

SUS+ Service Summary Report

Reporting Month - January-2026



Management Summary

Business Activity

- ◆ 17,976 interchanges processed - comprising 248 million records.
- ◆ 2,433 extracts processed - comprising 541 million records.
- ◆ -

Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 21/01/2026 (1 whole working day)
- ◆ -

Lowlights

- ◆ -
- ◆ -

Key activities over the next 3 months

- ◆ -
- ◆ -

CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 52, CDS6.2.0 - 76, CDS6.3.1 - 164 (56%)
- ◆ 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	6	6	0	0
Totals	6	6	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	23	20	0	10
Totals	23	20	0	10

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	3	0
Extracts	2	4	0
Inbound Processing	1	2	0
Outbound Processing	1	1	0
Other (SR1)	0	10	0
Totals	6	20	0

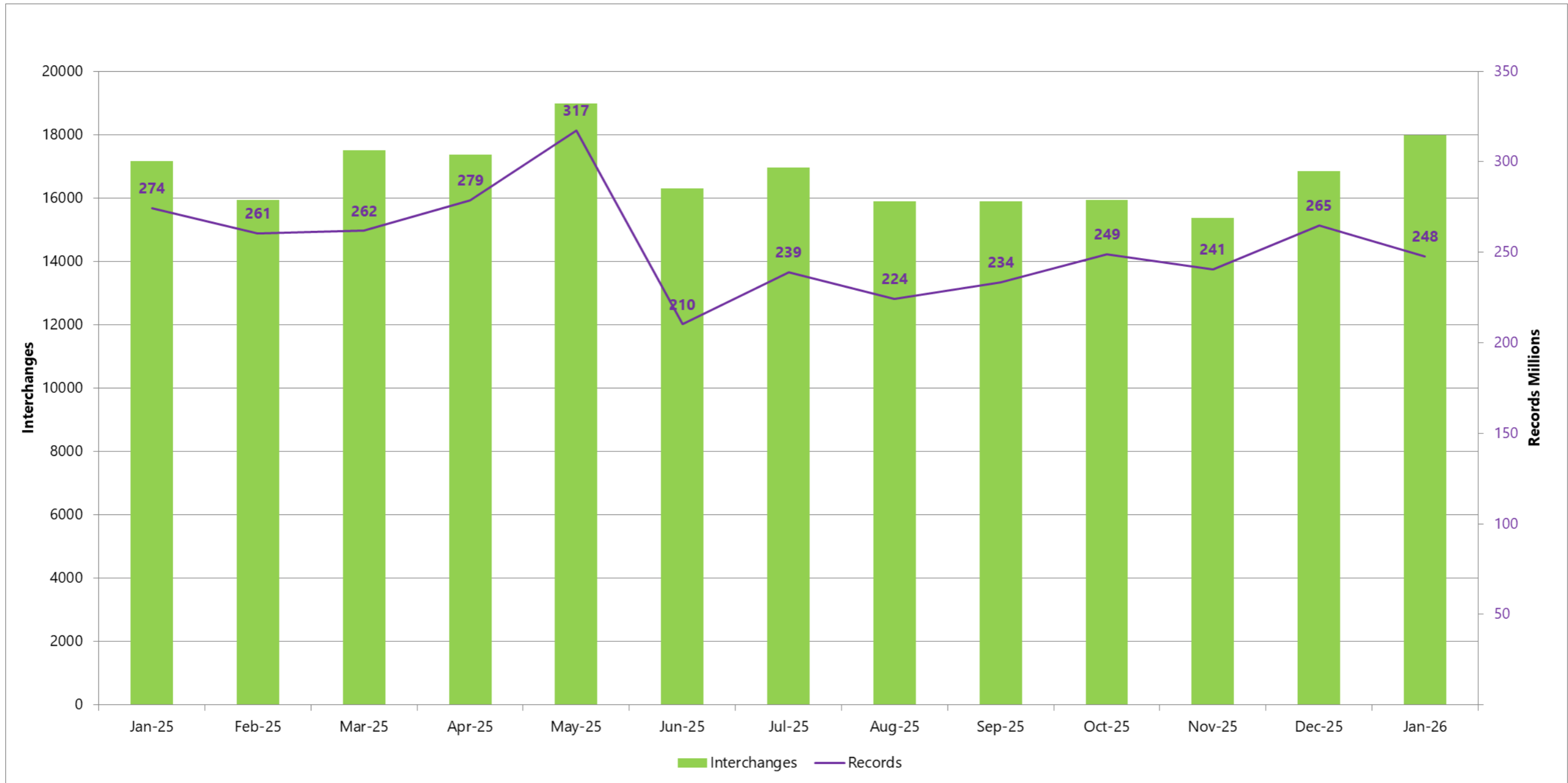
Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

