

# SUS+ Service Summary Report

## Reporting Month - February-2025



# Management Summary

## Business Activity

- ◆ 15,929 interchanges processed - comprising 261 million records.
- ◆ 2,762 extracts processed - comprising 737 million records.
- ◆ -

## Highlights

- ◆ -
- ◆ All inclusion extracts SLA completed by 20/02/2025 (1 whole working day)
- ◆ -

## Lowlights

- ◆ Service Availability 99.33% (silver service 99.50%)
- ◆ Sev 1 unscheduled service outage 25/02/2025

## Key activities over the next 3 months

- ◆ -
- ◆ -

## CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 70, CDS6.2.0 - 88, CDS6.3.1 - 121
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 102, ECDSv4 - 66

# HSSI Summary

| Incident ID | Sev | Occured Date Time | Resolved Date Time | Description and impact  | Resolution   | Unplanned Downtime |
|-------------|-----|-------------------|--------------------|---|--|--------------------|
| INC0282484  | 1   | 25/02/2025 08:00  | 25/02/2025 12:35   | <p>Between 08:00 and 12:30 on 25/02/2025, an issue was encountered with connectivity to Riak which impacted the Data Landing Portal and the Secondary Uses Service.</p> <p>Investigations into the issue identified that a key server within the infrastructure had lost connection and required a restart along with all the constituent software services required to restore connection for the impacted services.</p> | <p>Resolution was bringing all the Nodes up and restarting the services. This took long due to an issue on Riak cluster that prevents it from being reachable after restart. To work around this issue, the only way is to terminate and redeploy riak. A stack switch was not attempted as Cluster B hasn't been full synced for a few weeks due to an ongoing upgrade of riak for new age replication and AAE trees.</p> | 275 minutes        |

# Support Dashboard

## Incidents

| Severity | Total Raised | Total Resolved | Failed SLA | Resolved by Release |
|----------|--------------|----------------|------------|---------------------|
| Sev 1    | 1            | 1              | 0          | 0                   |
| Sev 2    | 0            | 0              | 0          | 0                   |
| Sev 3    | 0            | 0              | 0          | 0                   |
| Sev 4    | 0            | 0              | 0          | 0                   |
| Sev 5    | 2            | 2              | 0          | 0                   |
| Totals   | 3            | 3              | 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  | 20 | 18 | 0 | 4 |
| Totals | 20 | 18 | 0 | 4 |

## 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            | 1         | 8                | 0        |
| Extracts                   | 1         | 3                | 0        |
| Inbound Processing         | 1         | 2                | 0        |
| Outbound Processing        | 0         | 1                | 0        |
| Other (SR1, SAR, FDF etc.) | 0         | 4                | 0        |
| Totals                     | 3         | 18               | 0        |

