

# SUS+ Service Summary Report

## Reporting Month - July-2025



# Management Summary

## Business Activity

- ◆ 16,968 interchanges processed - comprising 239 million records.
- ◆ 2,597 extracts processed - comprising 394 million records.
- ◆ -

## Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 18/07/2025 (1 whole working day)
- ◆ -

## Lowlights

- ◆ -
- ◆ -

## Key activities over the next 3 months

- ◆ -
- ◆ -

## CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 59, CDS6.2.0 - 77, CDS6.3.1 - 142 (51%)
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 91, ECDSv4 - 80 (47%)

## 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	7	7	0	0
Totals	7	7	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	24	18	0	4
Totals	24	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	3	3	0
Inbound Processing	2	2	0
Outbound Processing	1	1	0
Other (SR1, SAR, FDF, UDAL etc.)	0	4	0
Totals	7	18	0

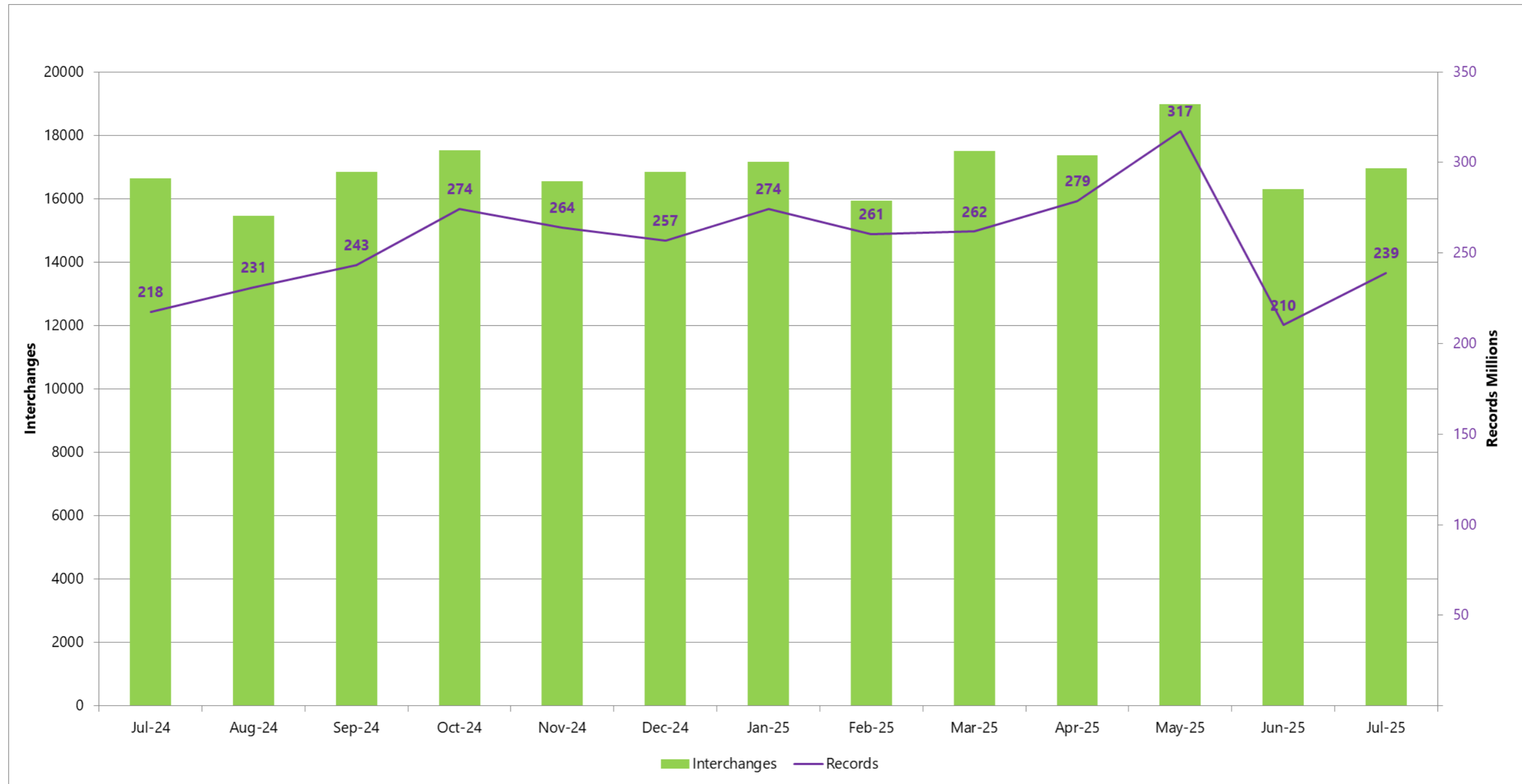
## Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