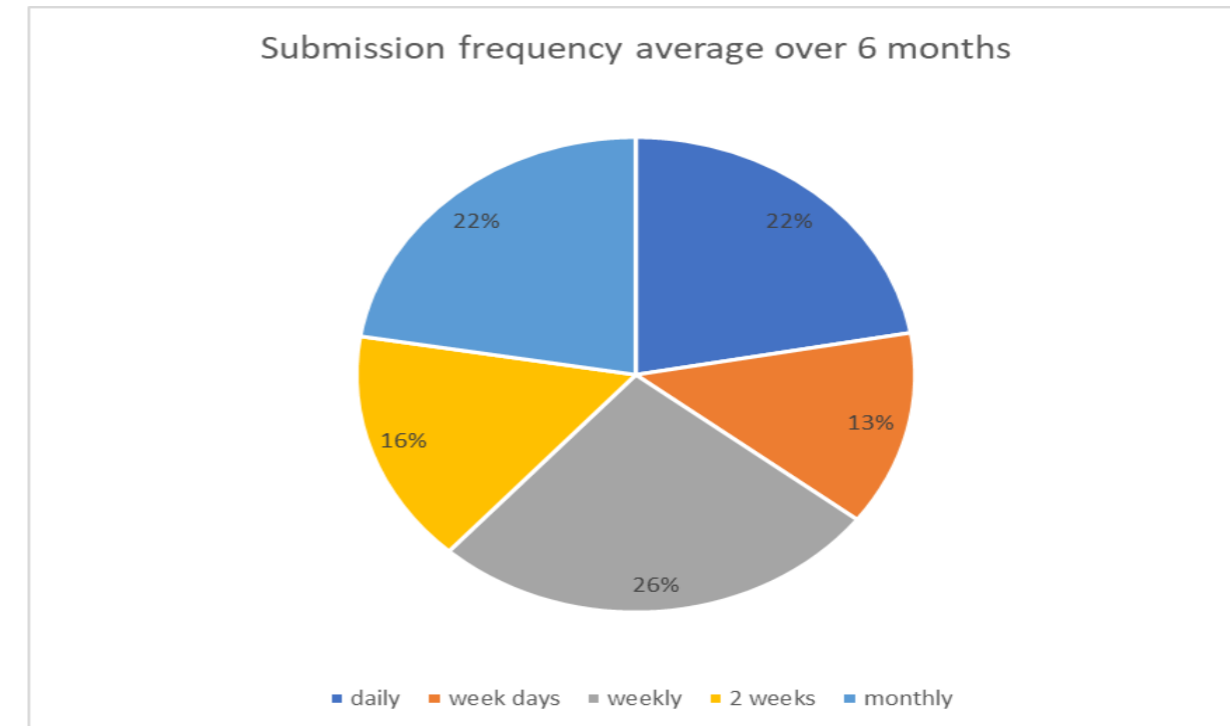
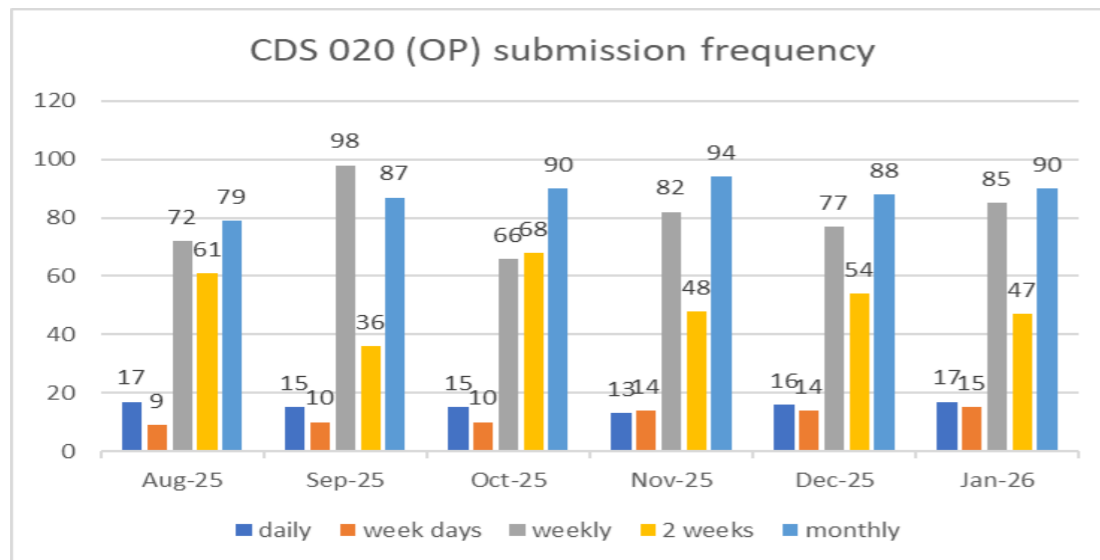
