

SUS+ Service Summary Report

Reporting Month - January-2025



Management Summary

Business Activity

- ◆ 17,174 interchanges processed - comprising 274 million records.
- ◆ 3,177 extracts processed - comprising 658 million records.
- ◆ -

Highlights

- ◆ Service Availability 100%
- ◆ All inclusion extracts SLA completed by 21/01/2025 (1 whole working day)
- ◆ -

Lowlights

- ◆ -
- ◆ -

Key activities over the next 3 months

- ◆ -
- ◆ -

CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 73, CDS6.2.0 - 93, CDS6.3.1 - 106
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 108, ECDSv4 - 64

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	4	4	0	1
Totals	4	4	0	1

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	2
Totals	20	18	0	2

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	7	0
Extracts	2	5	0
Inbound Processing	1	2	0
Outbound Processing	0	2	0
Other (SR1, SAR, FDF etc.)	0	2	0
Totals	4	18	0

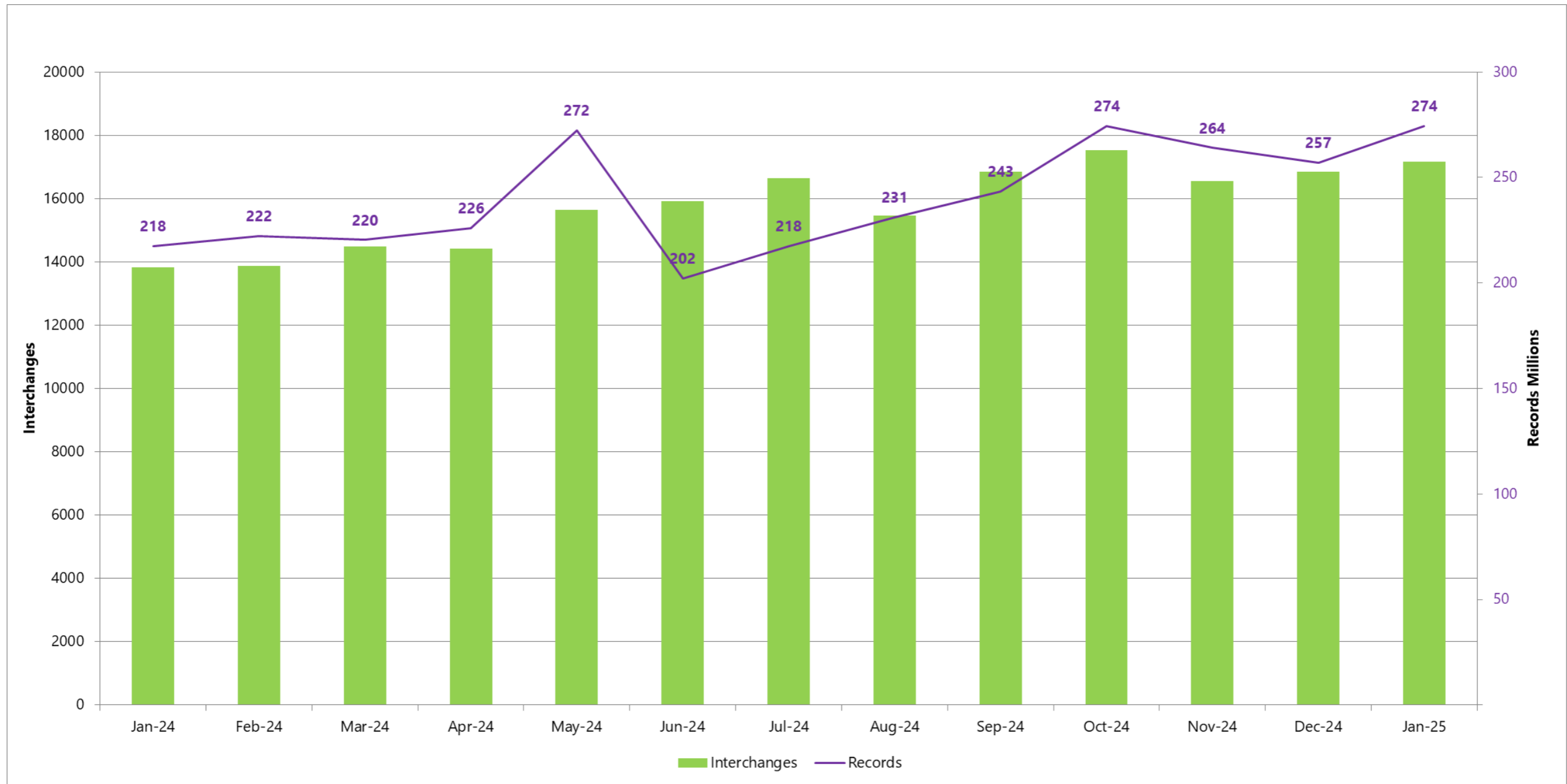
Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

