

SUS+ Service Summary Report

Reporting Month - February-2026



Management Summary

Business Activity

- ◆ 16,027 interchanges processed - comprising 214 million records.
- ◆ 2,282 extracts processed - comprising 503 million records.
- ◆ -

Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 19/02/2026 (1 whole working day)
- ◆ -

Lowlights

- ◆ -
- ◆ -

Key activities over the next 3 months

- ◆ -
- ◆ -

CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 50, CDS6.2.0 - 76, CDS6.3.1 - 168 (57%)
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 79, ECDSv4 - 96 (55%)

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	5	5	0	2
Totals	5	5	0	2

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	24	0	4
Totals	28	24	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	2	13	0
Extracts	2	2	0
Inbound Processing	1	3	0
Outbound Processing	0	2	0
Other (SR1)	0	4	0
Totals	5	24	0

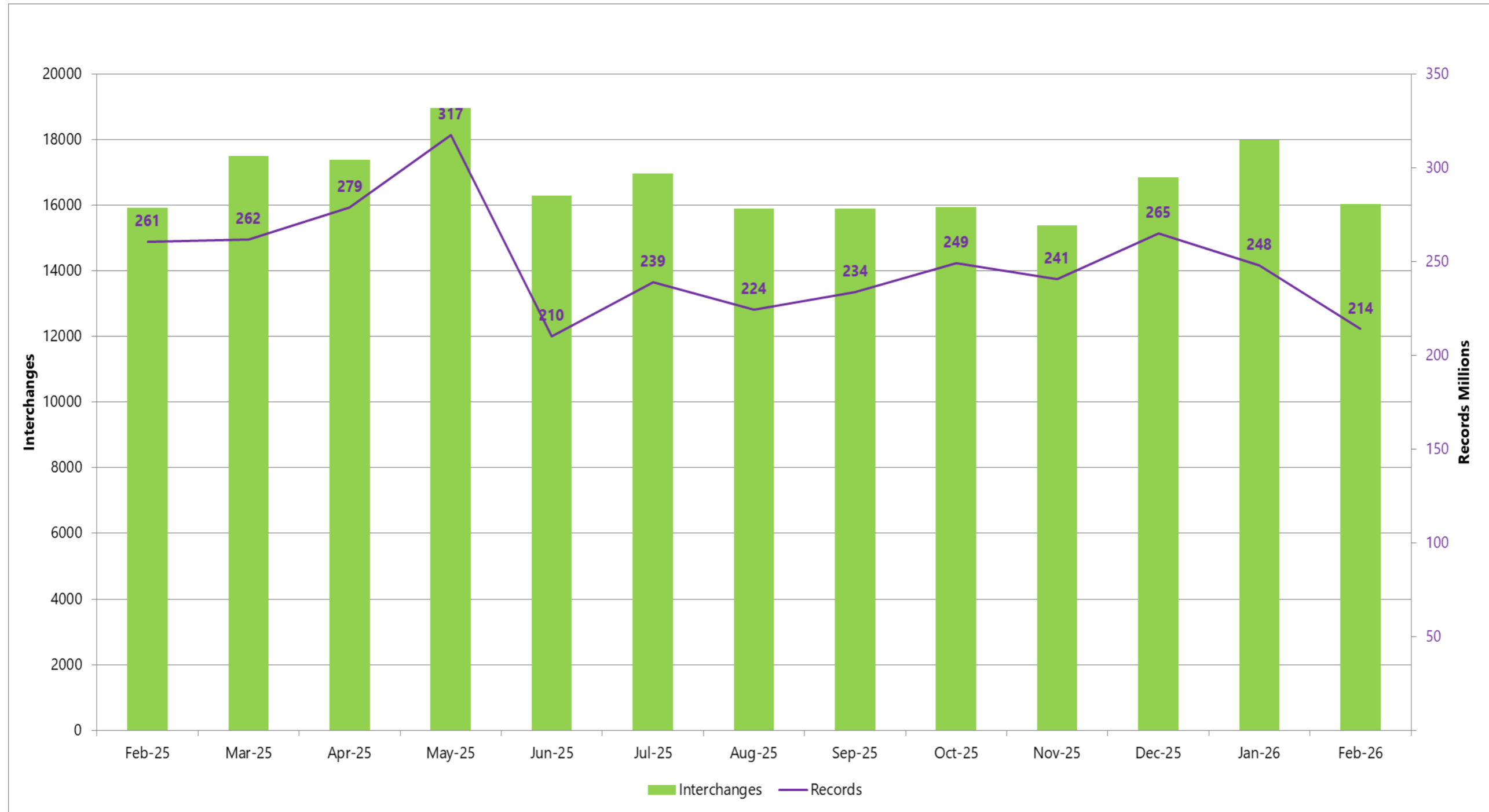
Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