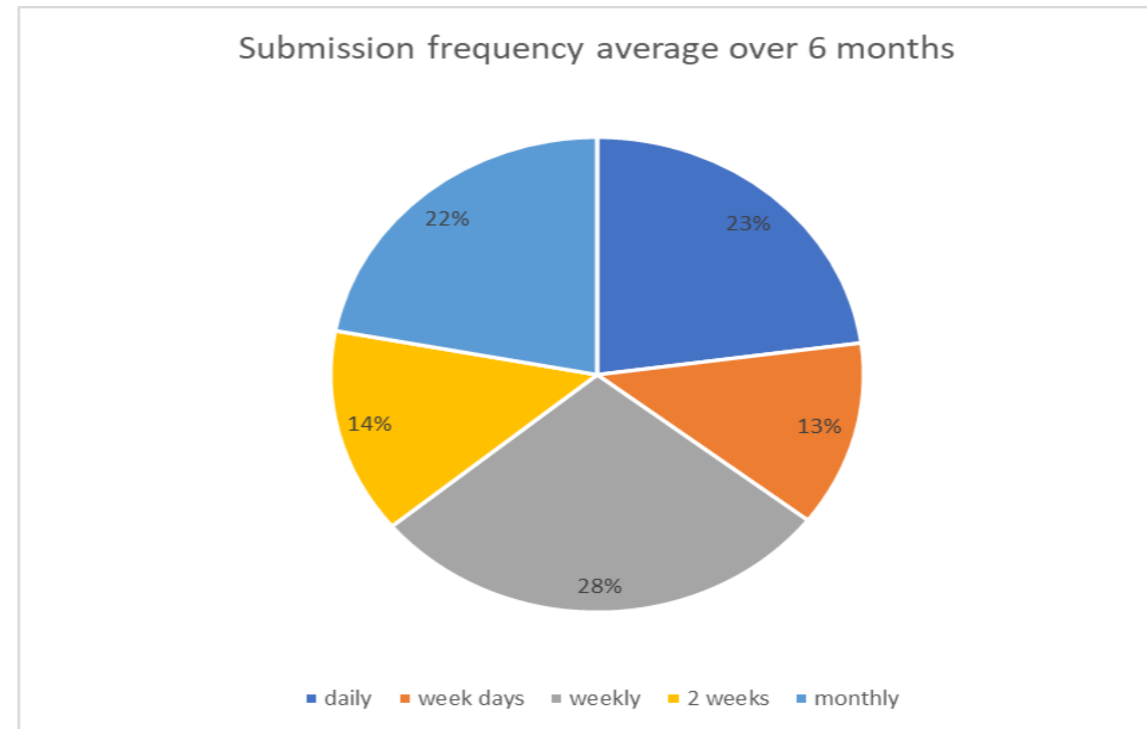
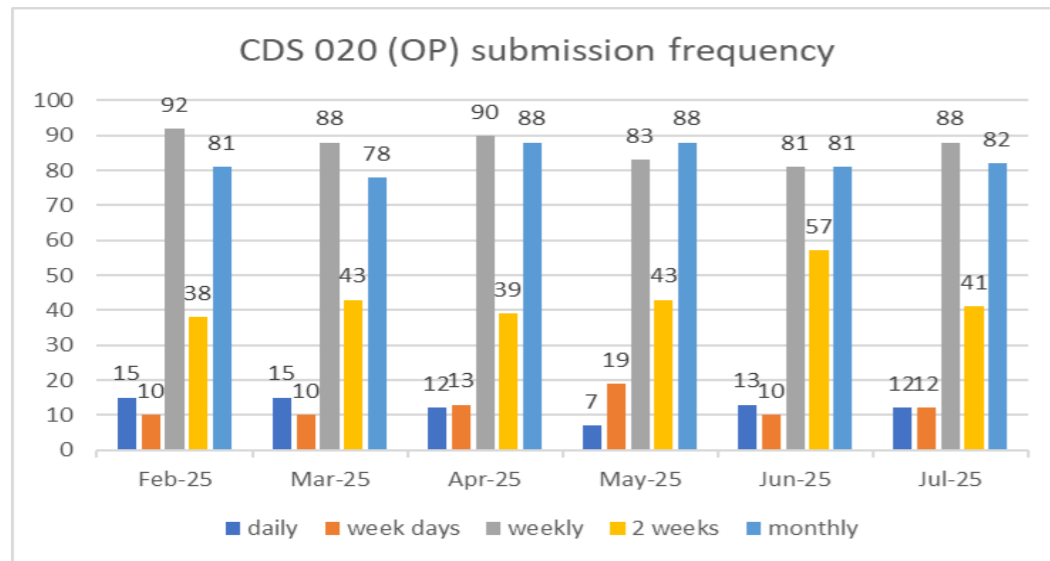