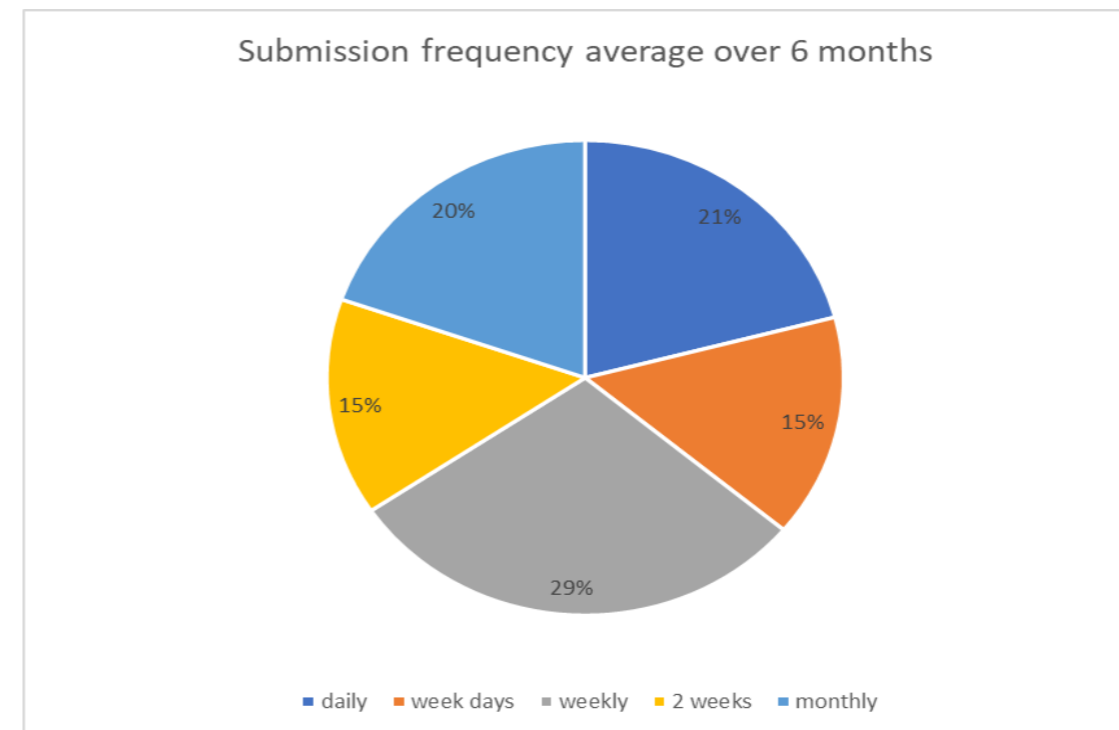
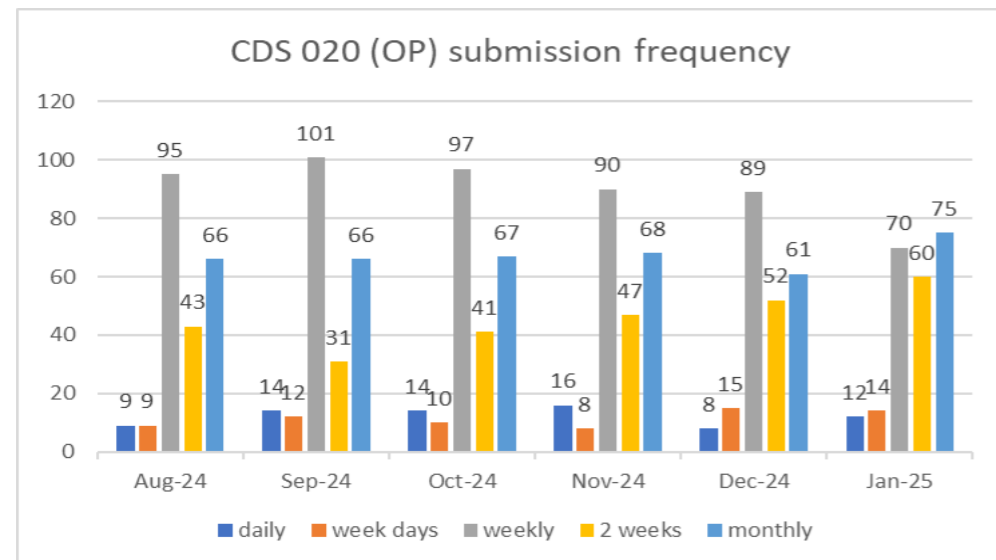