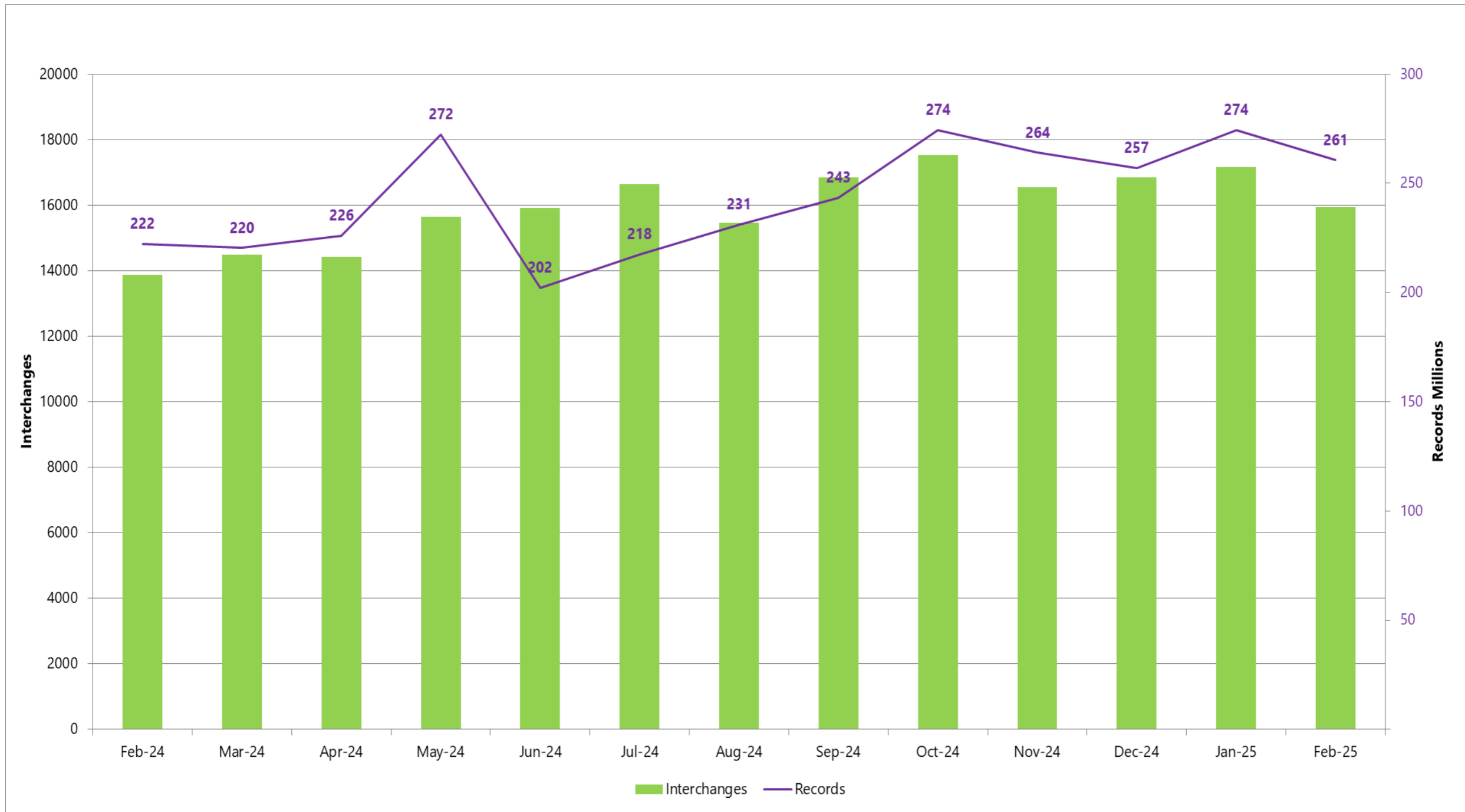
## Changes

|        | Backed Out | Failed | Partially Complete | Successful |
|--------|------------|--------|--------------------|------------|
| Totals | 0          | 0      | 0                  | 2          |