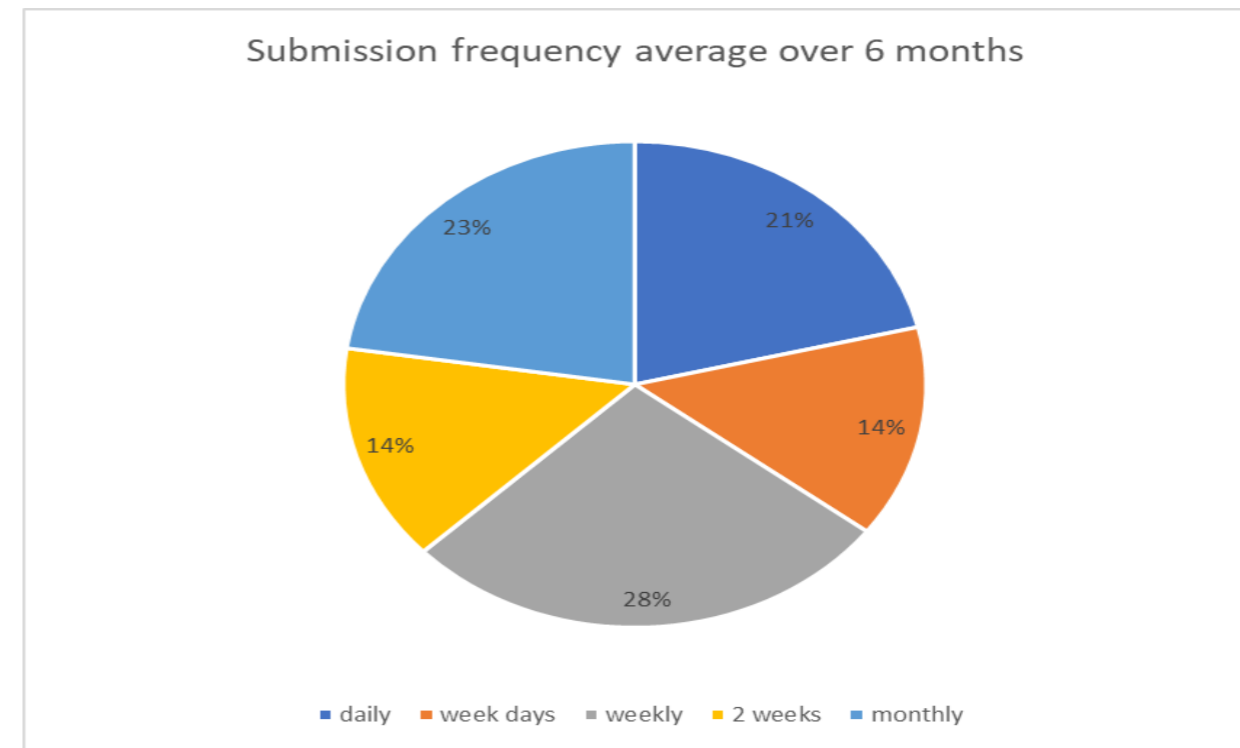
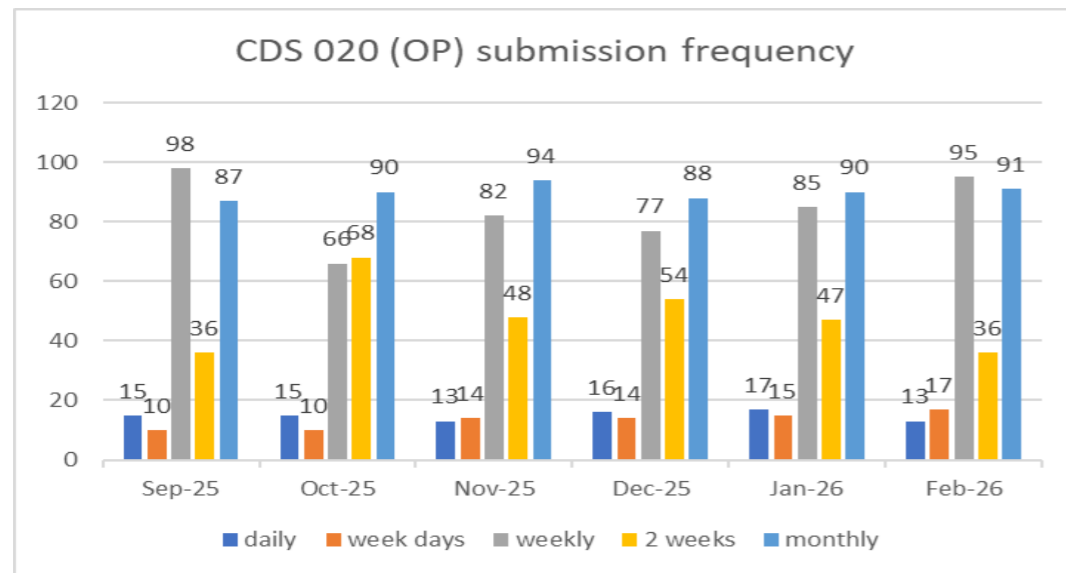