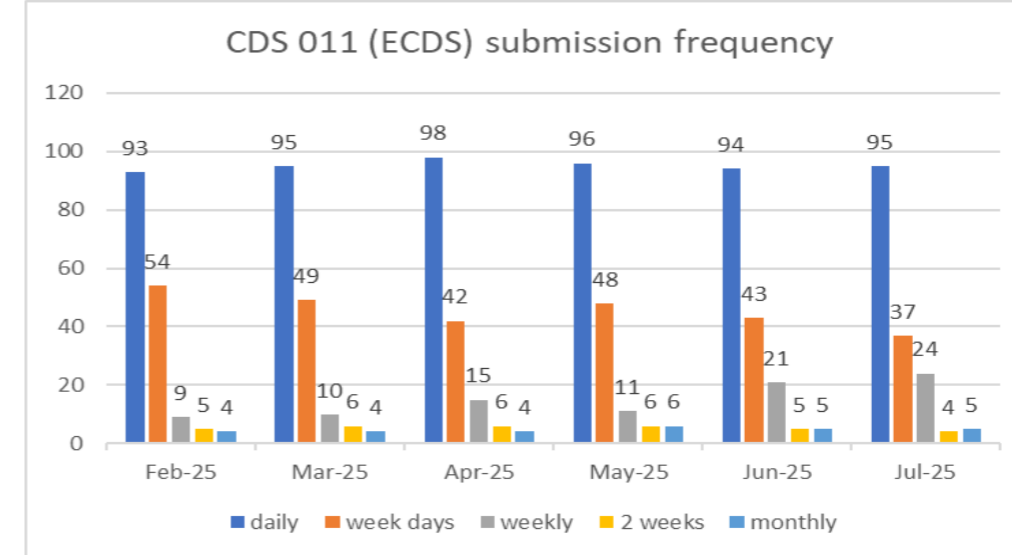
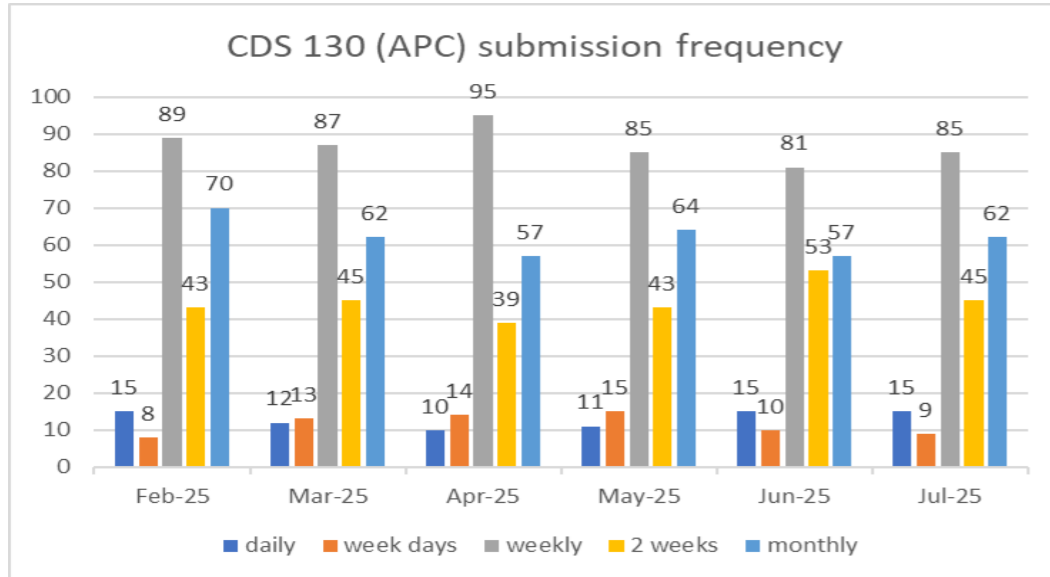
## Interchange Errors

