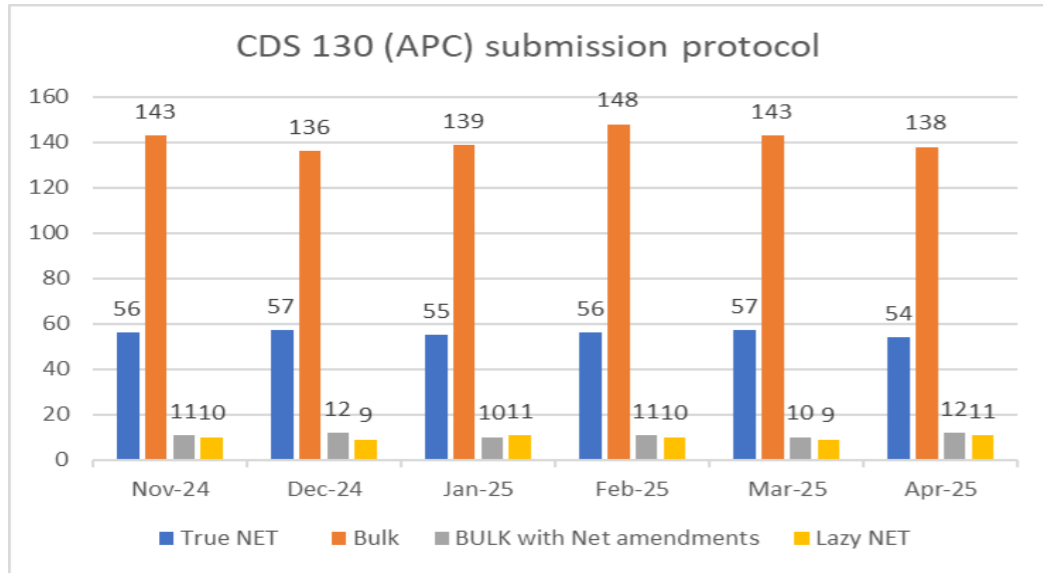
Data Submission - Rolling 13 Month View