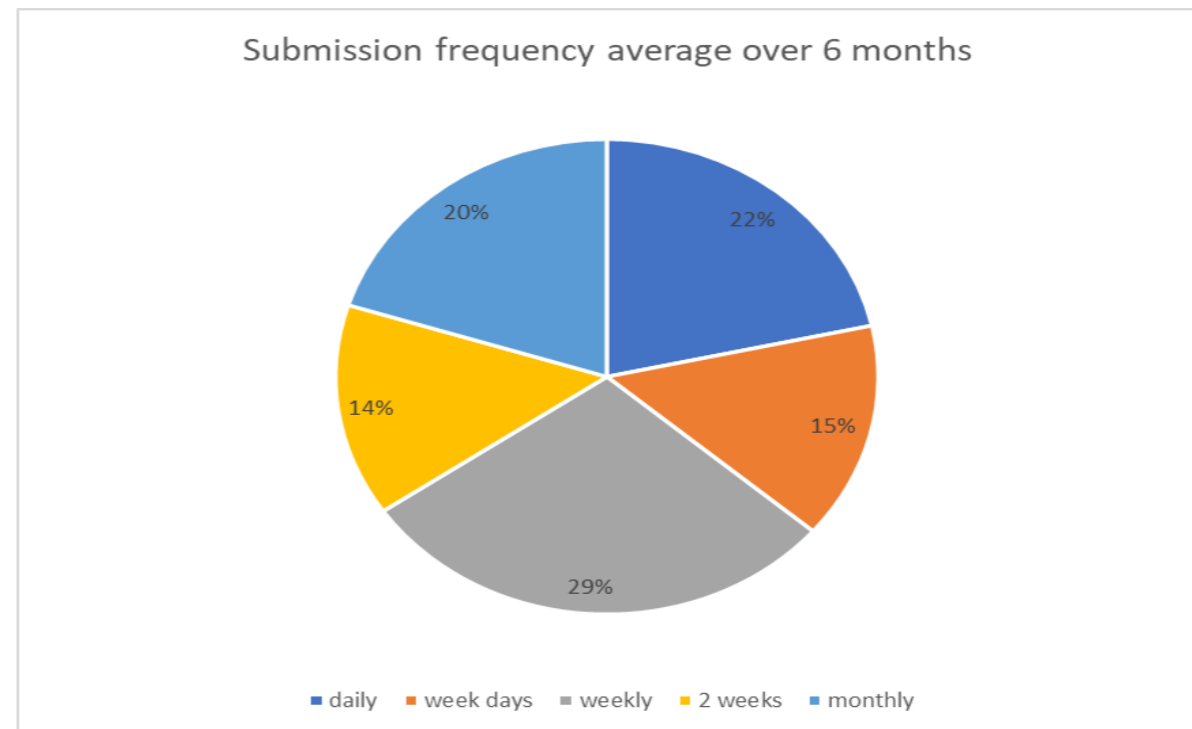
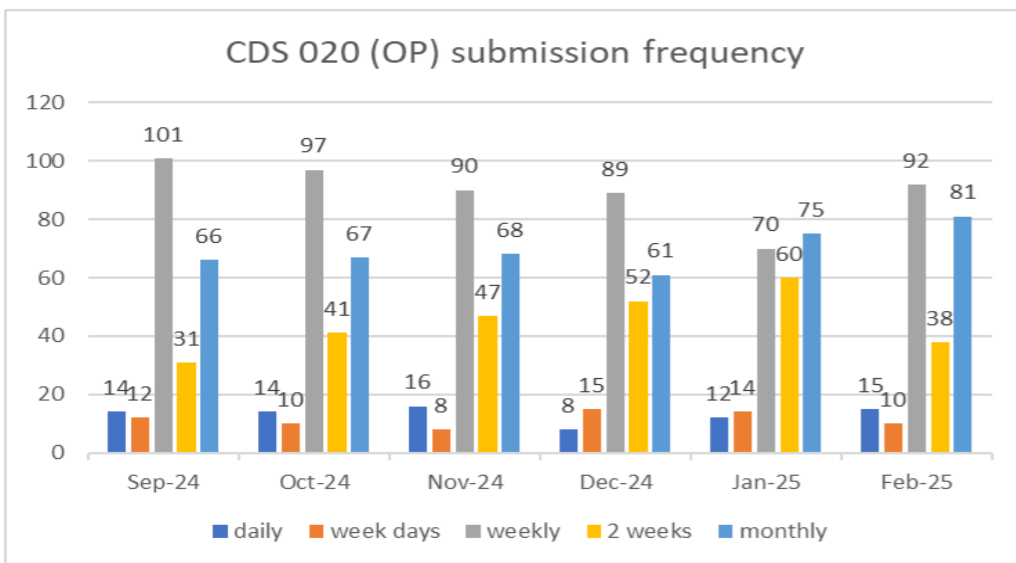