	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25
Rejections	76	283	448	293	170	168
Deadletters	3	1	2	4	1	1

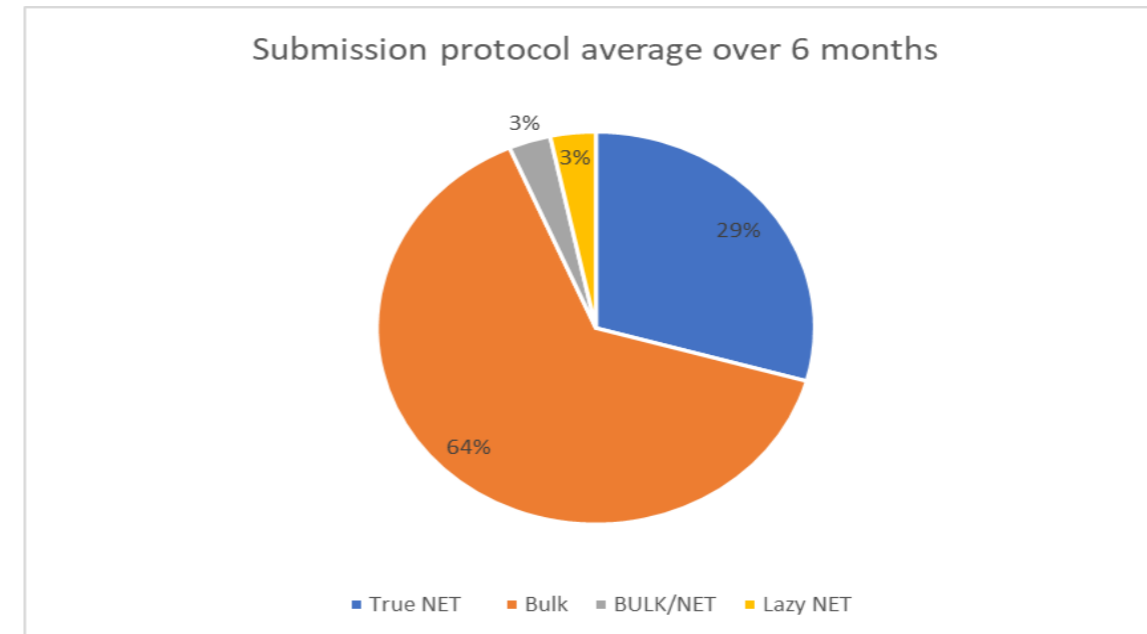
