

SUS+ Service Summary Report

Reporting Month - March-2026



Management Summary

Business Activity

- ◆ 17,138 interchanges processed - comprising 236 million records.
- ◆ 2,640 extracts processed - comprising 616 million records.
- ◆ -

Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 19/03/2026 (1 whole working day)
- ◆ -

Lowlights

- ◆ -
- ◆ -

Key activities over the next 3 months

- ◆ -
- ◆ -

CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 46, CDS6.2.0 - 74, CDS6.3.1 - 173 (59%)
- ◆ 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	11	11	0	5
Totals	11	11	0	5

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	3	3	0
Extracts	2	2	0
Inbound Processing	1	1	0
Outbound Processing	0	0	0
Other (SR1)	0	5	0
Totals	6	11	0

Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

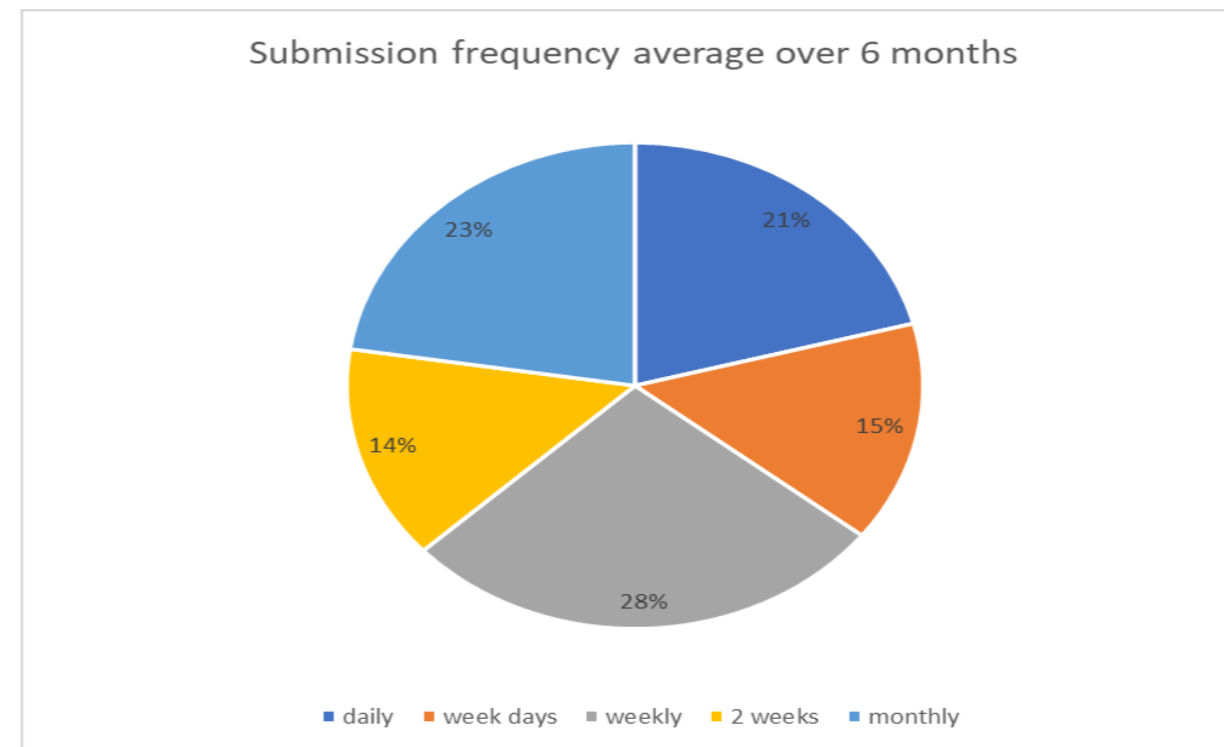
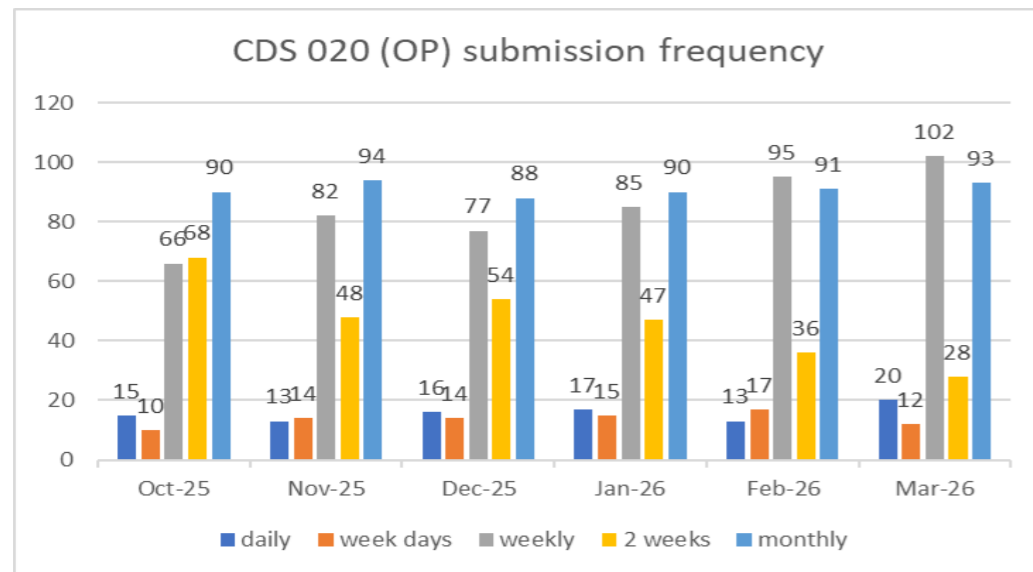
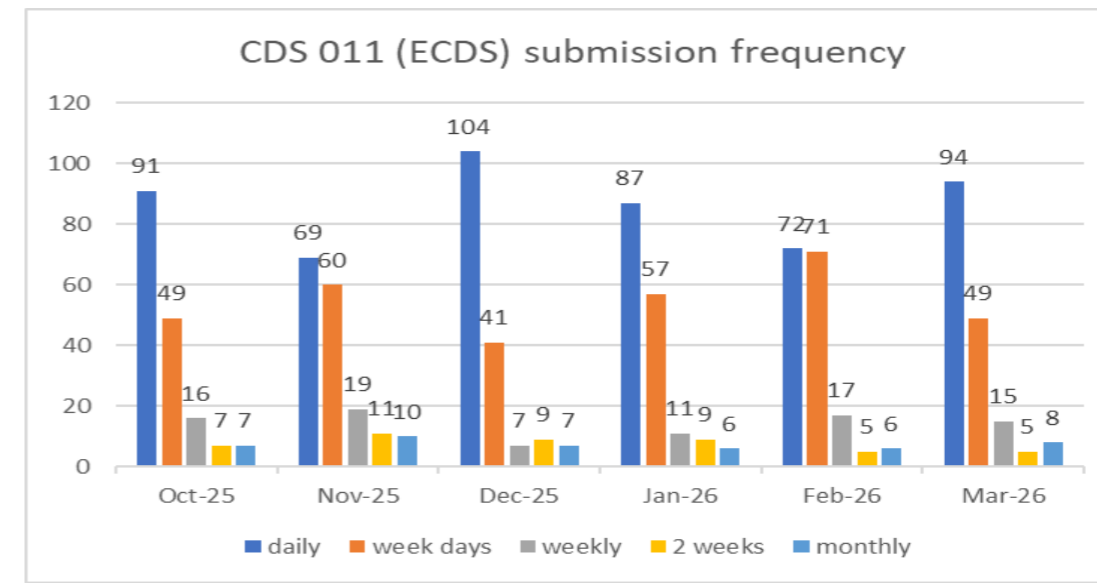
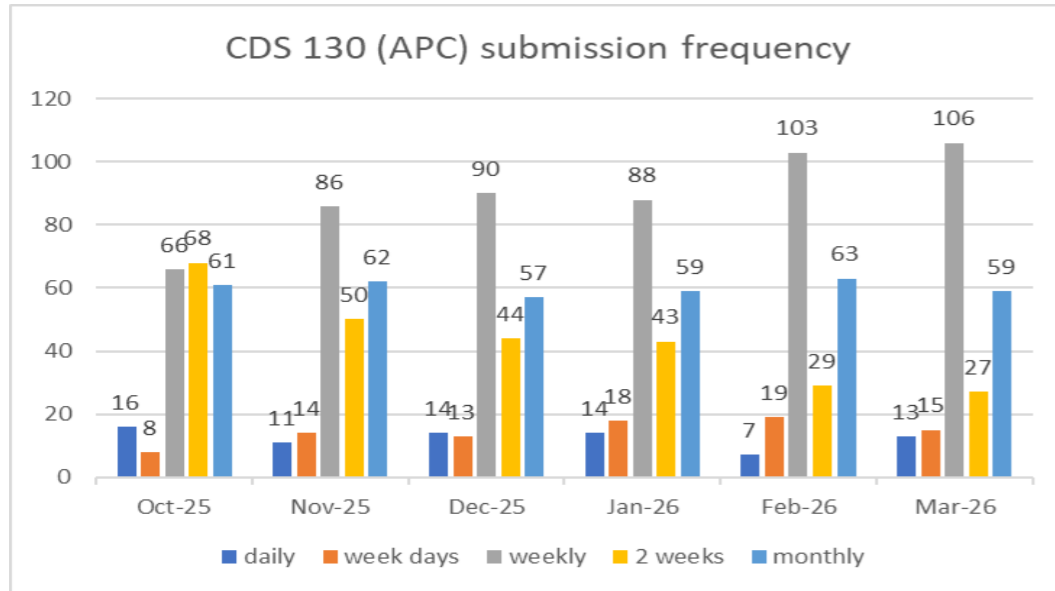
Interchange Errors