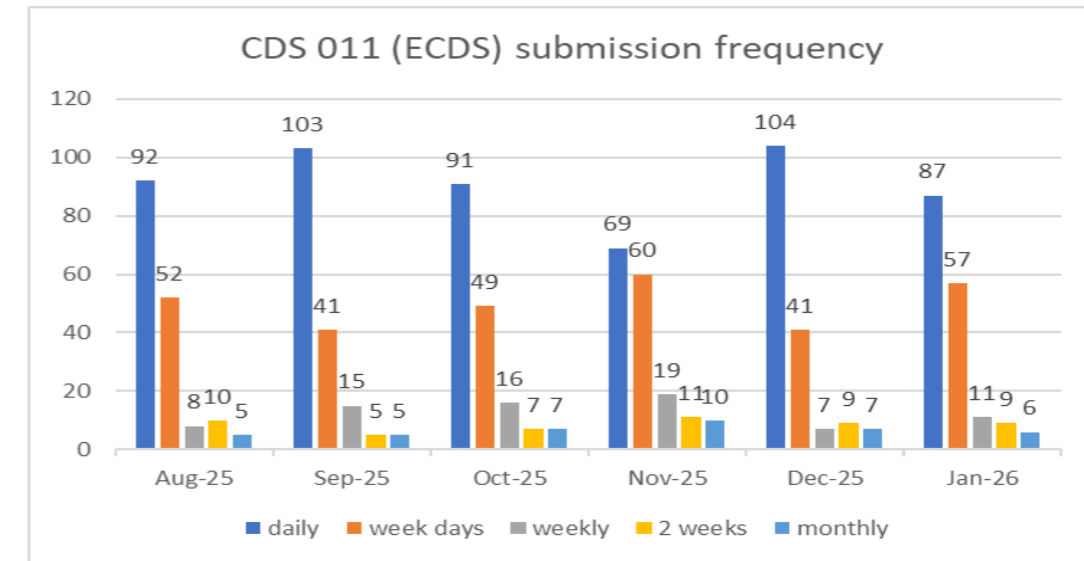
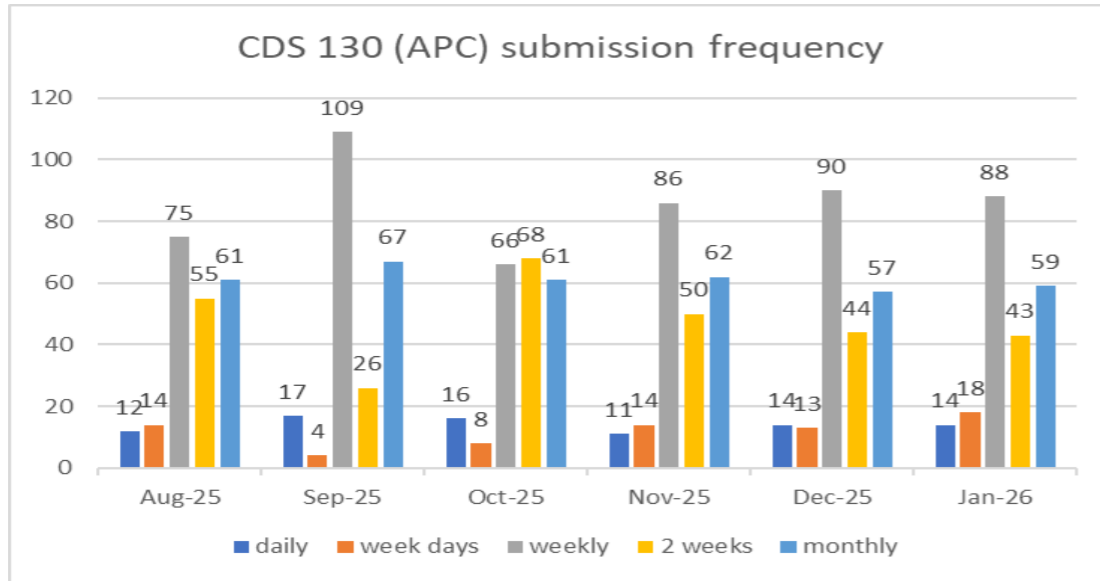
Interchange Errors