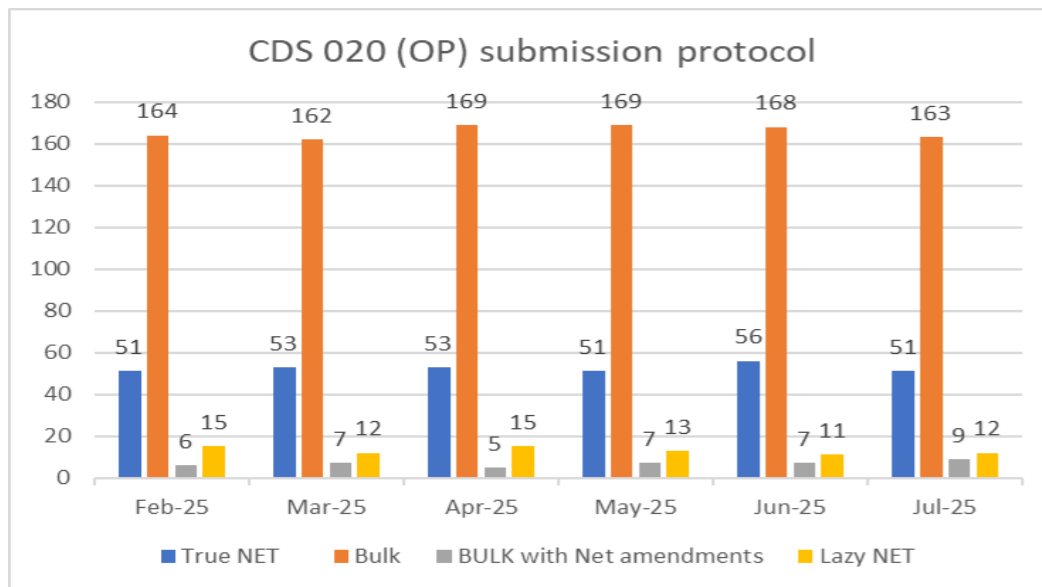
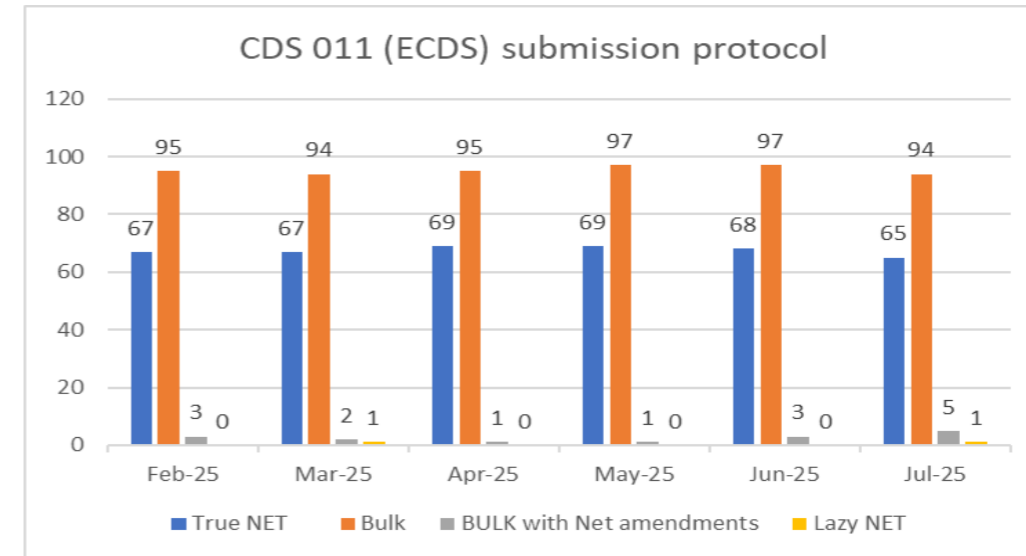
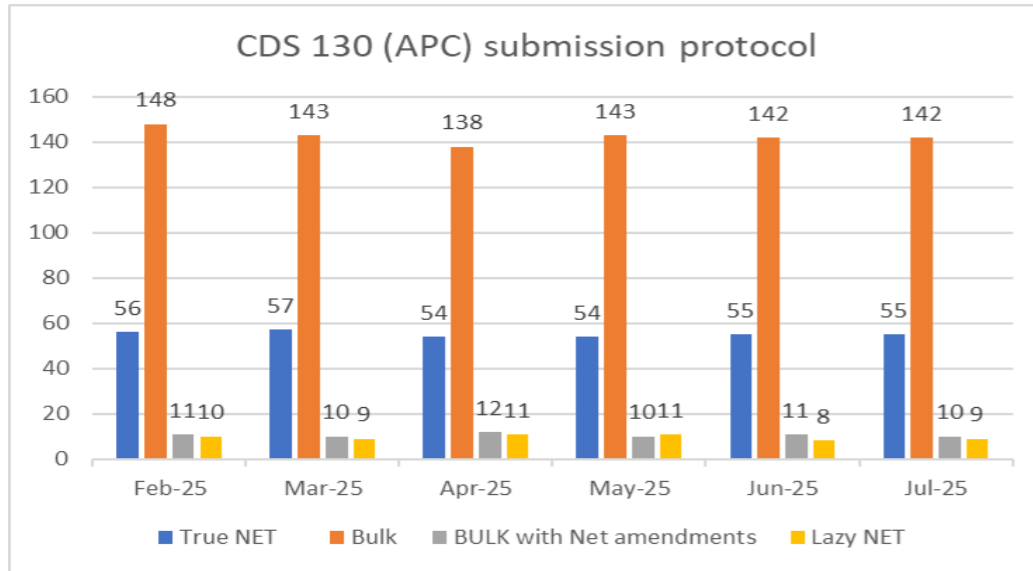
# Data Submission - Rolling 13 Month View