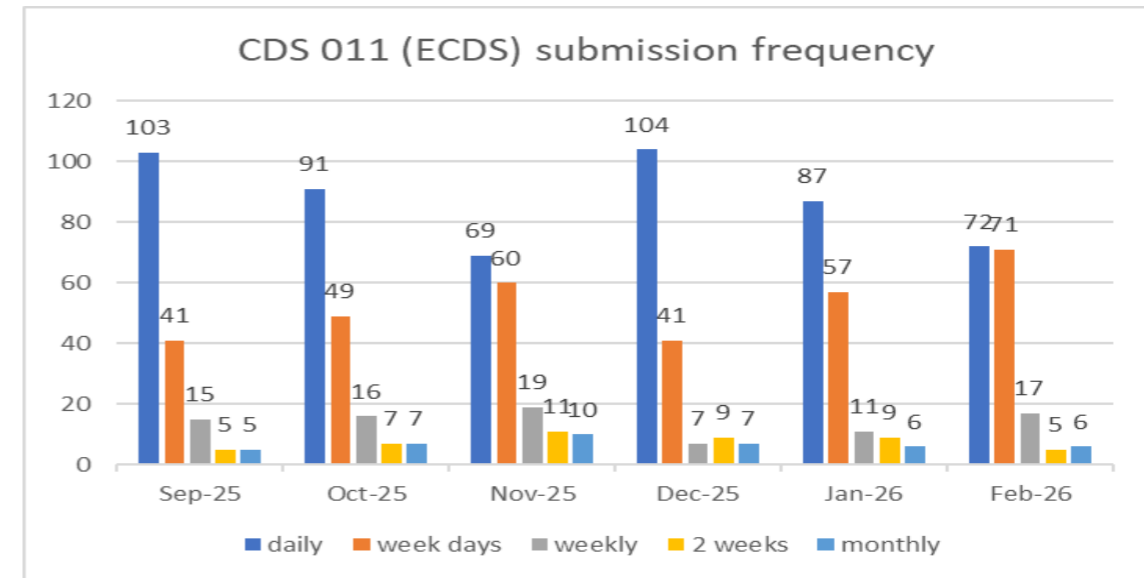
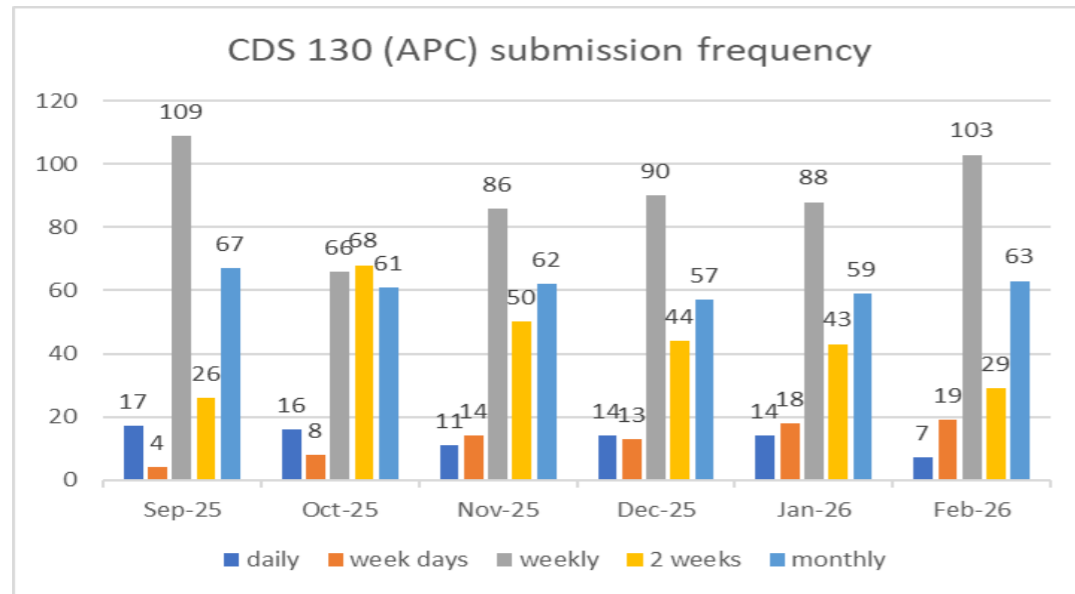
Interchange Errors