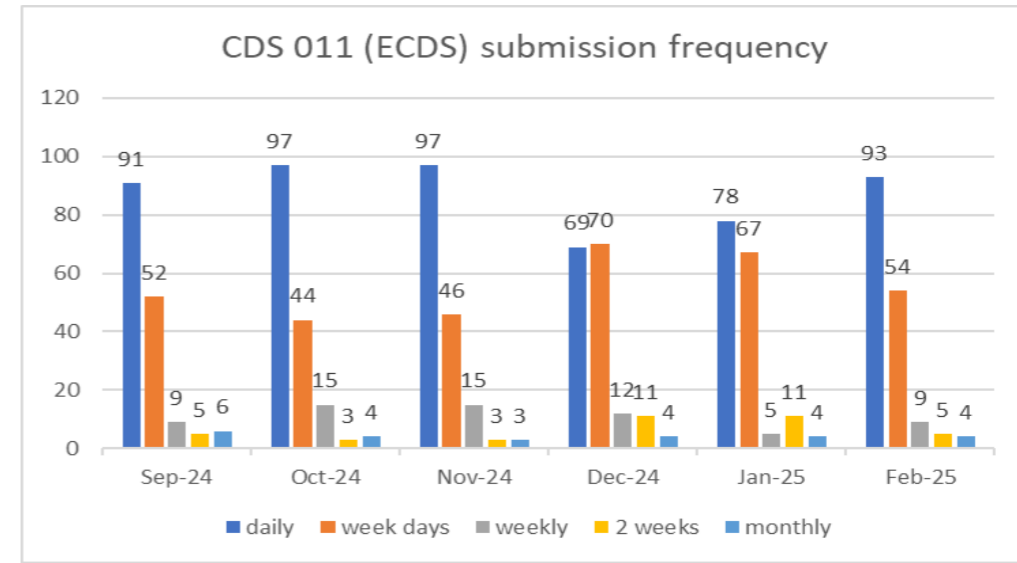
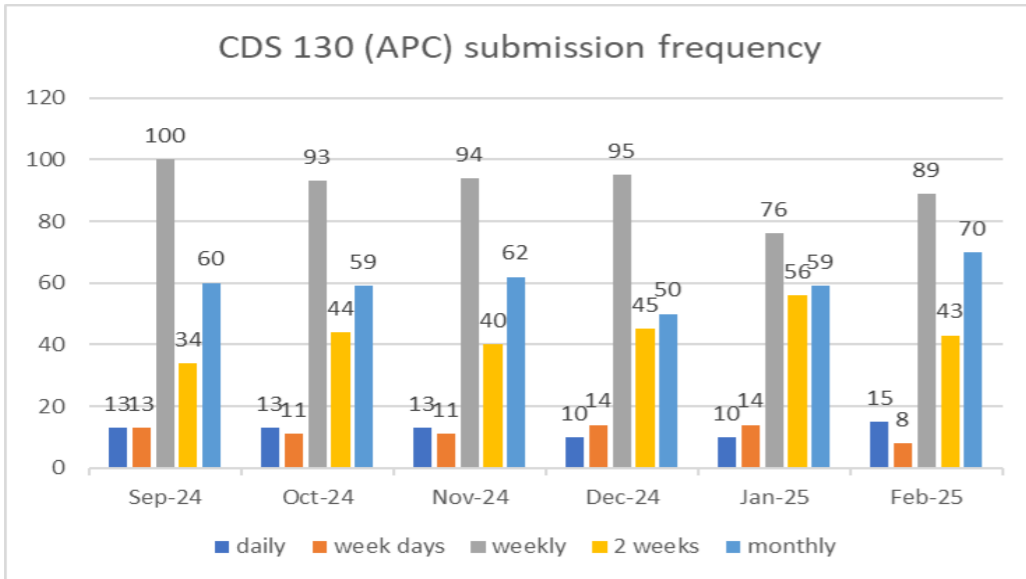
## Interchange Errors