	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26
Rejections	236	151	226	133	150	138
Deadletters	2	2	0	1	2	1

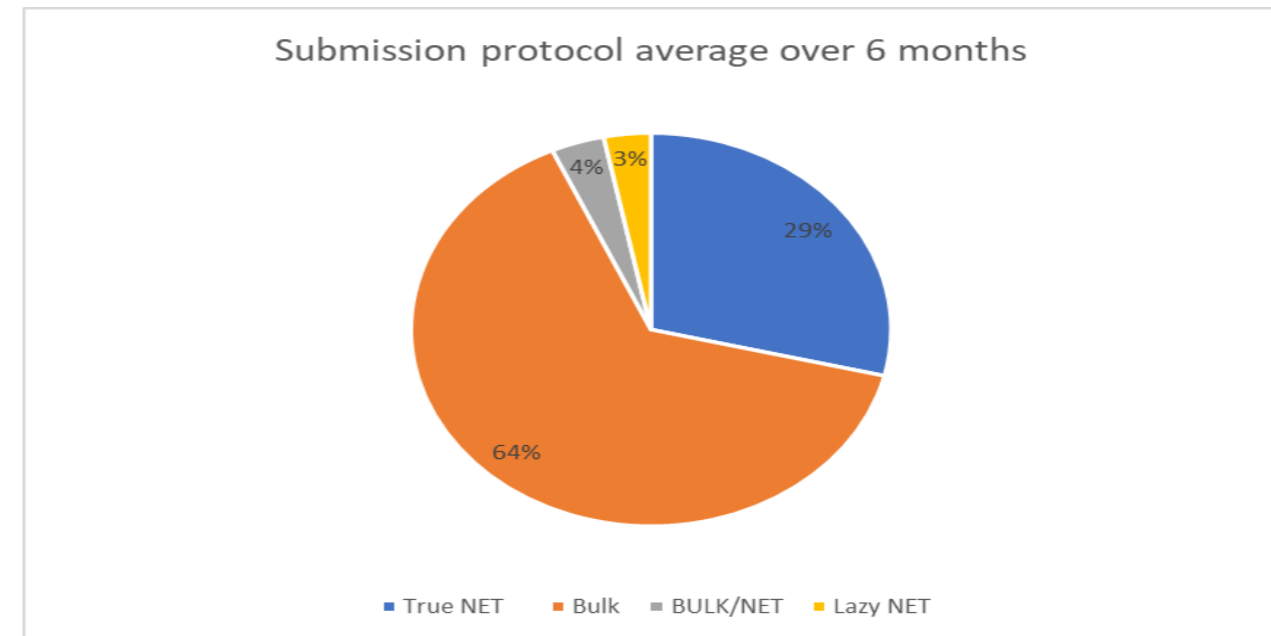