	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26
Rejections	151	226	133	150	138	120
Deadletters	2	0	1	2	1	0

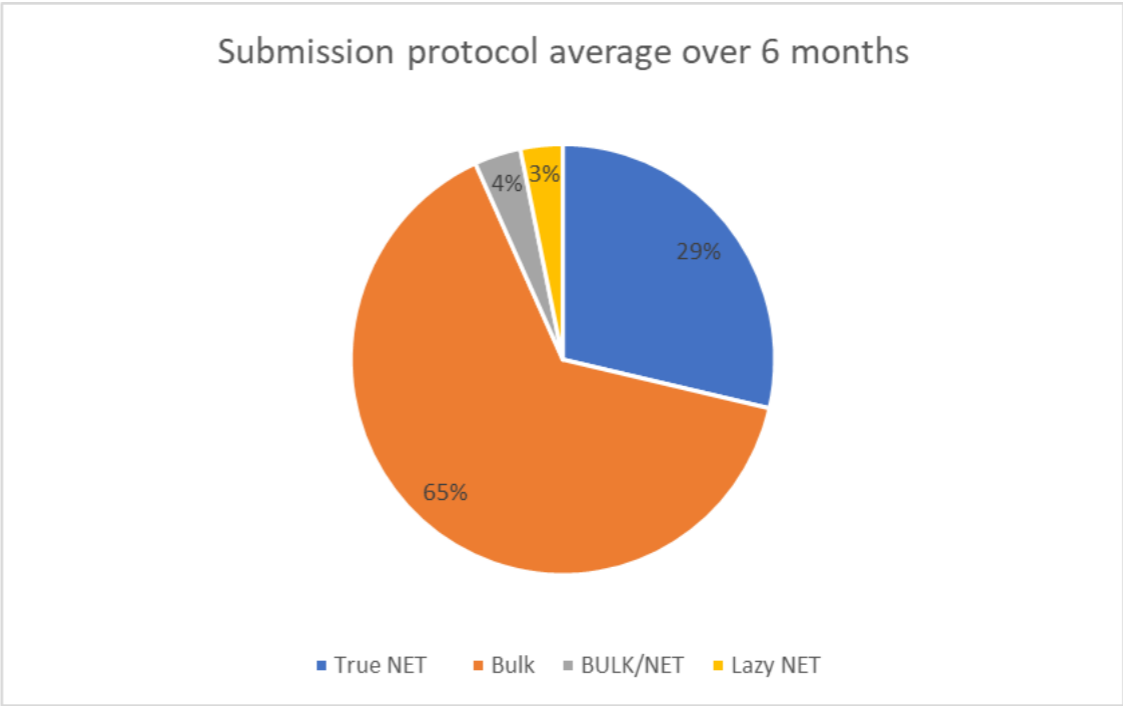