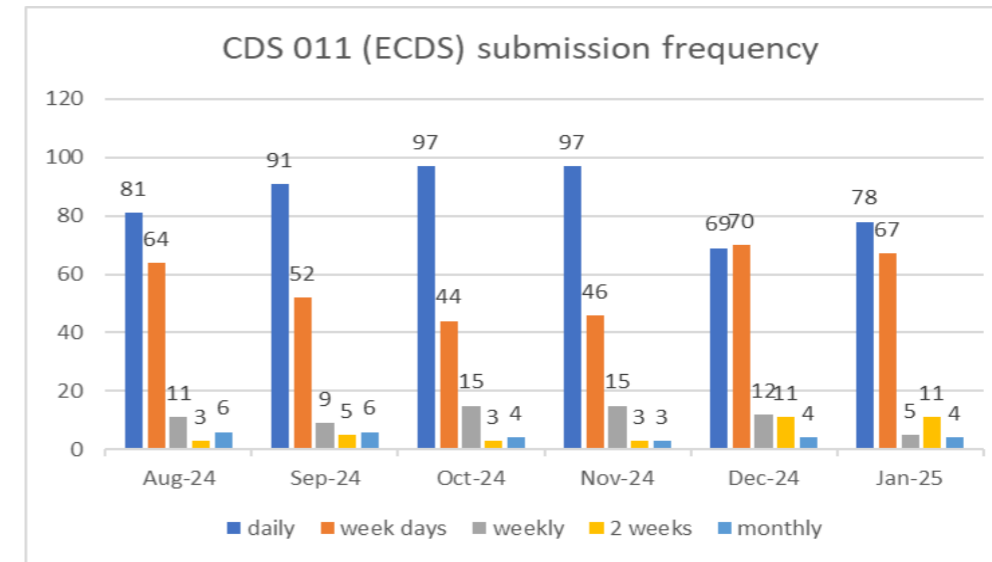
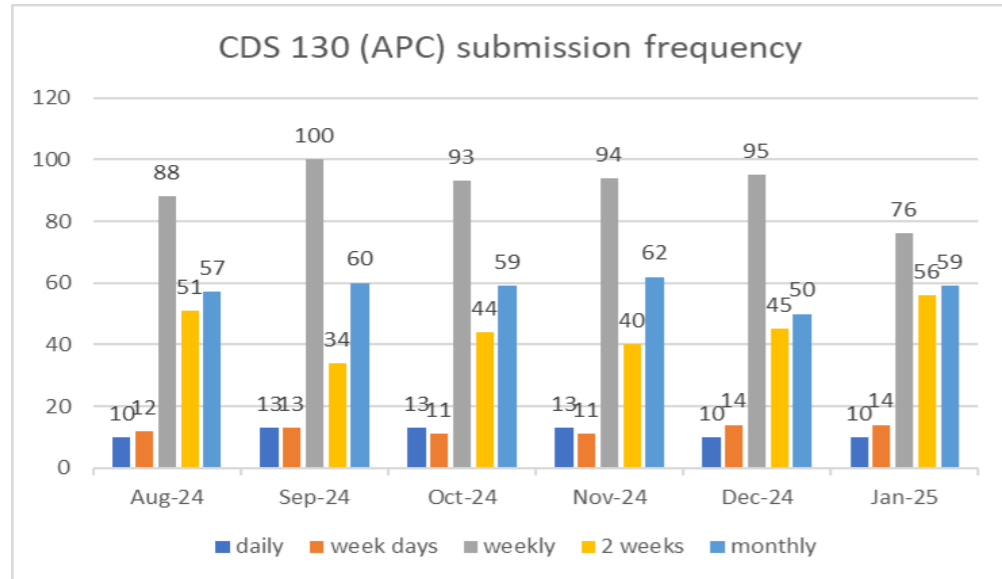
Interchange Errors