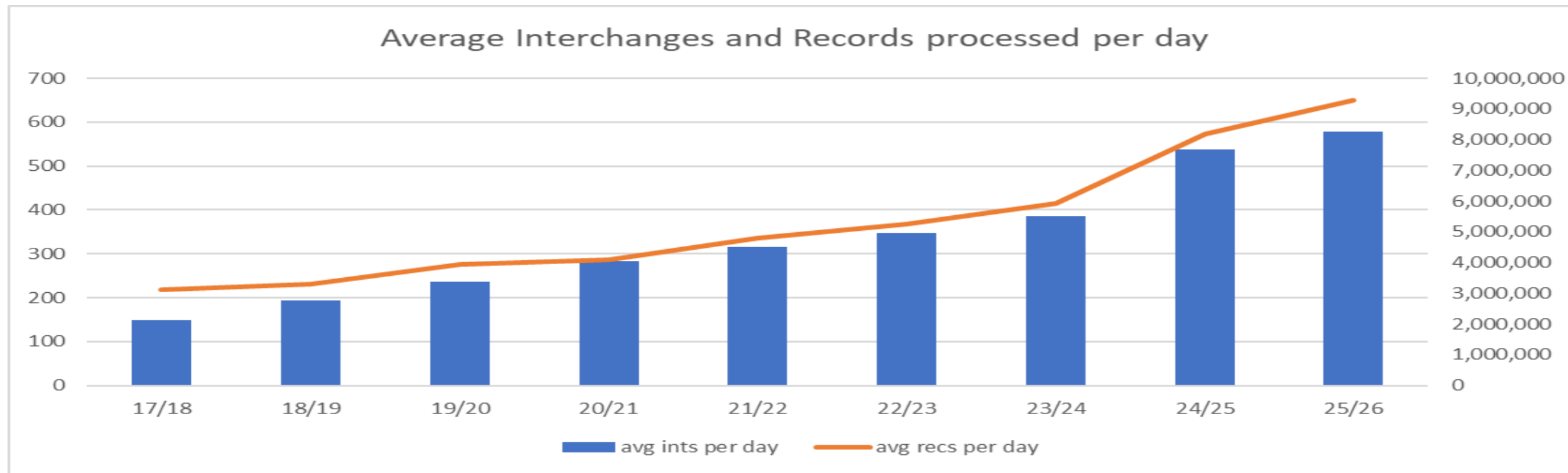
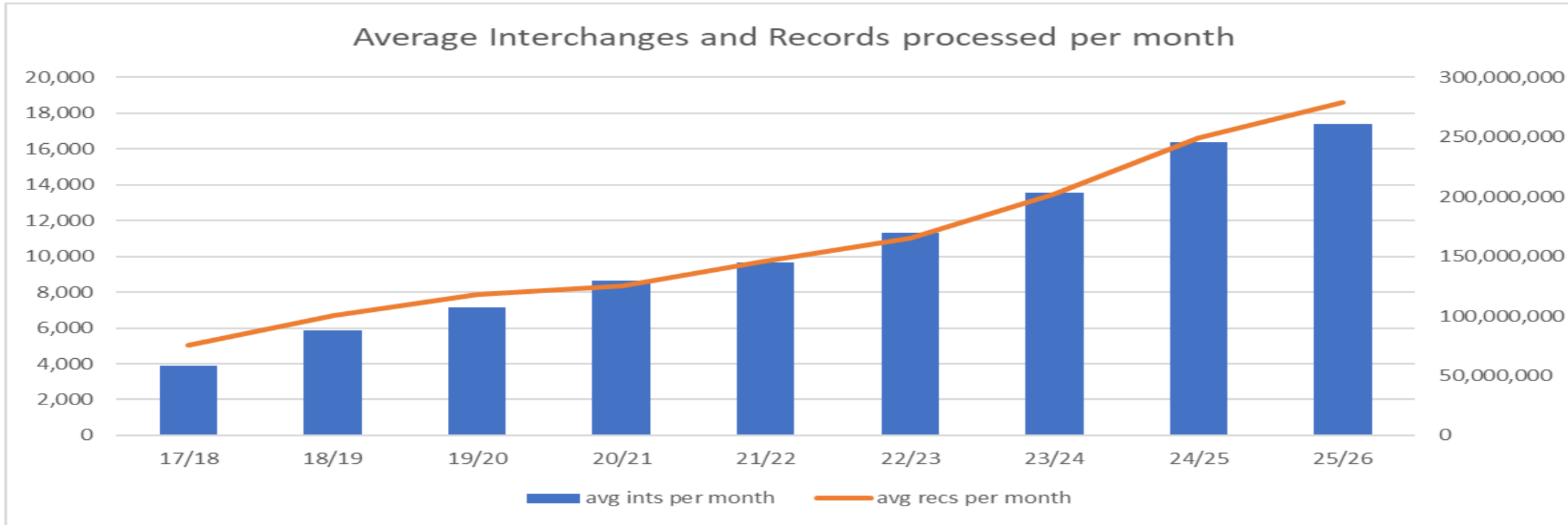
Data Submission - Frequency