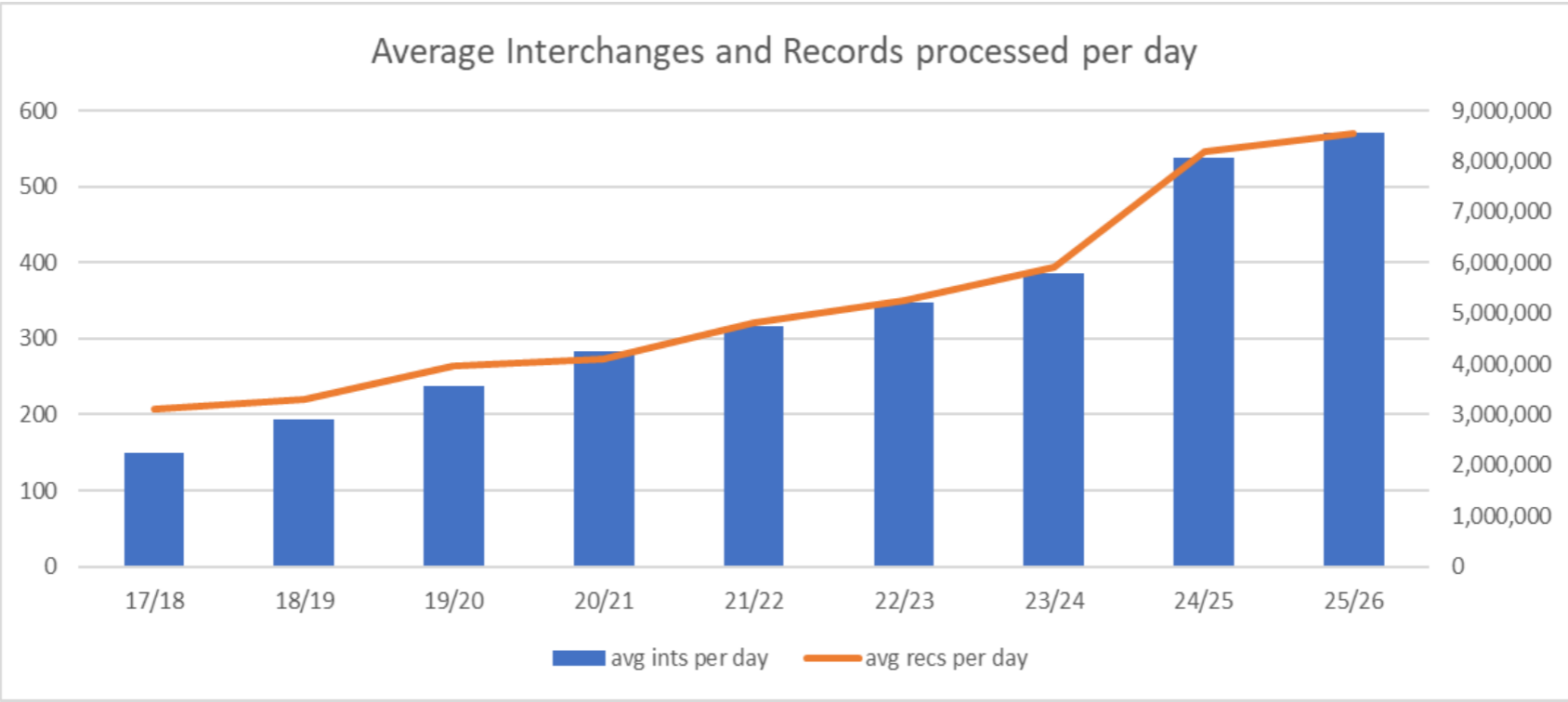
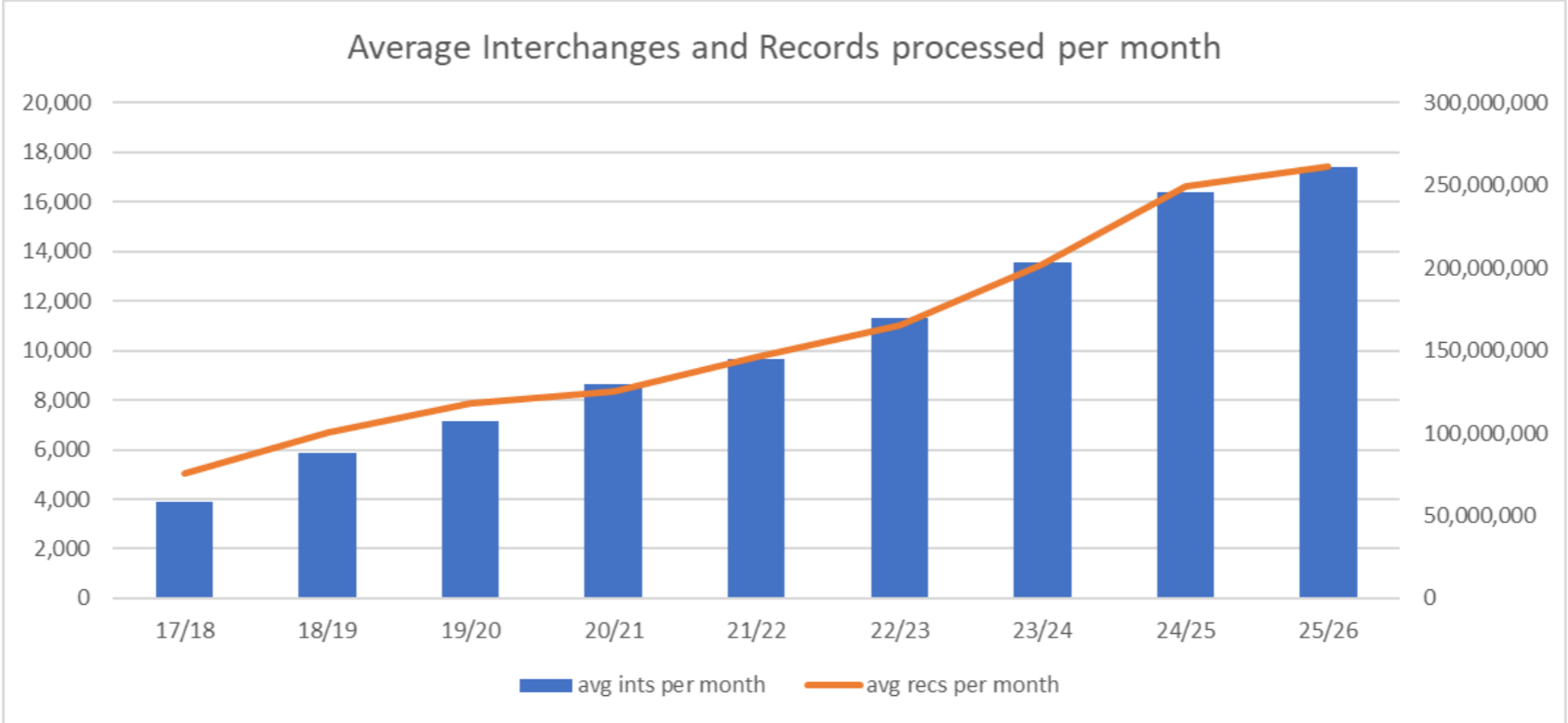
# Data Submission - Frequency