	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
Rejections	226	133	150	138	120	137
Deadletters	0	1	2	1	0	1

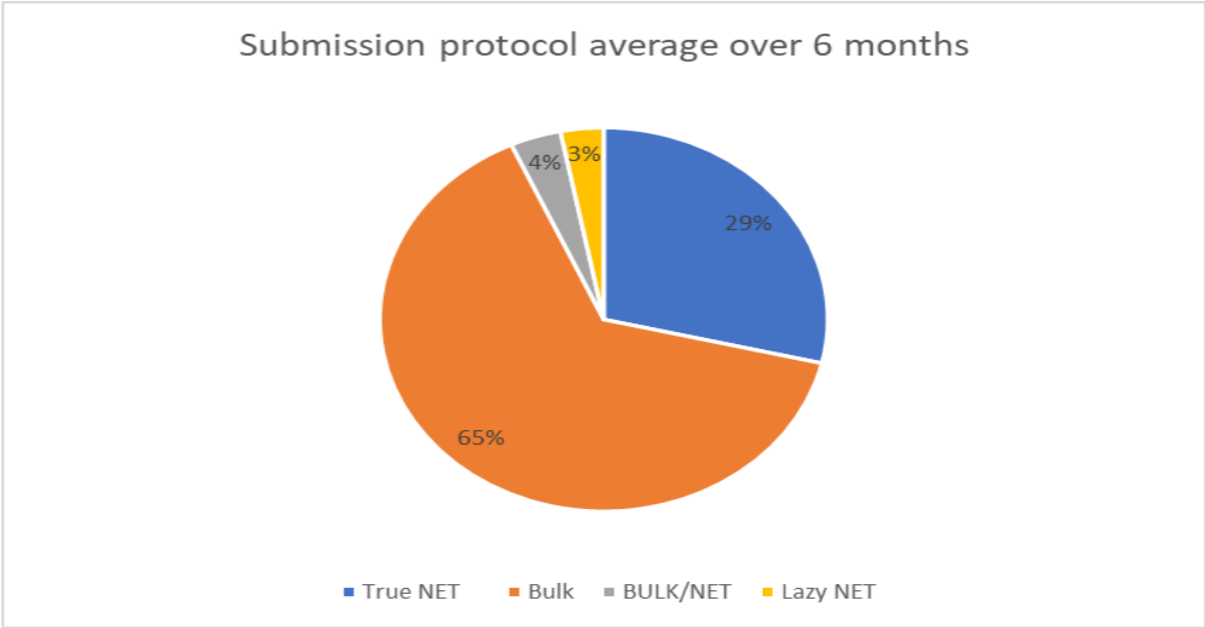