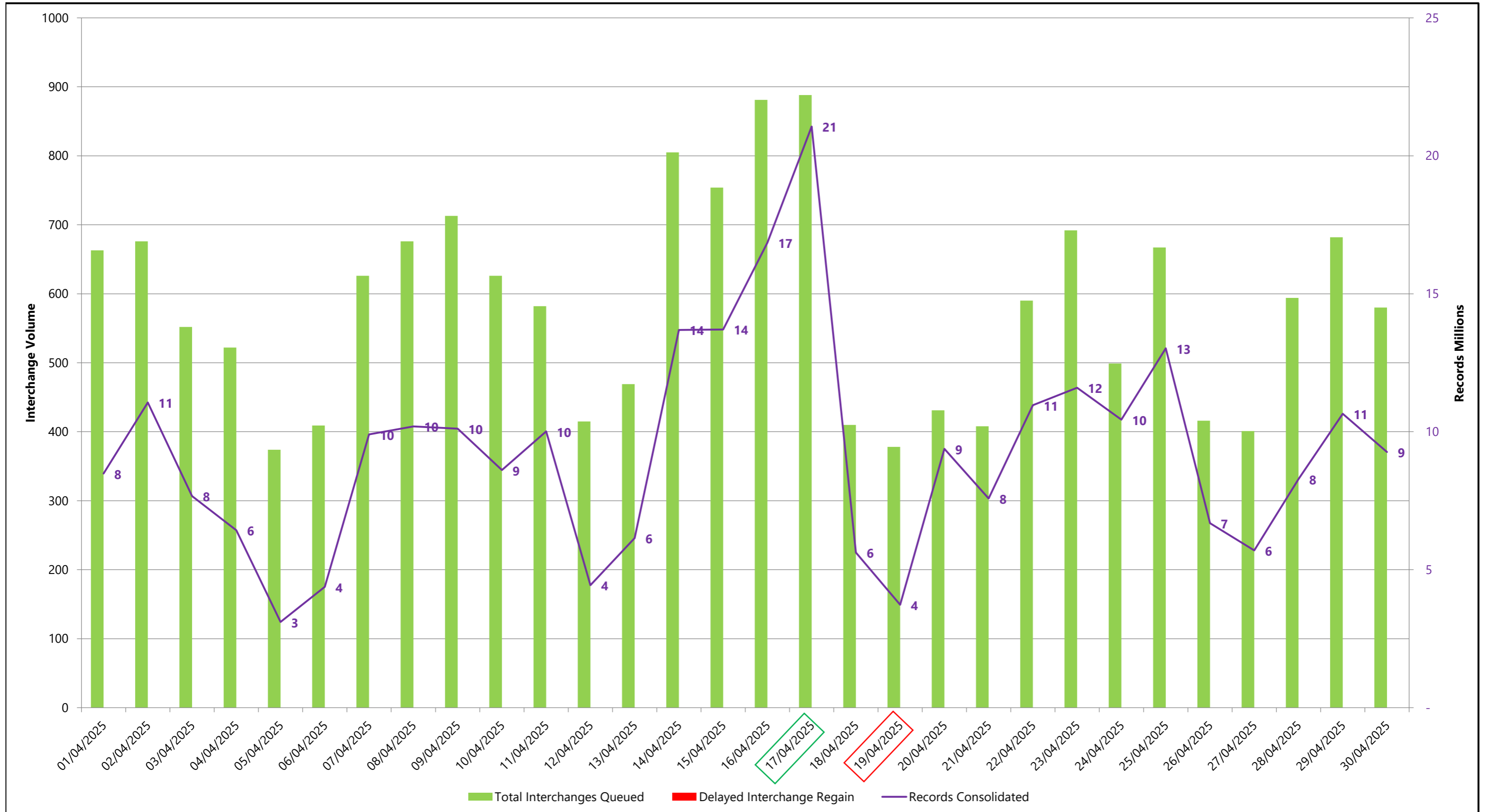
Data Submission - Protocol



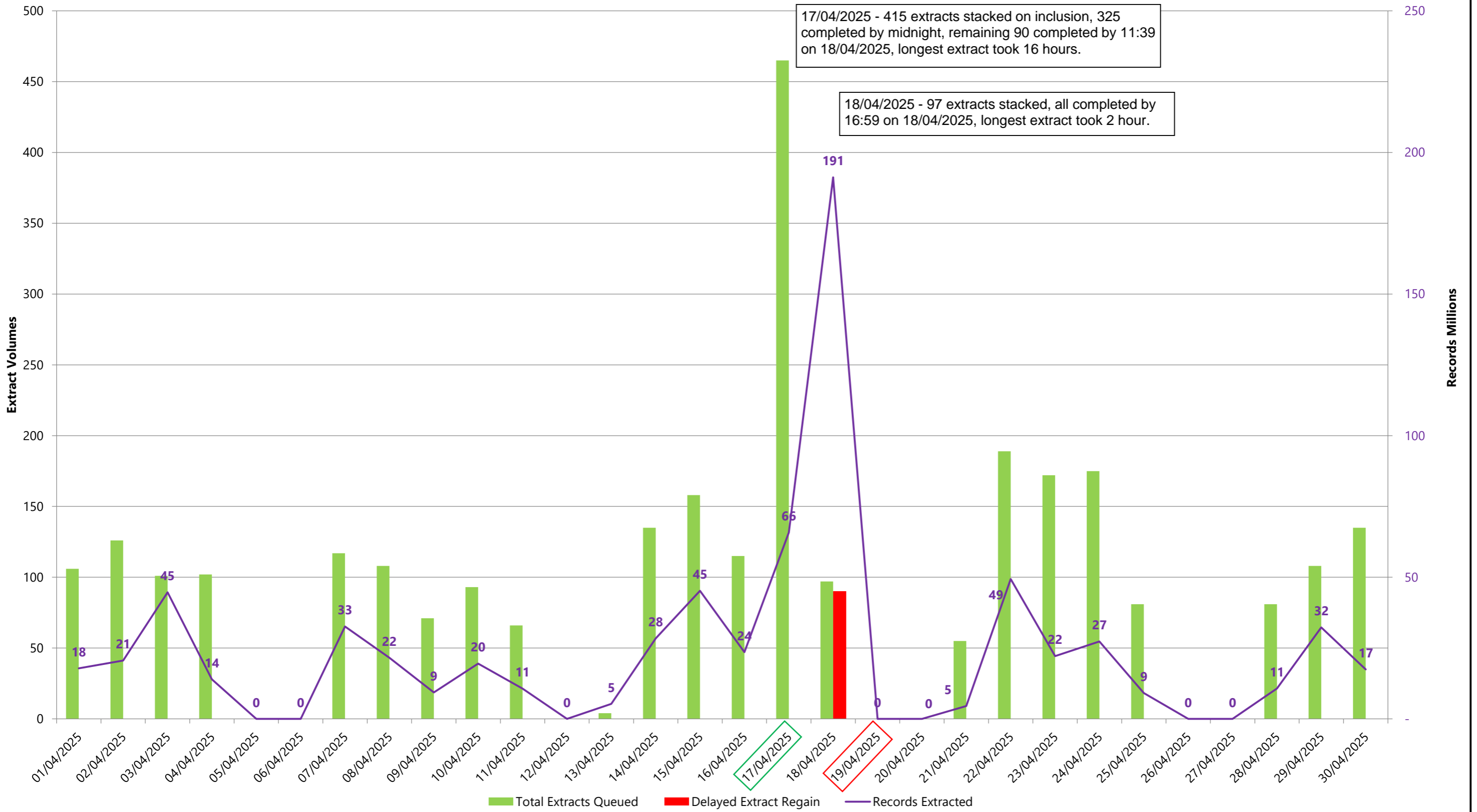
Submitted Data - Historic view



Performance - Inbound Processing Activity



Performance - Outbound Processing Activity



Inbound & Outbound Processing

Inbound Processing

	Feb-25	Mar-25	Apr-25
0 to 5 hours	100.00%	100.00%	100.00%
5 to 10 hours	0.00%	0.00%	0.00%
10 to 24 hours	0.00%	0.00%	0.00%
24 to 48 hours	0.00%	0.00%	0.00%

Inbound commentary

Max - 156 minutes
 Mean - 3 minutes
 Median - 0 minutes
 Mode - 0 minutes

Target 95% complete in 5 hours - 100.0%
Target 99% complete in 10 hours - 100.0%

Outbound Processing

	Feb-25	Mar-25	Apr-25
0 to 5 hours	93.0%	91.9%	90.7%
5 to 10 hours	4.6%	5.3%	5.8%
10 to 24 hours	2.4%	2.8%	3.5%
24 to 48 hours	0.0%	0.0%	0.0%

Outbound commentary

Target 90% complete in 5 hours - 90.7%
Target 95% complete in 10 hours 96.5%

10 to 24 hours

100 extracts on 17/04/2025 Inclusion day demand

24 to 48 hours

	Feb-25	Mar-25	Apr-25
Total Extracts	2762	2567	2860
Complete same day	98.0%	97.0%	97.0%
Delayed	2.0%	3.0%	3.0%

Delayed extracts

90 extracts on 17/04/2054 Inclusion day demand

SLA breach by 6pm on 2rd working day

	Feb-25	Mar-25	Apr-25
Inclusion date	19/02/2025	19/03/2025	17/04/2025
ALL Extracts completed	20/02/2025	20/03/2025	18/04/2025
Completed in (working days)	1	1	1

SLA

All extracts completed by 16:59 on 18/04/2025



Thank You
Questions?