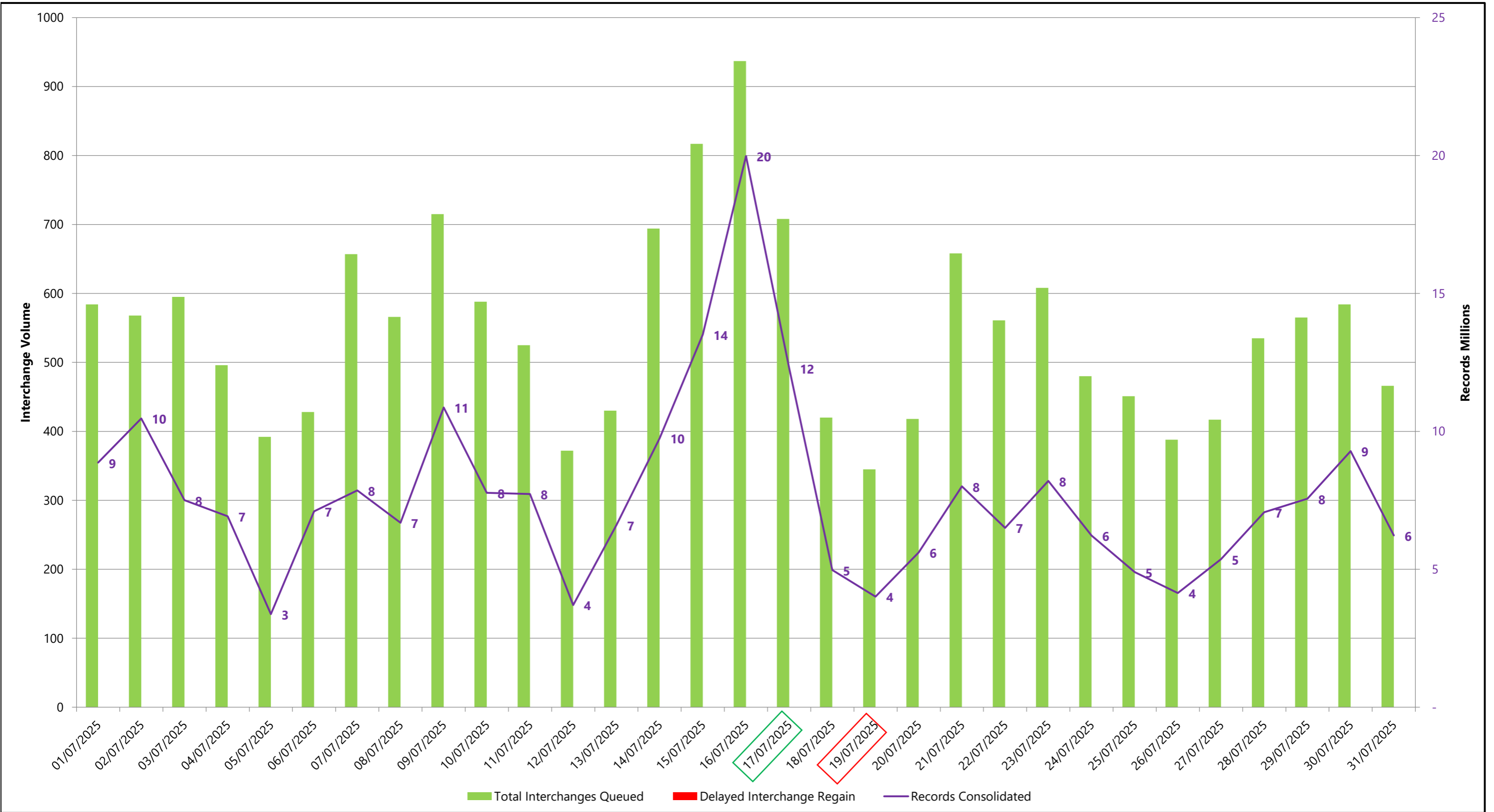
# Data Submission - Protocol



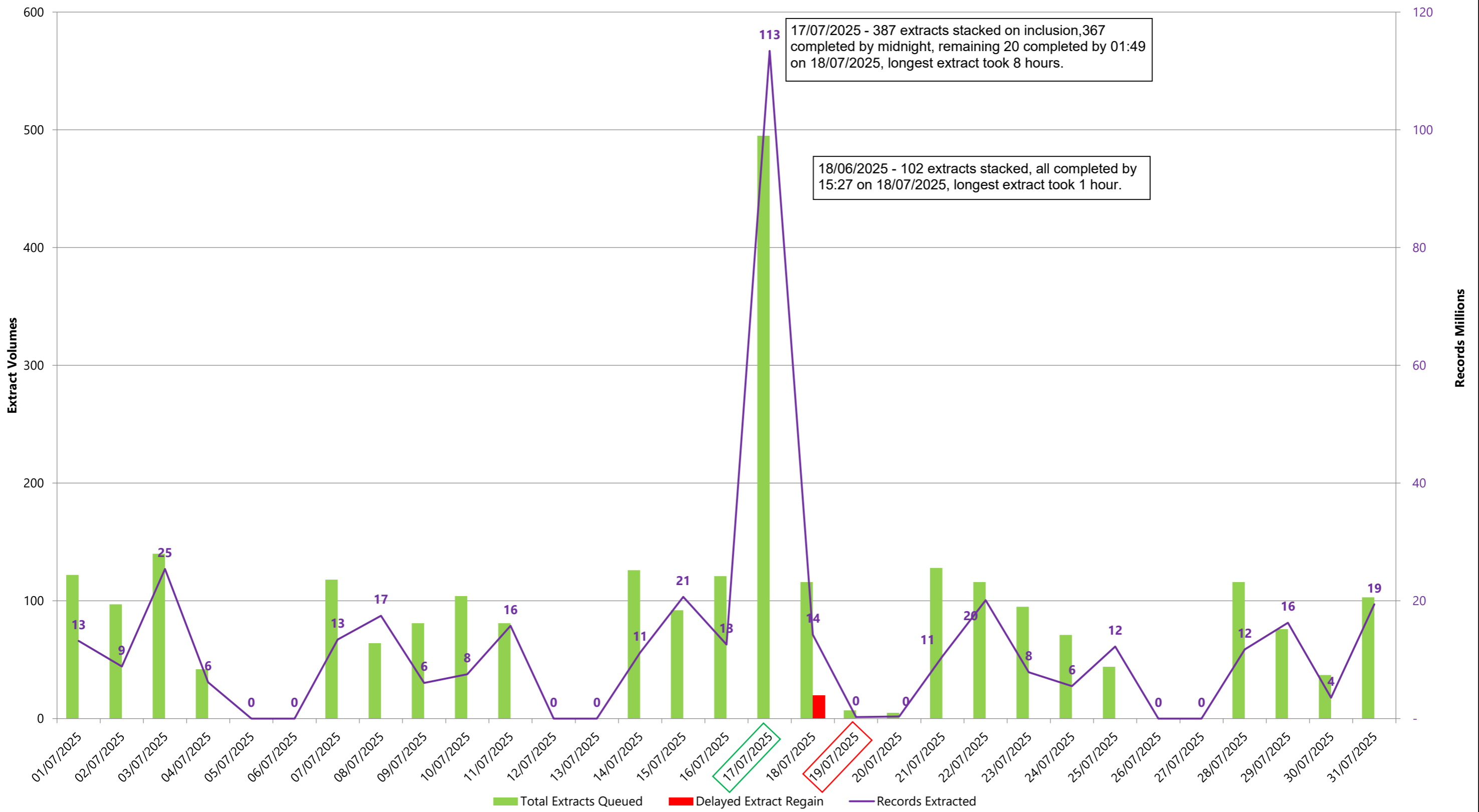
# Submitted Data - Historic view



# Performance - Inbound Processing Activity



# Performance - Outbound Processing Activity



# Inbound & Outbound Processing

## Inbound Processing

	May-25	Jun-25	Jul-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 - 160 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

	May-25	Jun-25	Jul-25
0 to 5 hours	90.02%	98.14%	97.07%
5 to 10 hours	5.33%	1.75%	2.93%
10 to 24 hours	4.65%	0.11%	0.00%
24 to 48 hours	0.00%	0.00%	0.00%

### Outbound commentary

**Target 90% complete in 5 hours - 97.07%**  
**Target 95% complete in 10 hours 100.00%**

**10 to 24 hours**

**24 to 48 hours**

#### Delayed extracts

20 extracts on 17/7/2025 Inclusion day demand

#### SLA

All extracts completed by 15:27 on 18/07/2025

	May-25	Jun-25	Jul-25
Total Extracts	3225	2683	2577
Complete same day	97.0%	98.0%	99.0%
Delayed	3.0%	2.0%	1.0%

SLA breach by 6pm on 2nd working day

	May-25	Jun-25	Jul-25
Inclusion date	20/05/2025	18/06/2025	17/07/2025
ALL Extracts completed	21/05/2025	19/06/2025	18/07/2025
Completed in (working days)	1	1	1



**Thank You**  
**Questions?**