|             | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Feb-25 |
|-------------|--------|--------|--------|--------|--------|--------|
| Rejections  | 97     | 94     | 108    | 99     | 98     | 76     |
| Deadletters | 4      | 2      | 3      | 2      | 2      | 3      |

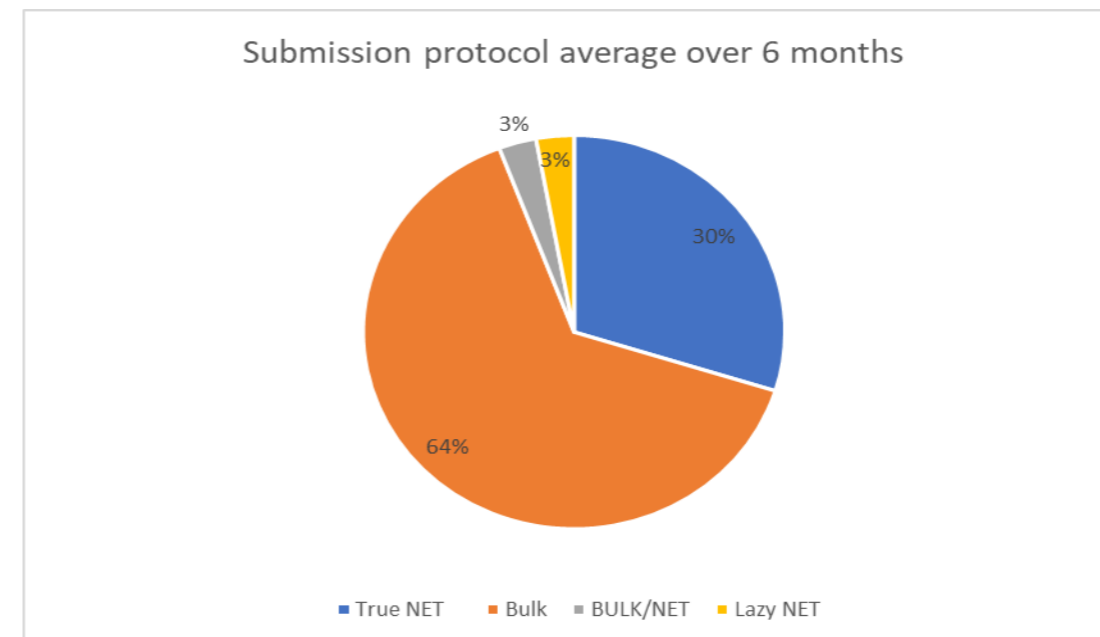
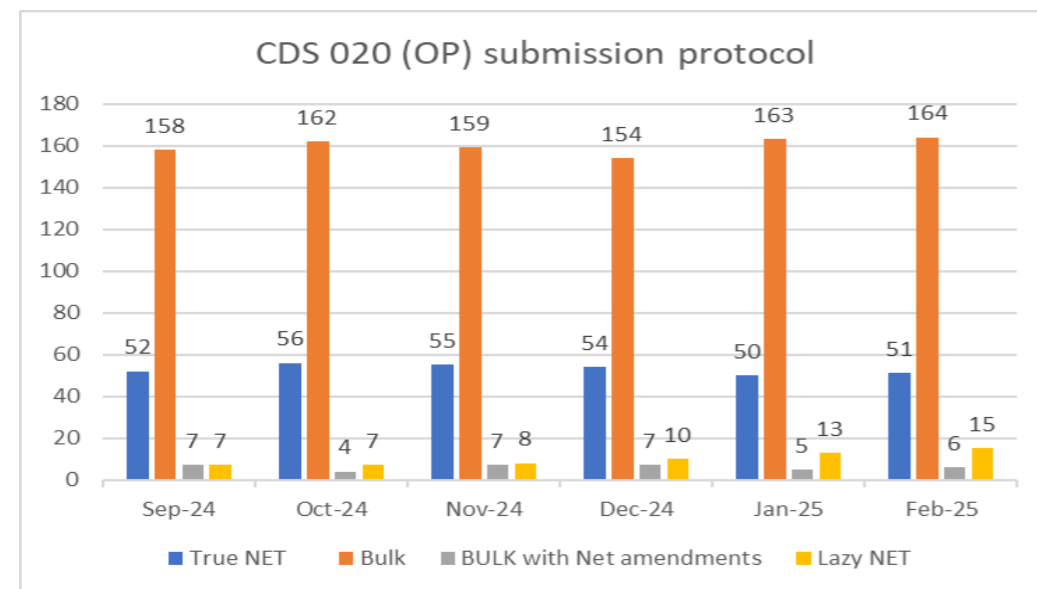
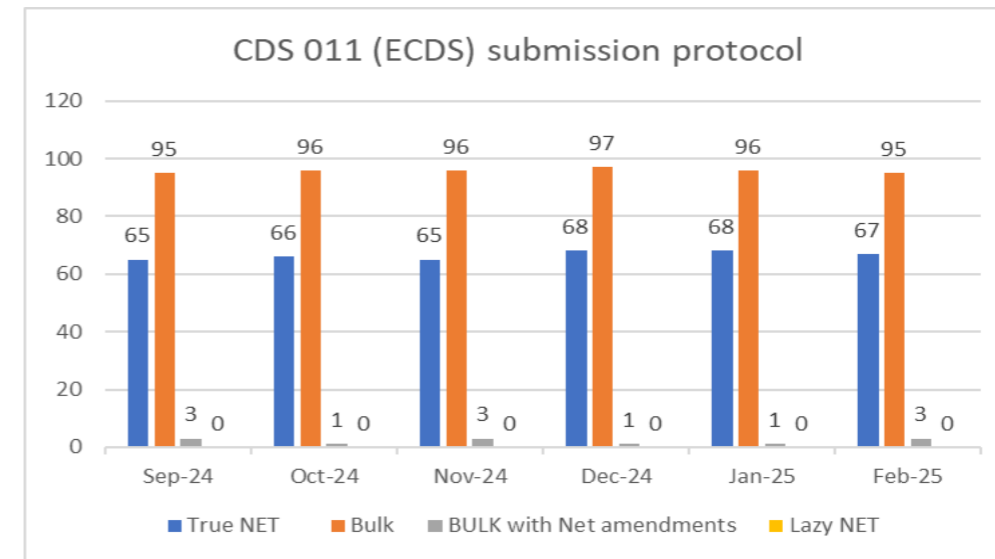
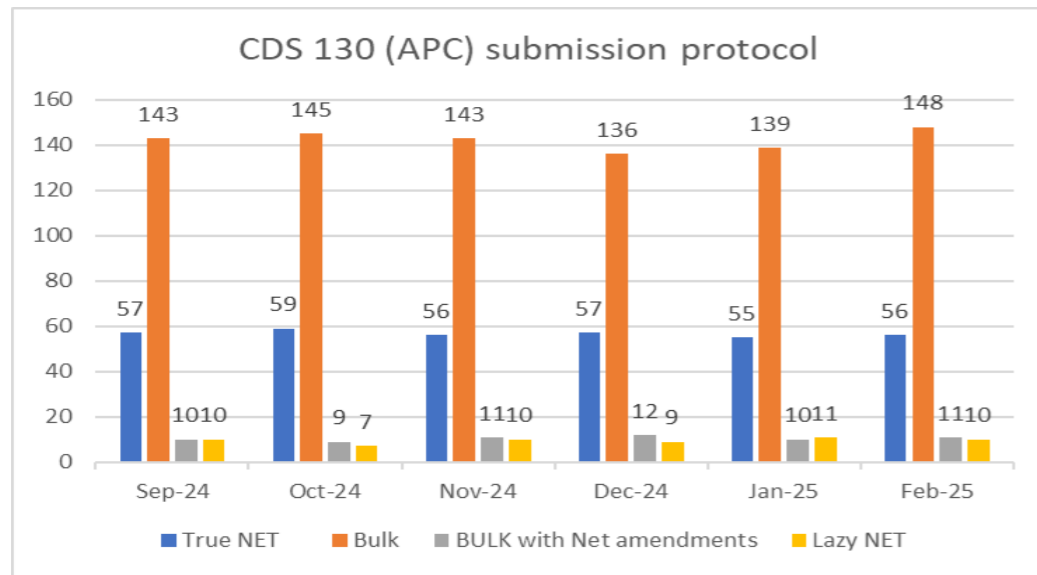
# Data Submission - Rolling 13 Month View