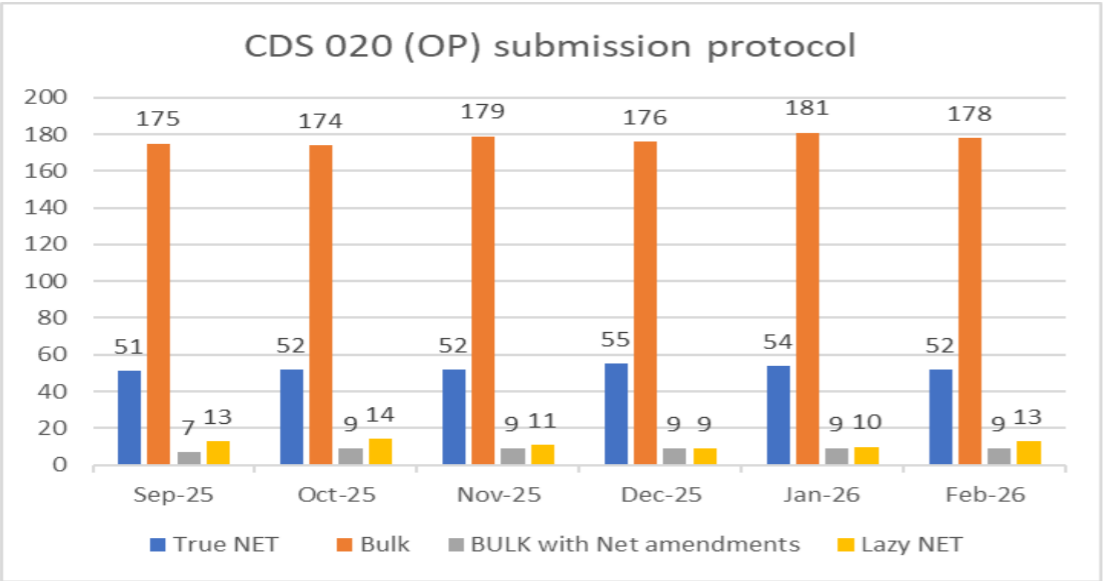
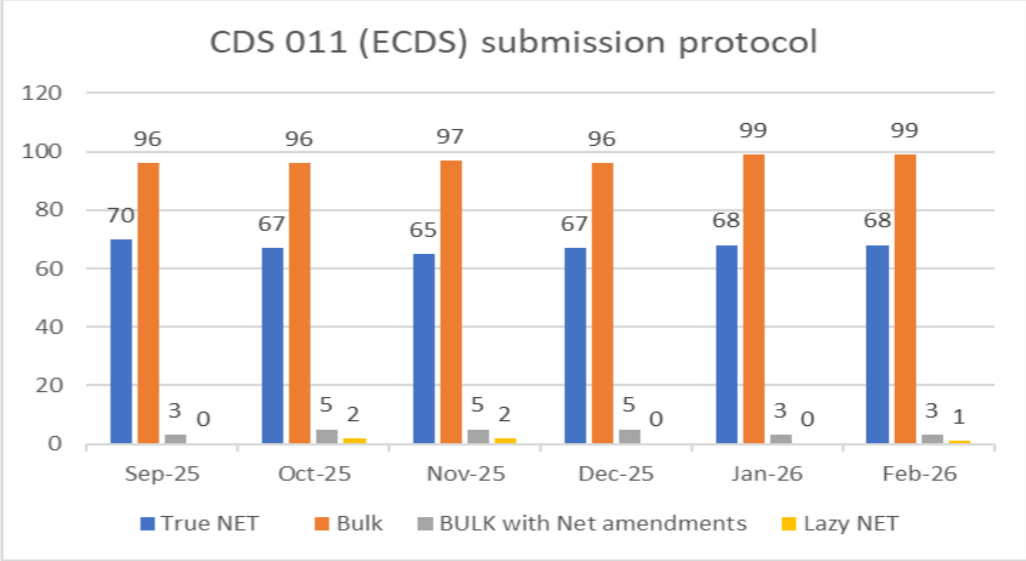
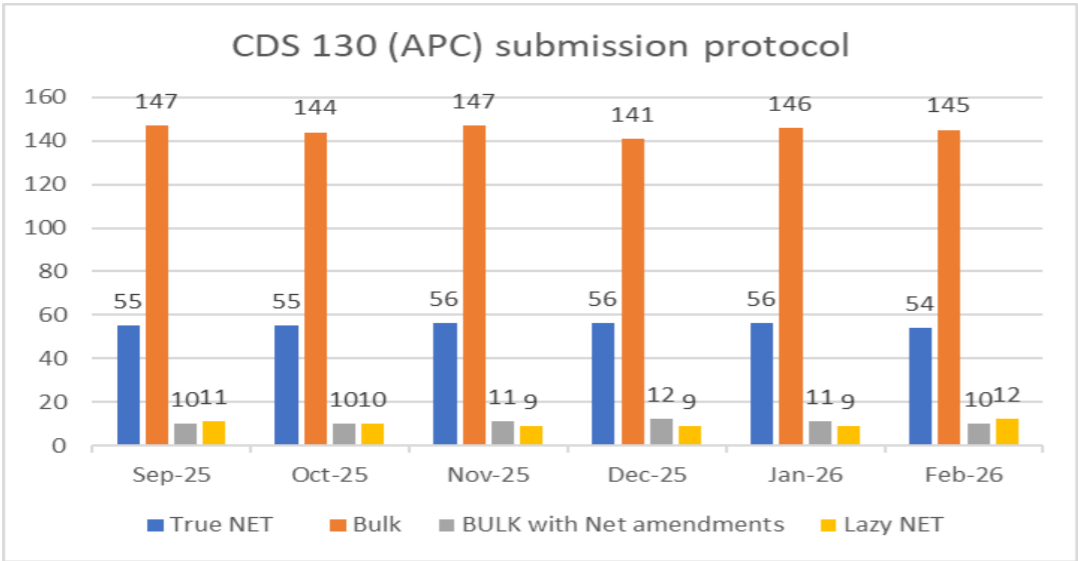
Data Submission - Rolling 13 Month View