	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Rejections	93	97	94	108	99	98
Deadletters	5	4	2	3	2	2

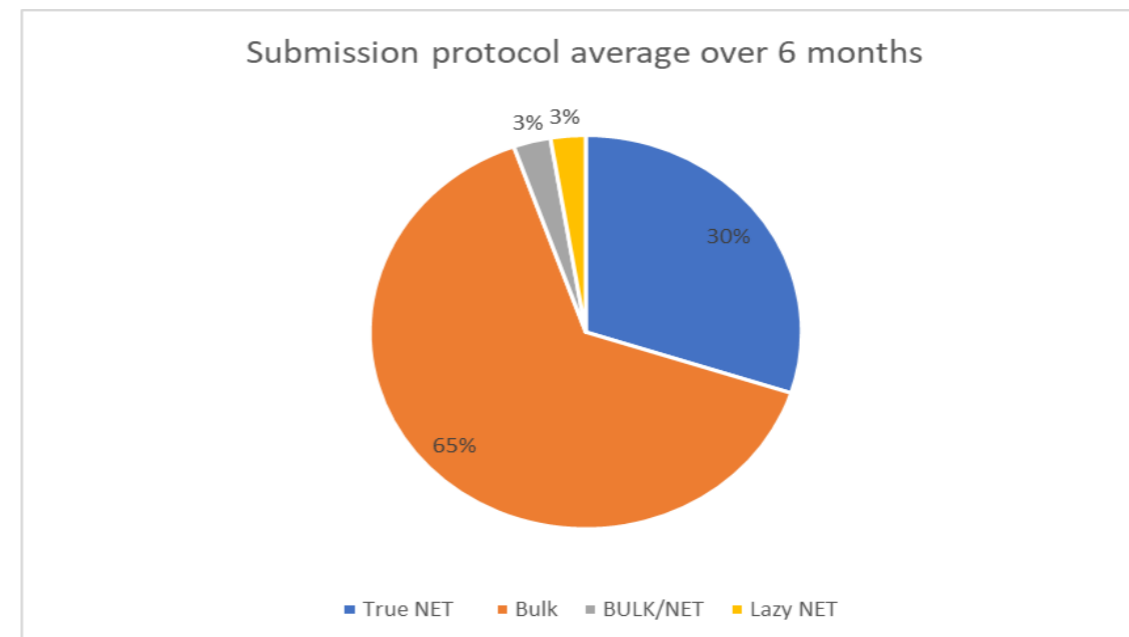