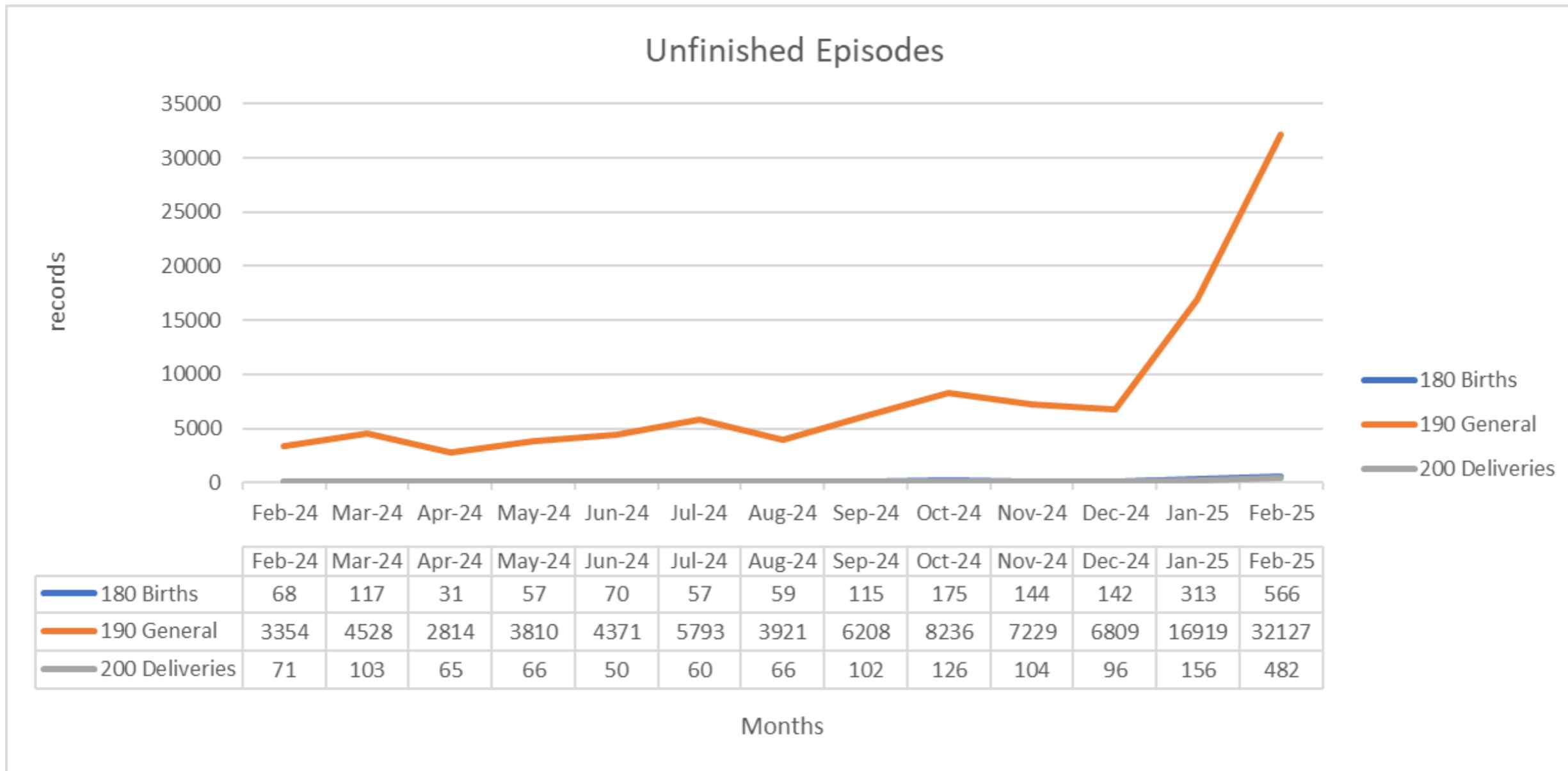
# Data Submission - Frequency



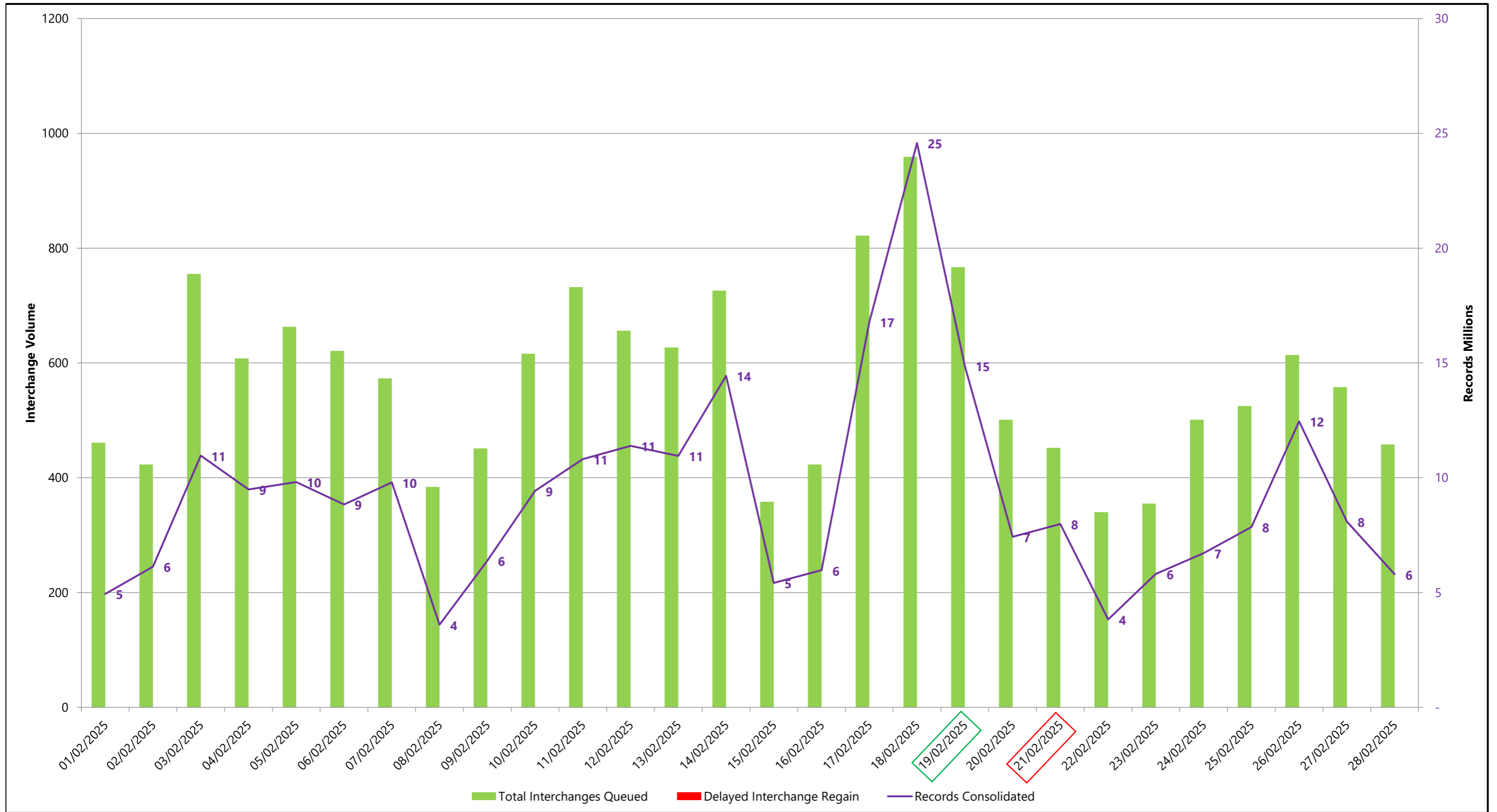
# Data Submission - Protocol



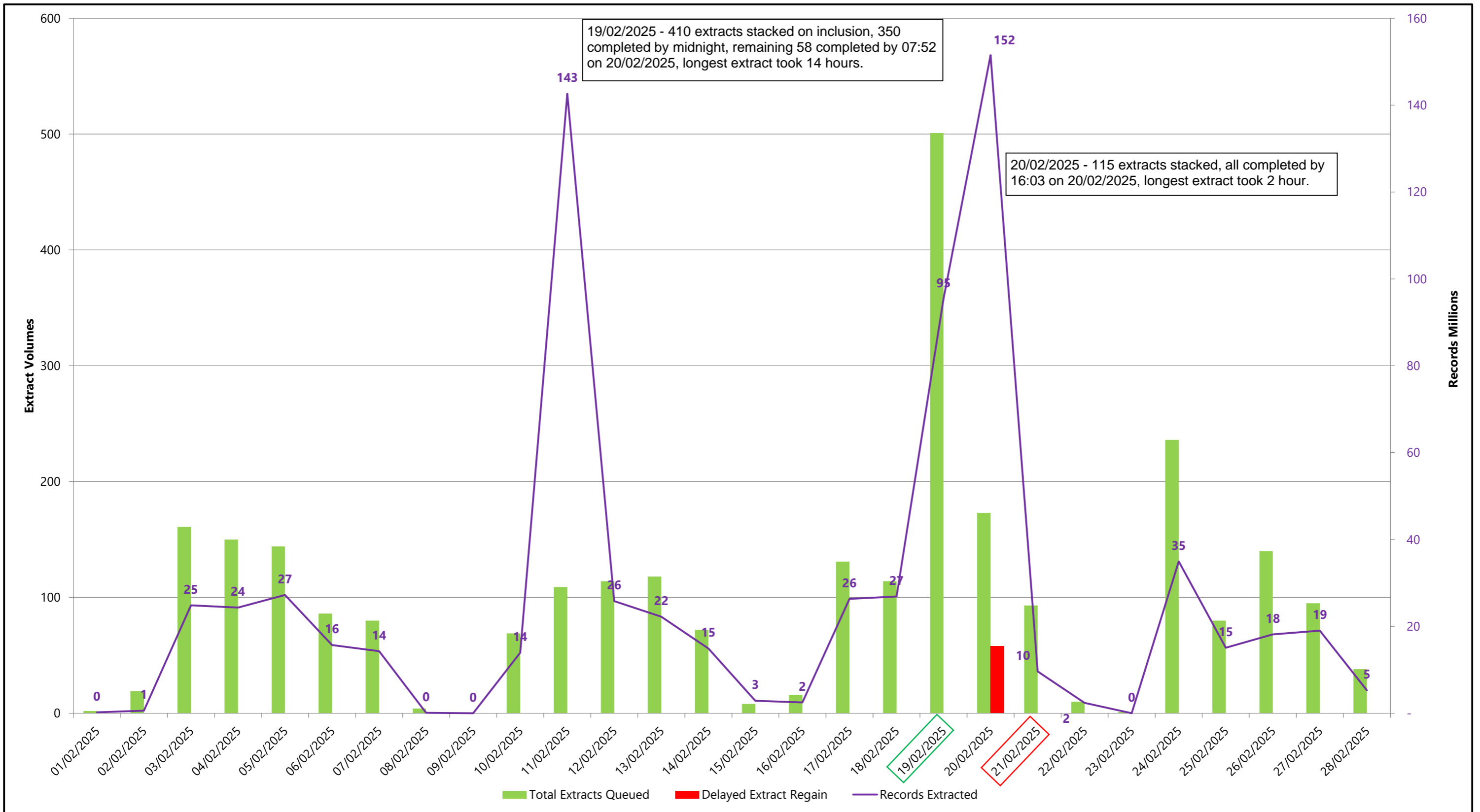
# Submitted Data - Unfinished Episodes



# Performance - Inbound Processing Activity



# Performance - Outbound Processing Activity



# Inbound & Outbound Processing

## Inbound Processing

|                | Dec-24  | Jan-25  | Feb-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 - 134 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

|                | Dec-24 | Jan-25 | Feb-25 |