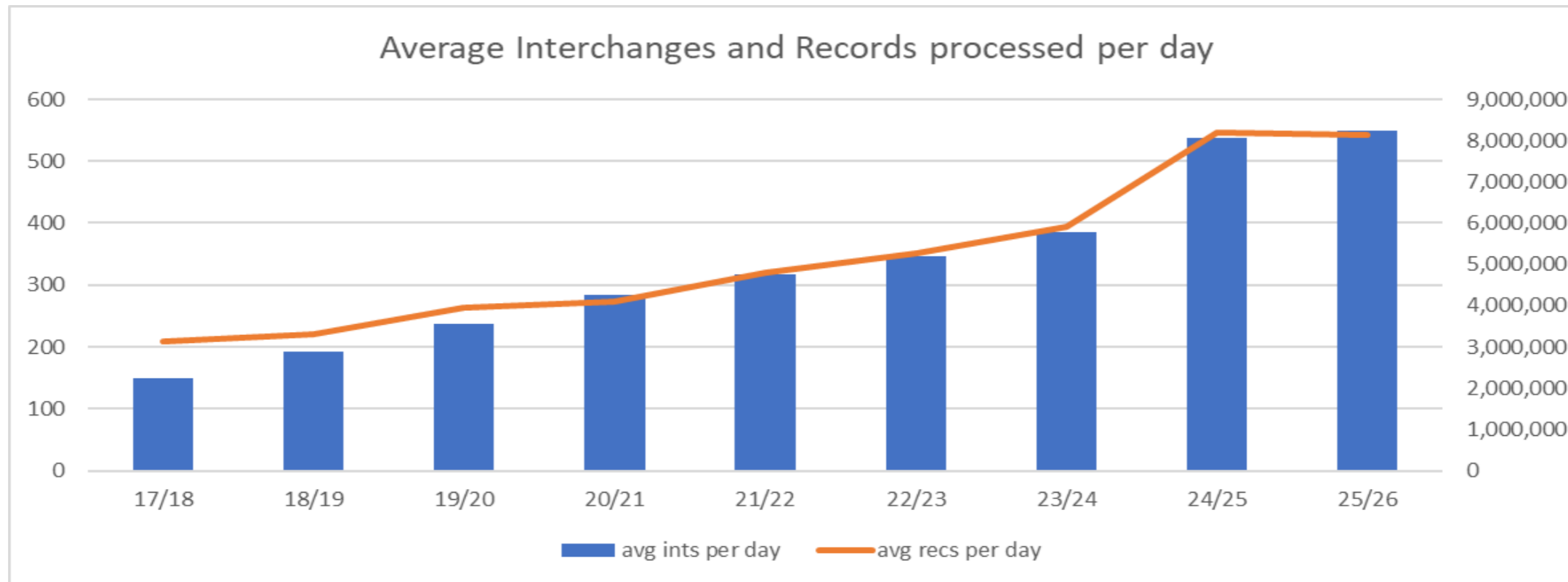
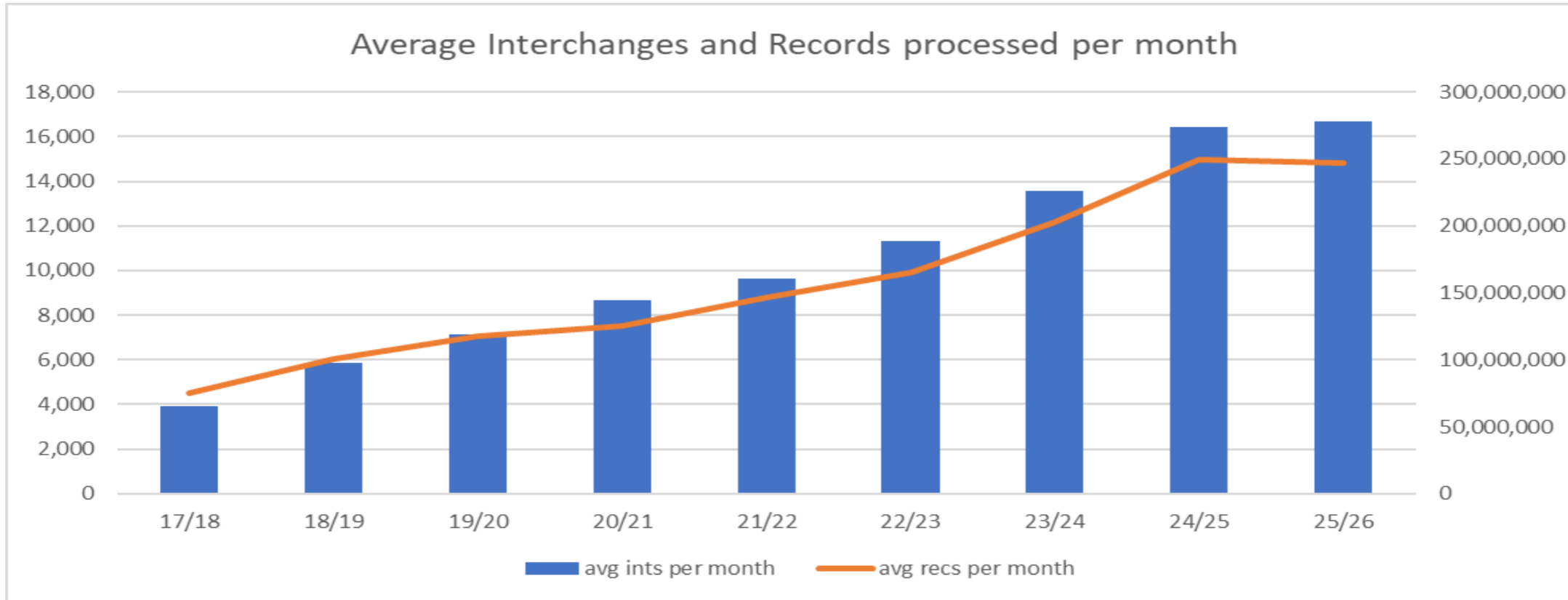
Data Submission - Frequency