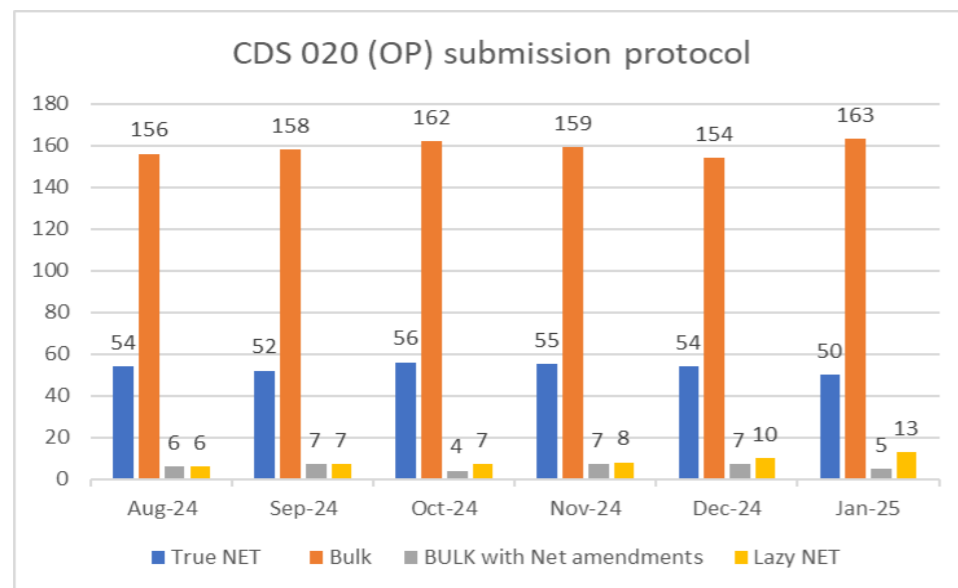
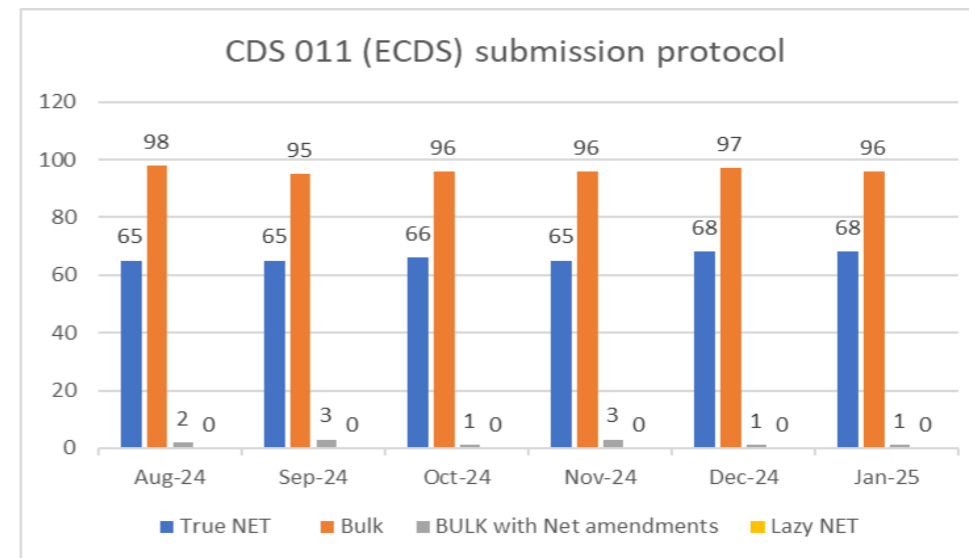
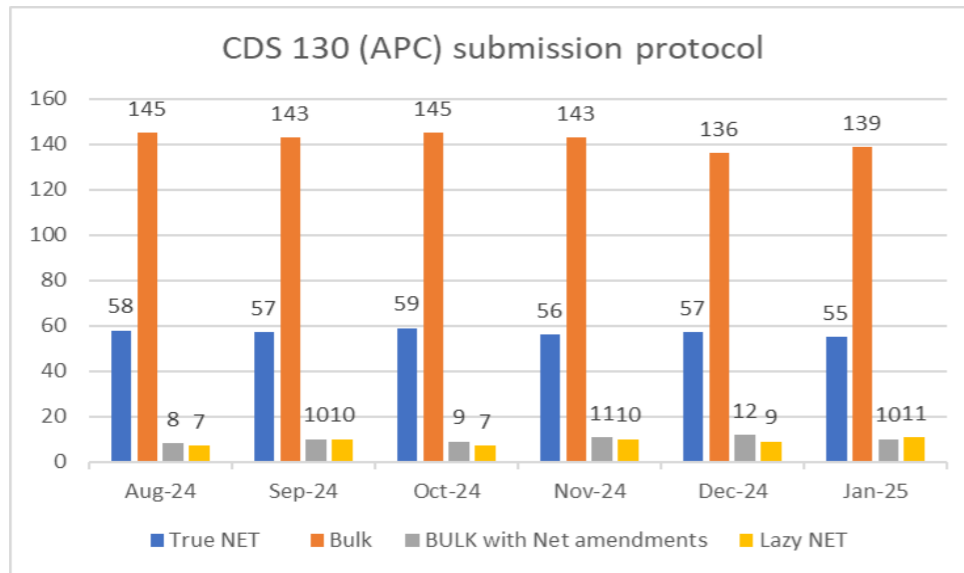
Data Submission - Rolling 13 Month View