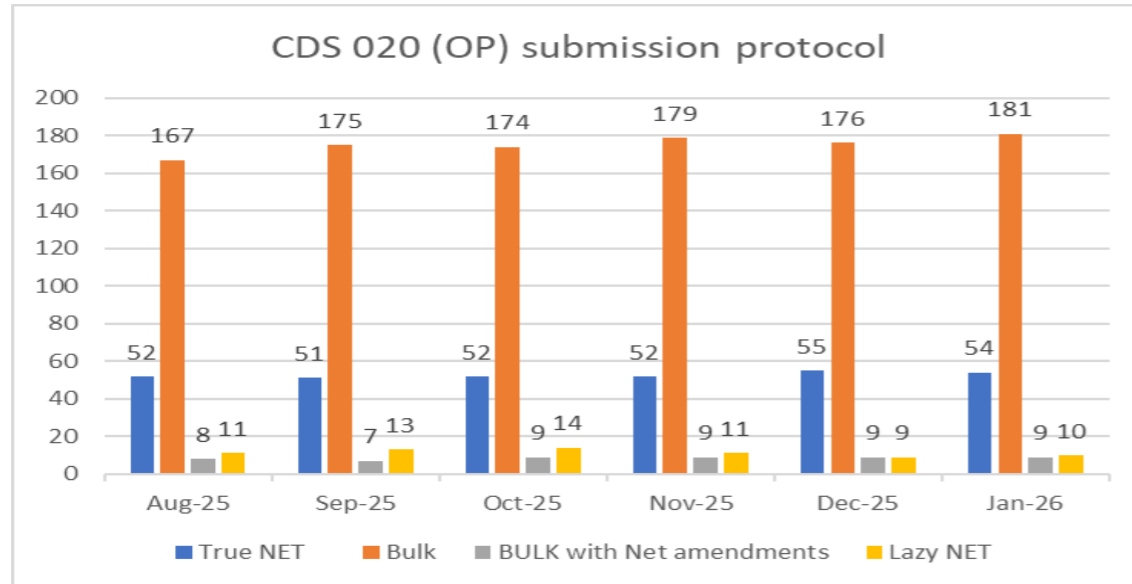
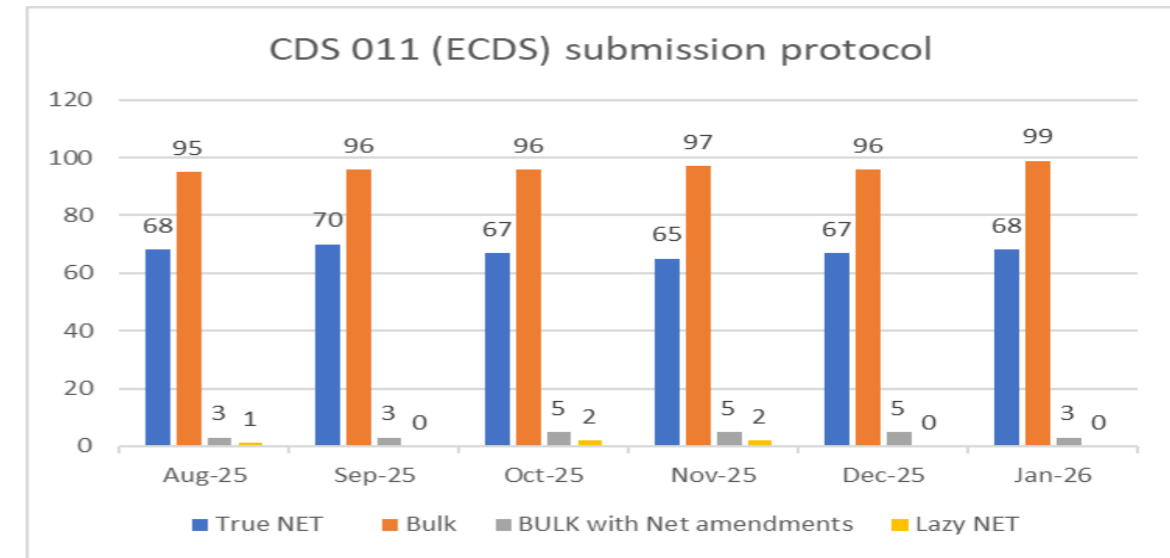
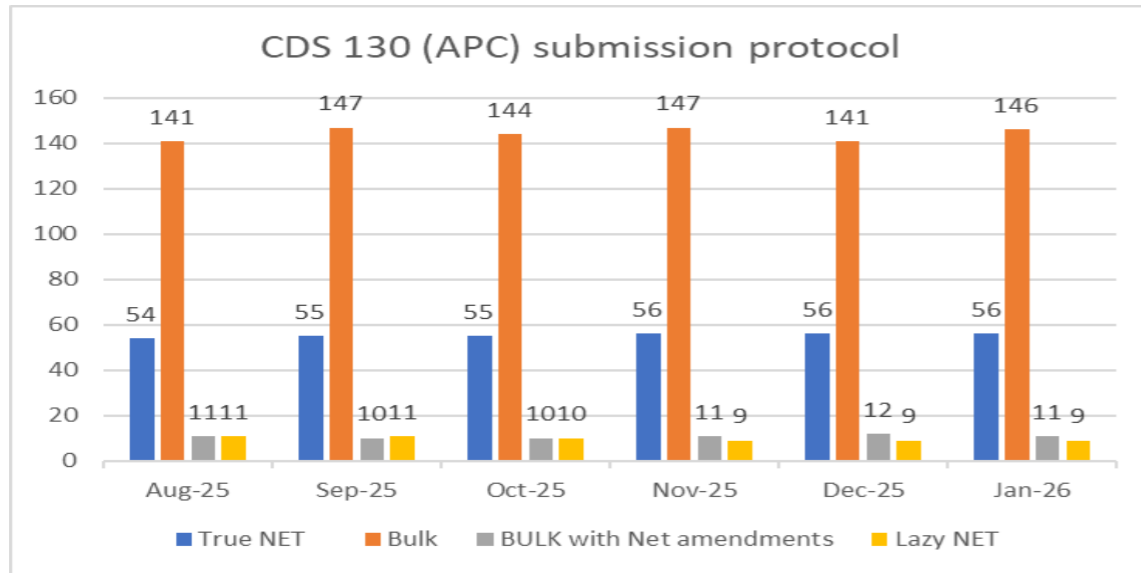
Data Submission - Rolling 13 Month View