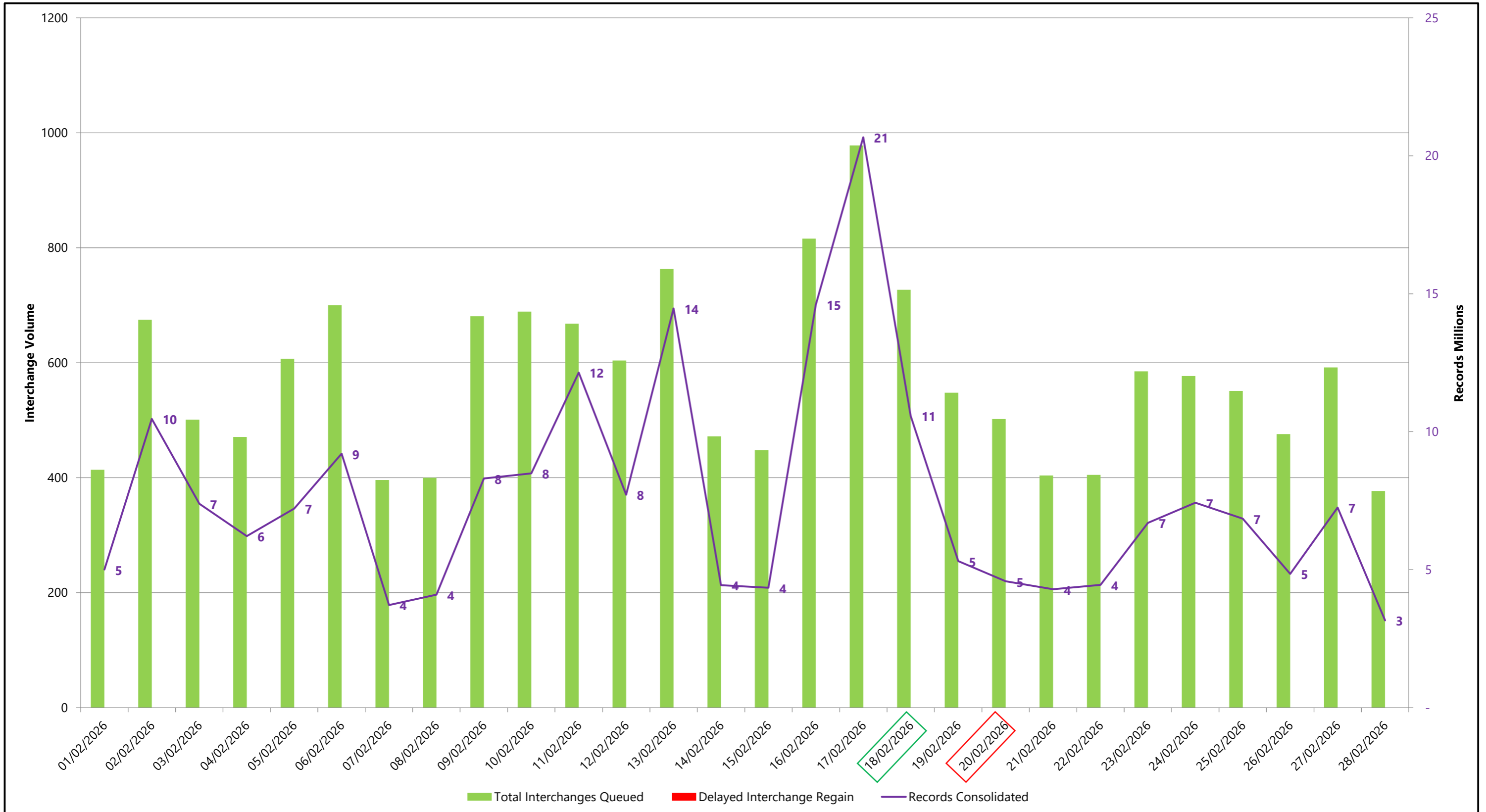
Data Submission - Protocol



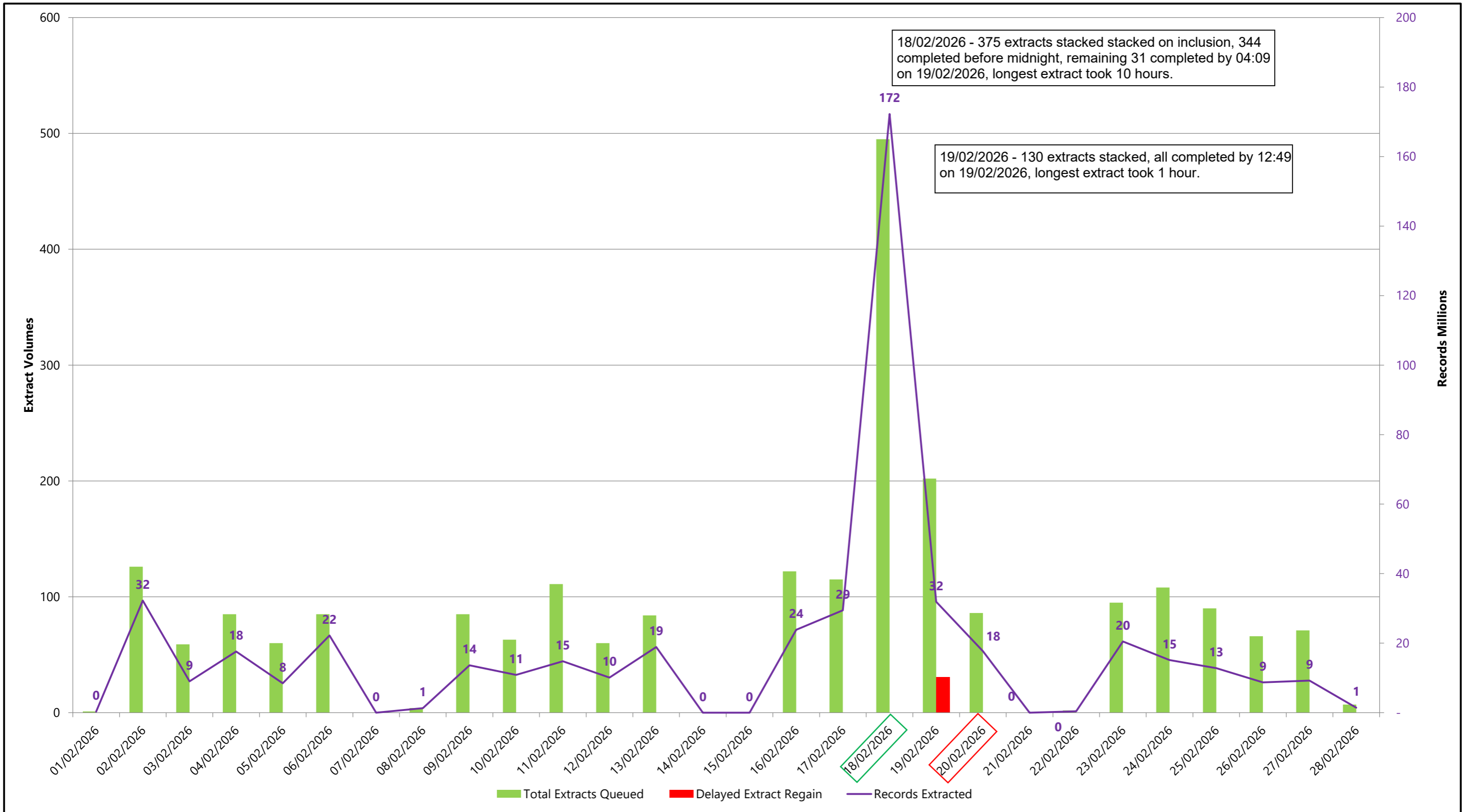
Submitted Data - Historic view



Performance - Inbound Processing Activity



Performance - Outbound Processing Activity



Inbound & Outbound Processing

Inbound Processing

	Dec-25	Jan-26	Feb-26
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 - 167 minutes
 Mean - 2 minutes
 Median - 0 minutes
 Mode - 0 minutes

Target 95% complete in 5 hours - 100.00%
Target 99% complete in 10 hours - 100.00%

Outbound Processing

	Dec-25	Jan-26	Feb-26
0 to 5 hours	98.40%	98.23%	98.51%
5 to 10 hours	1.48%	1.69%	1.40%
10 to 24 hours	0.12%	0.08%	0.09%
24 to 48 hours	0.00%	0.00%	0.00%

Outbound commentary

Target 90% complete in 5 hours - 98.51%
Target 95% complete in 10 hours - 99.91%

10 to 24 hours

2 extracts on 18/02/2026 Inclusion day demand

24 to 48 hours

	Dec-25	Jan-26	Feb-26
Total Extracts	2432	2433	2282
Complete same day	98.0%	98.0%	99.0%
Delayed	2.0%	2.0%	1.0%

Delayed extracts

31 extracts on 18/02/2026 Inclusion day demand

SLA breach by 6pm on 2rd working day	Dec-25	Jan-26	Feb-26
Inclusion date	16/12/2025	20/01/2026	18/02/2026
ALL Extracts completed	17/12/2025	21/01/2026	19/02/2026
Completed in (working days)	1	1	1

SLA

All extracts completed by 12:49 on 19/02/2026



Thank You
Questions?