|----------------|--------|--------|--------|
| 0 to 5 hours   | 96.8%  | 94.5%  | 93.0%  |
| 5 to 10 hours  | 2.6%   | 3.8%   | 4.6%   |
| 10 to 24 hours | 0.7%   | 1.8%   | 2.4%   |
| 24 to 48 hours | 0.0%   | 0.0%   | 0.0%   |

### Outbound commentary

**Target 90% complete in 5 hours - 93.0%**  
**Target 95% complete in 10 hours 97.6%**

#### 10 to 24 hours

66 extracts on 19/02/2025 Inclusion day demand

#### 24 to 48 hours

|                   | Dec-24 | Jan-25 | Feb-25 |
|-------------------|--------|--------|--------|
| Total Extracts    | 2707   | 3177   | 2762   |
| Complete same day | 98.0%  | 98.0%  | 98.0%  |
| Delayed           | 2.0%   | 2.0%   | 2.0%   |

#### Delayed extracts

66 extracts on 19/02/2054 Inclusion day demand

SLA breach by 6pm on 2rd working day

|                             | Dec-24     | Jan-25     | Feb-25     |
|-----------------------------|------------|------------|------------|
| Inclusion date              | 17/12/2024 | 20/01/2025 | 19/02/2025 |
| ALL Extracts completed      | 18/12/2024 | 21/01/2025 | 20/02/2025 |
| Completed in (working days) | 1          | 1          | 1          |

#### SLA

All extracts completed by 16:03 on 20/02/2025



**Thank You**  
Questions?