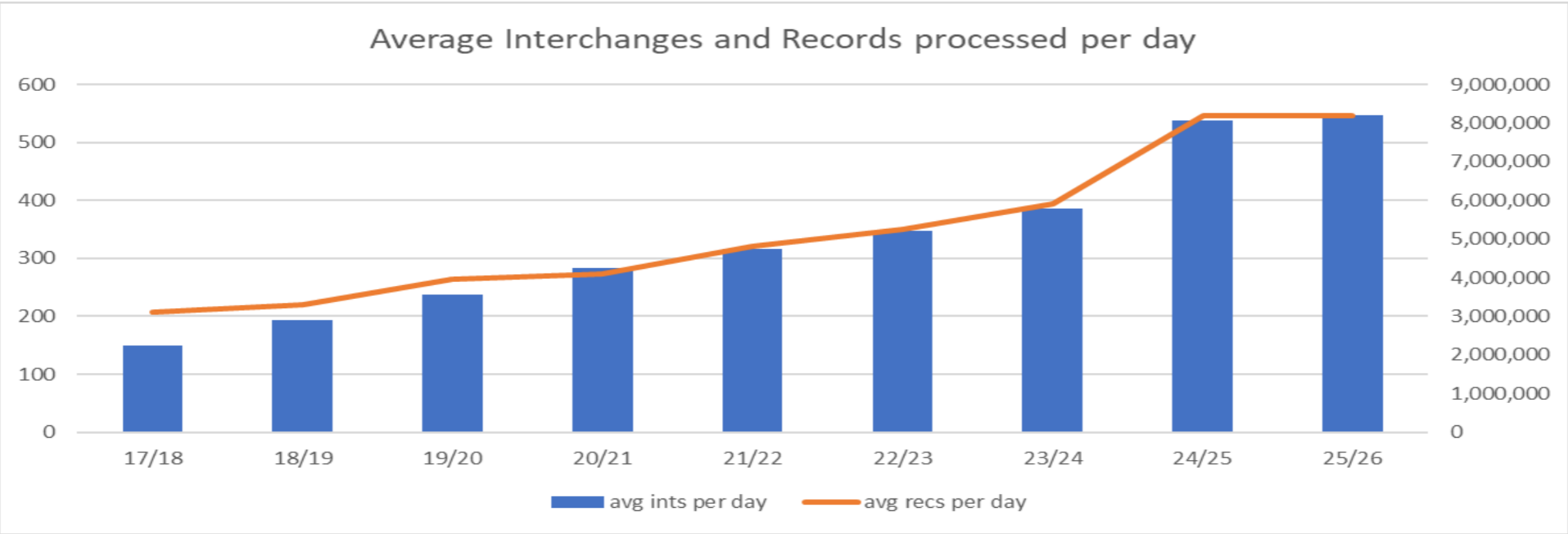
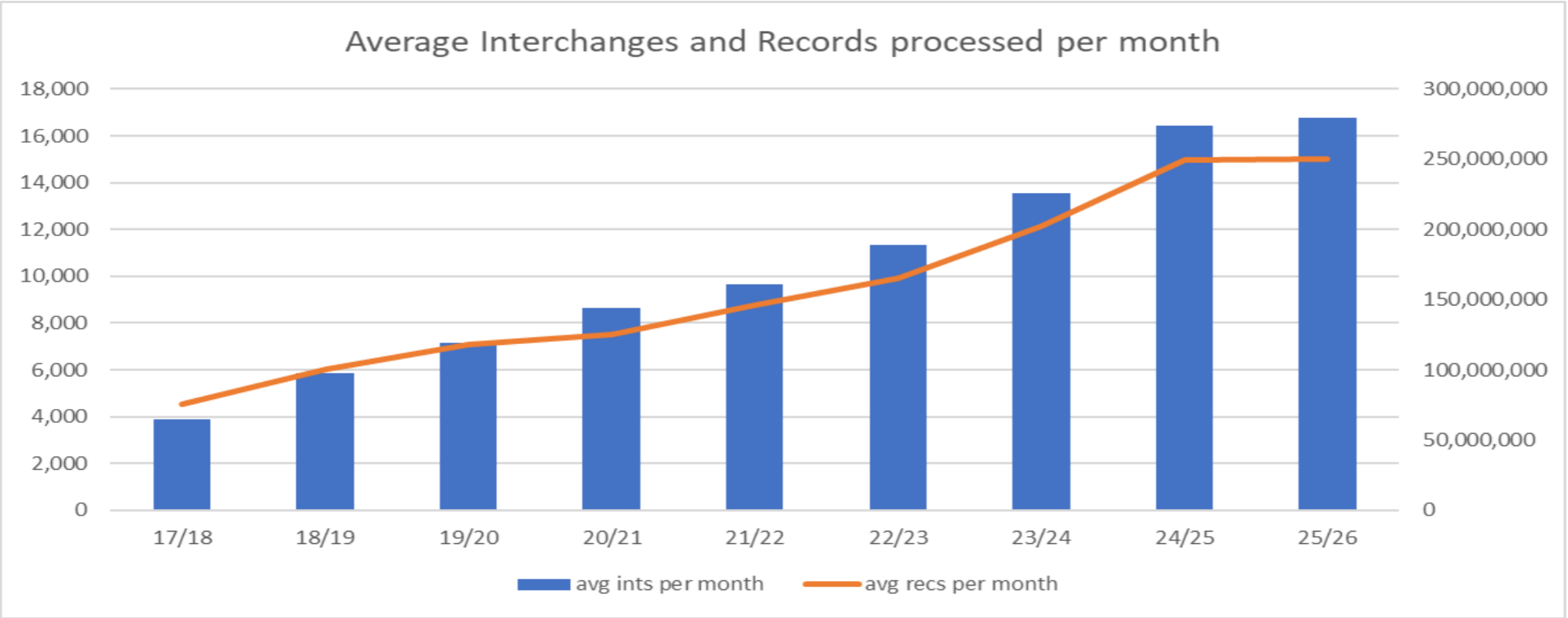
Data Submission - Frequency