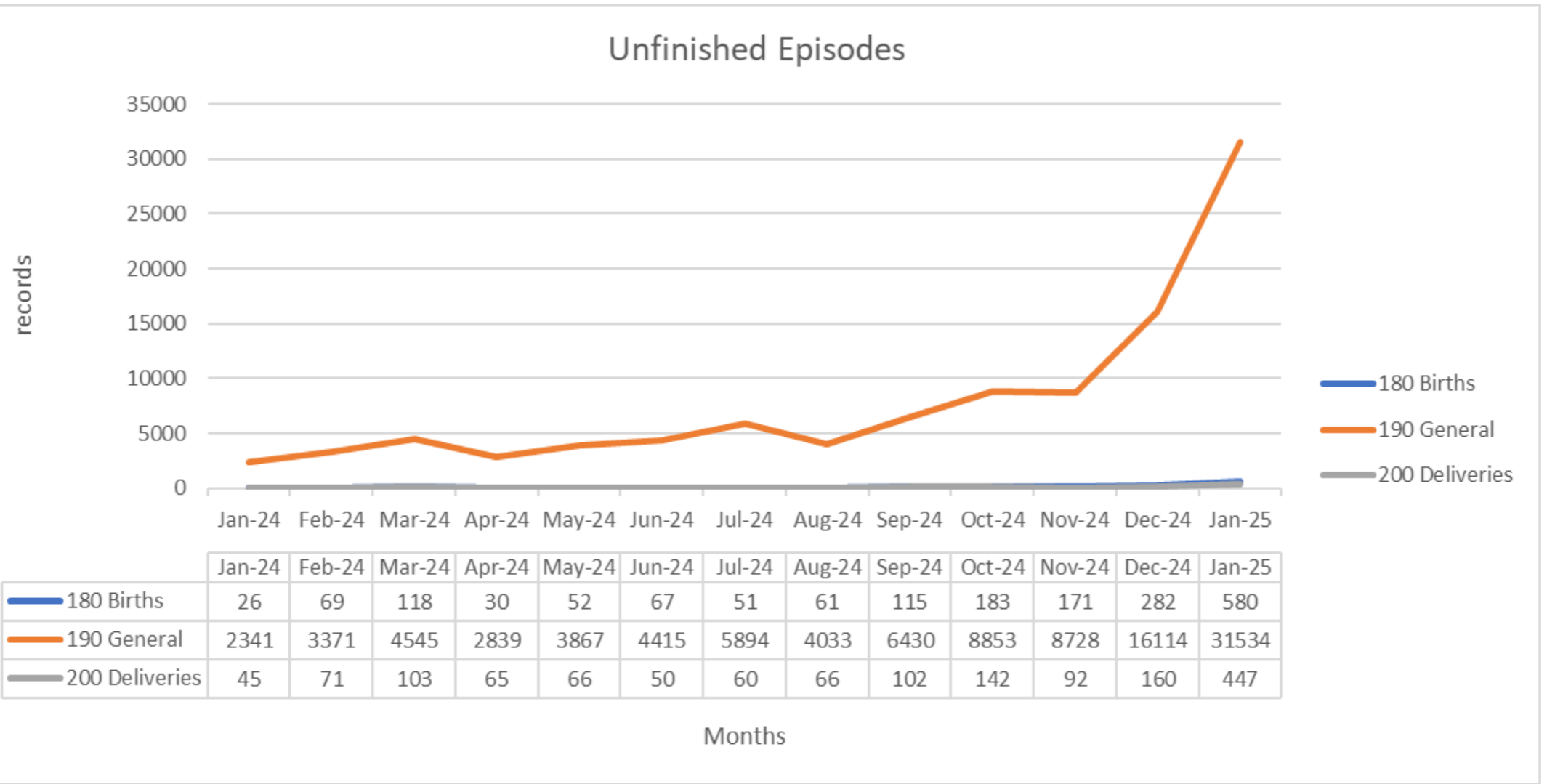
Data Submission - Frequency



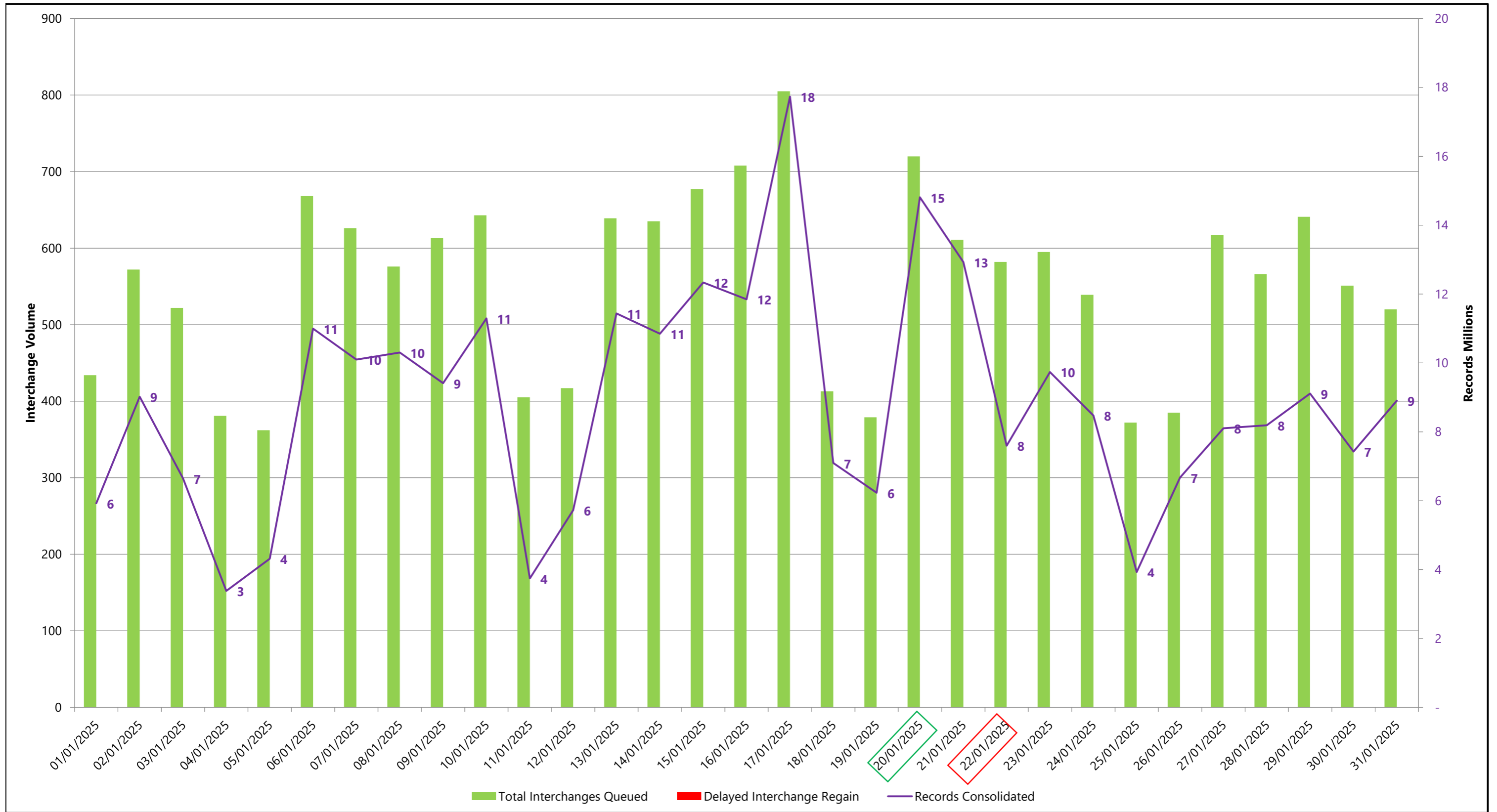
Data Submission - Protocol



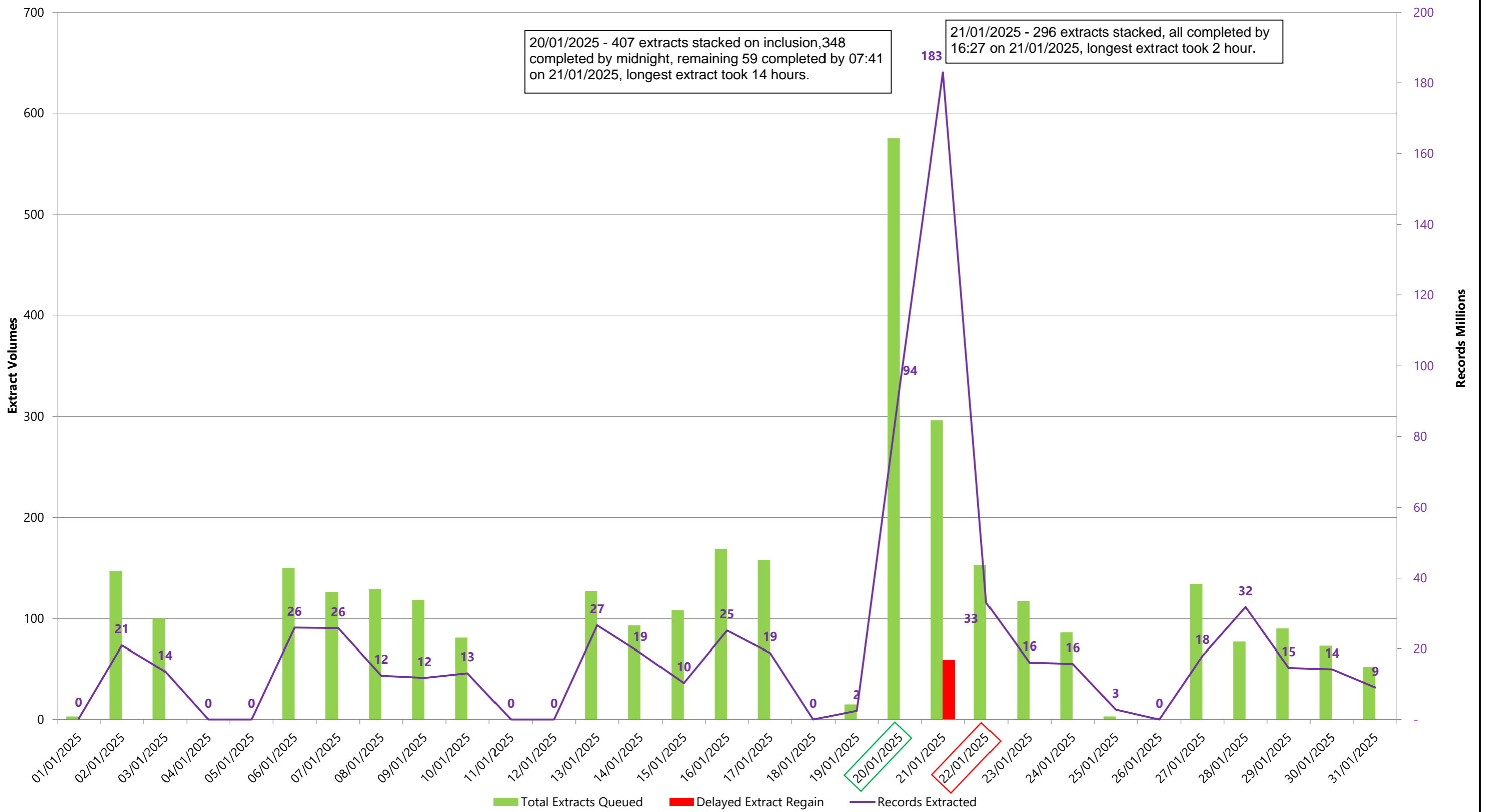
Submitted Data - Unfinished Episodes



Performance - Inbound Processing Activity



Performance - Outbound Processing Activity



Inbound & Outbound Processing

Inbound Processing

	Nov-24	Dec-24	Jan-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 - 167 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

	Nov-24	Dec-24	Jan-25
0 to 5 hours	96.9%	96.8%	94.5%
5 to 10 hours	2.6%	2.6%	3.8%
10 to 24 hours	0.5%	0.7%	1.8%
24 to 48 hours	0.0%	0.0%	0.0%

Outbound commentary

Target 90% complete in 5 hours - 94.5%
Target 95% complete in 10 hours 98.2%

10 to 24 hours

56 extracts on 20/01/2025 Inclusion day demand

24 to 48 hours

Delayed extracts

57 extracts on 20/01/2024 Inclusion day demand

	Nov-24	Dec-24	Jan-25
Total Extracts	2917	2707	3177
Complete same day	98.0%	98.0%	98.0%
Delayed	2.0%	2.0%	2.0%

SLA breach by 6pm on 2nd working day

	Nov-24	Dec-24	Jan-25
Inclusion date	19/11/2024	17/12/2024	20/01/2025
ALL Extracts completed	20/11/2024	18/12/2024	21/01/2025
Completed in (working days)	1	1	1

SLA

All extracts completed by 16:27 on 21/01/2025



Thank You
Questions?