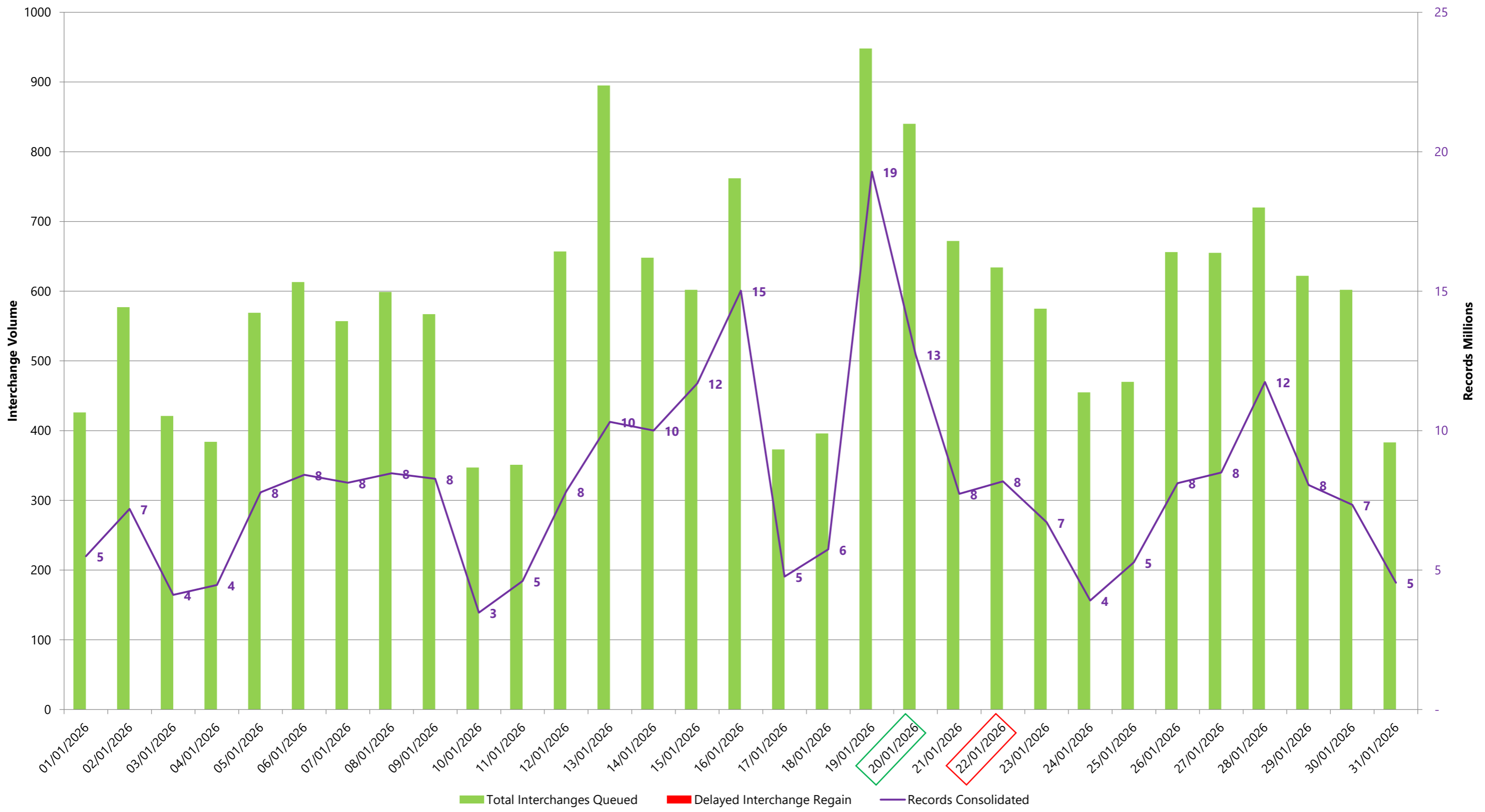
Data Submission - Protocol



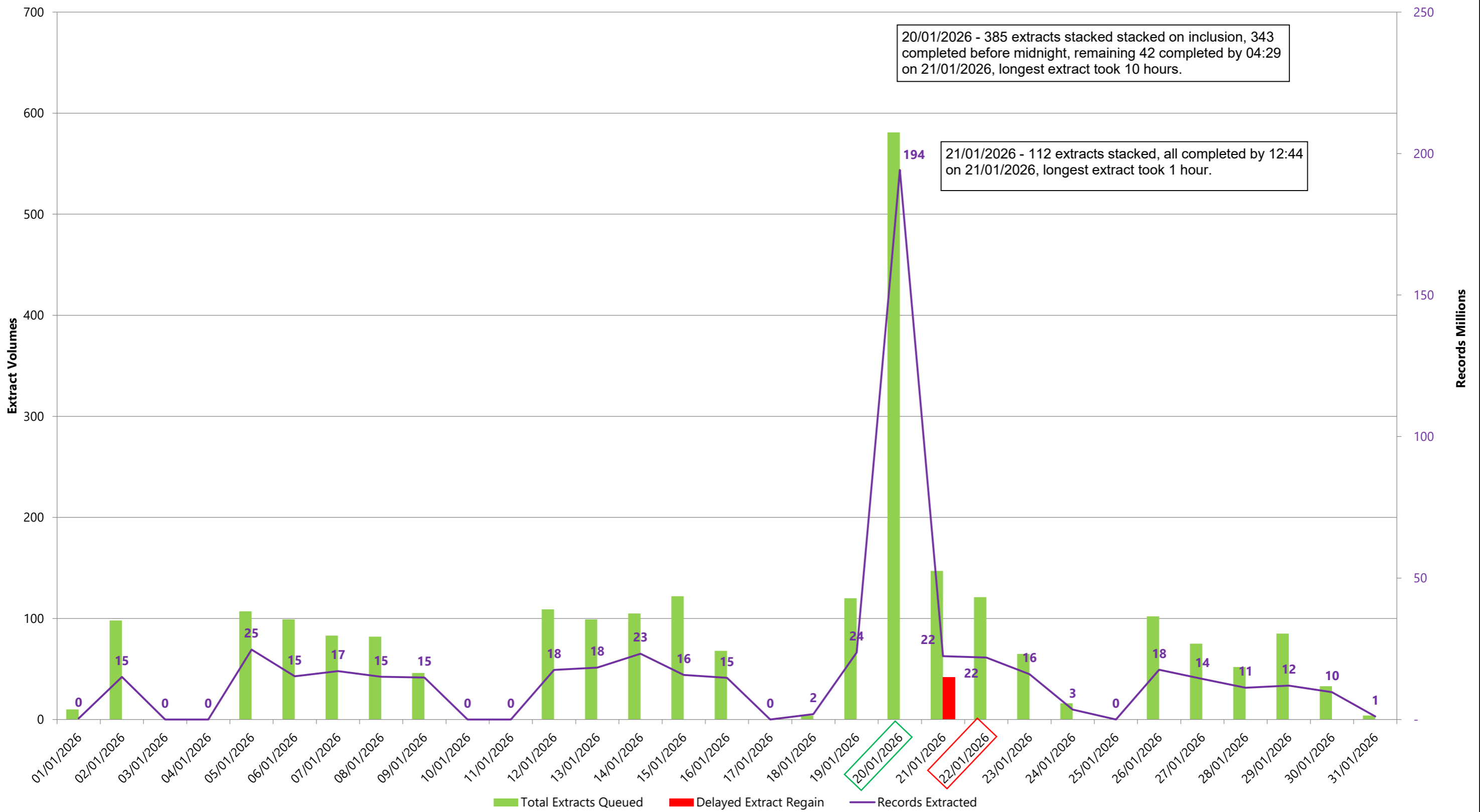
Submitted Data - Historic view



Performance - Inbound Processing Activity



Performance - Outbound Processing Activity



Inbound & Outbound Processing

Inbound Processing

	Nov-25	Dec-25	Jan-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 - 214 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

	Nov-25	Dec-25	Jan-26
0 to 5 hours	97.31%	98.40%	98.23%
5 to 10 hours	2.52%	1.48%	1.69%
10 to 24 hours	0.16%	0.12%	0.08%
24 to 48 hours	0.00%	0.00%	0.00%

Outbound commentary

Target 90% complete in 5 hours - 98.40%
Target 95% complete in 10 hours - 99.88%

10 to 24 hours

2 extracts on 20/01/2026 Inclusion day demand

24 to 48 hours

Delayed extracts

42 extracts on 20/01/2026 Inclusion day demand

SLA

All extracts completed by 12:44 on 21/01/2026

	Nov-25	Dec-25	Jan-26
Total Extracts	2484	2432	2433
Complete same day	99.0%	98.0%	98.0%
Delayed	1.0%	2.0%	2.0%

SLA breach by 6pm on 2nd working day

	Nov-25	Dec-25	Jan-26
Inclusion date	19/11/2025	16/12/2025	20/01/2026
ALL Extracts completed	20/11/2025	17/12/2025	21/01/2026
Completed in (working days)	1	1	1



Thank You
Questions?