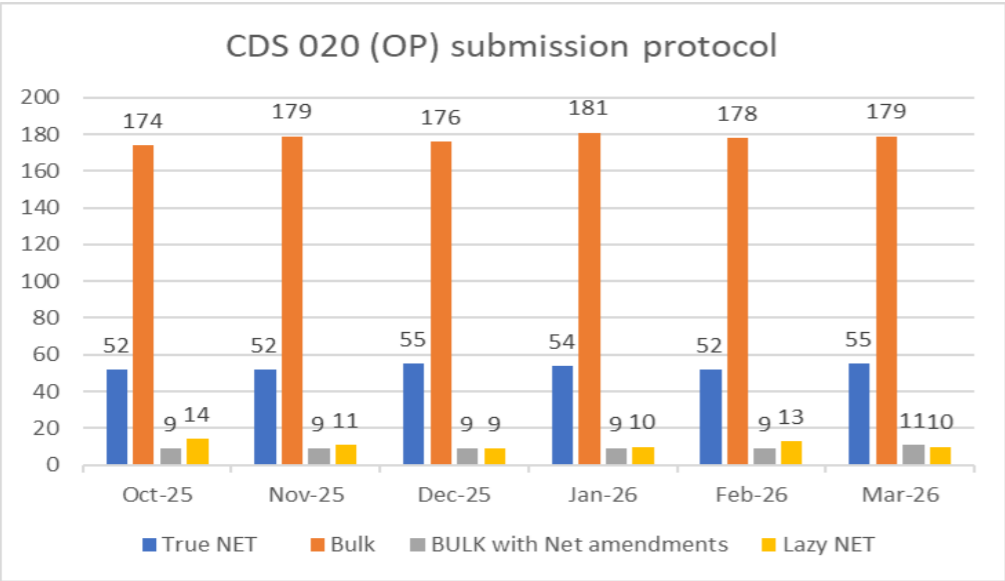
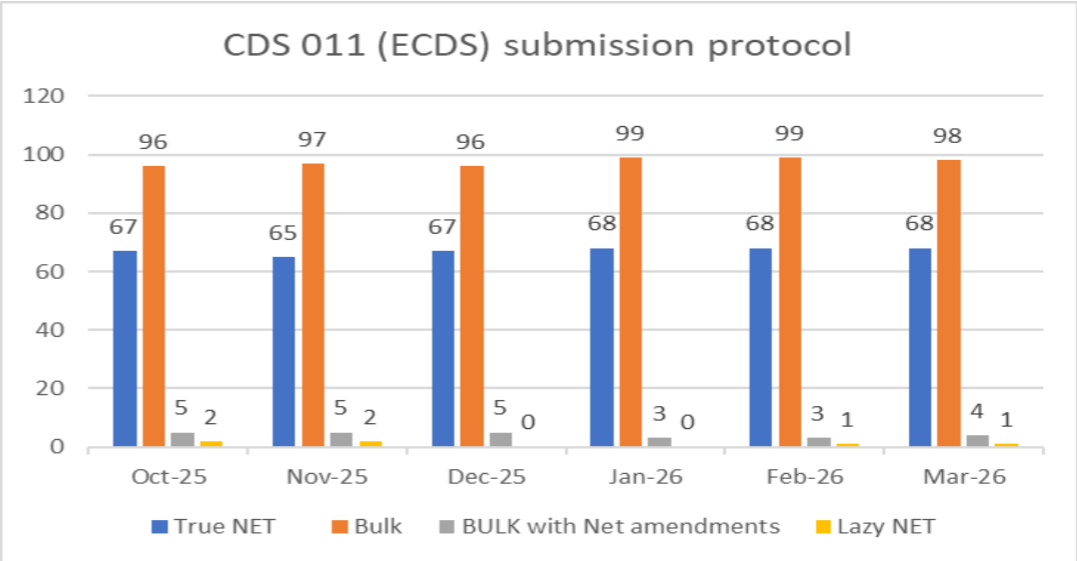
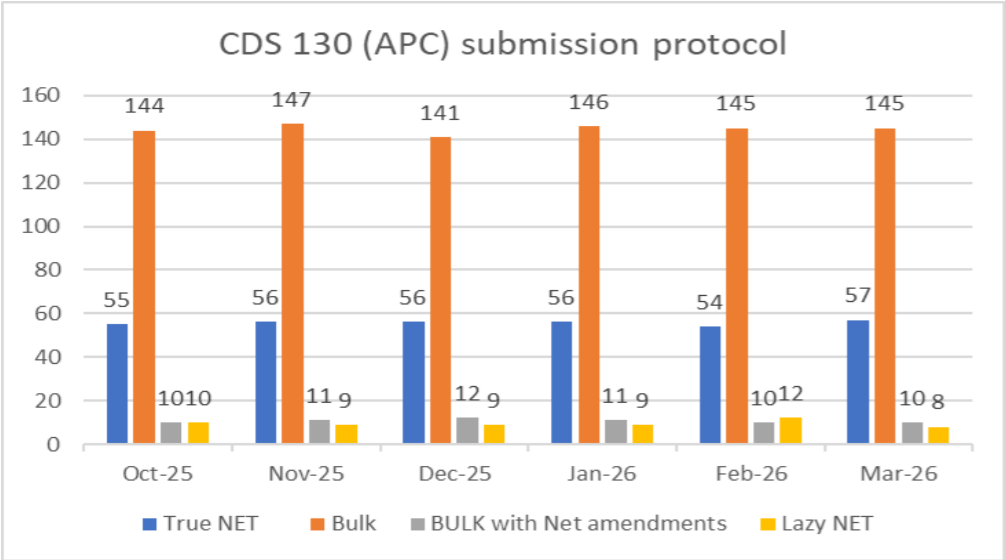
Data Submission - Rolling 13 Month View



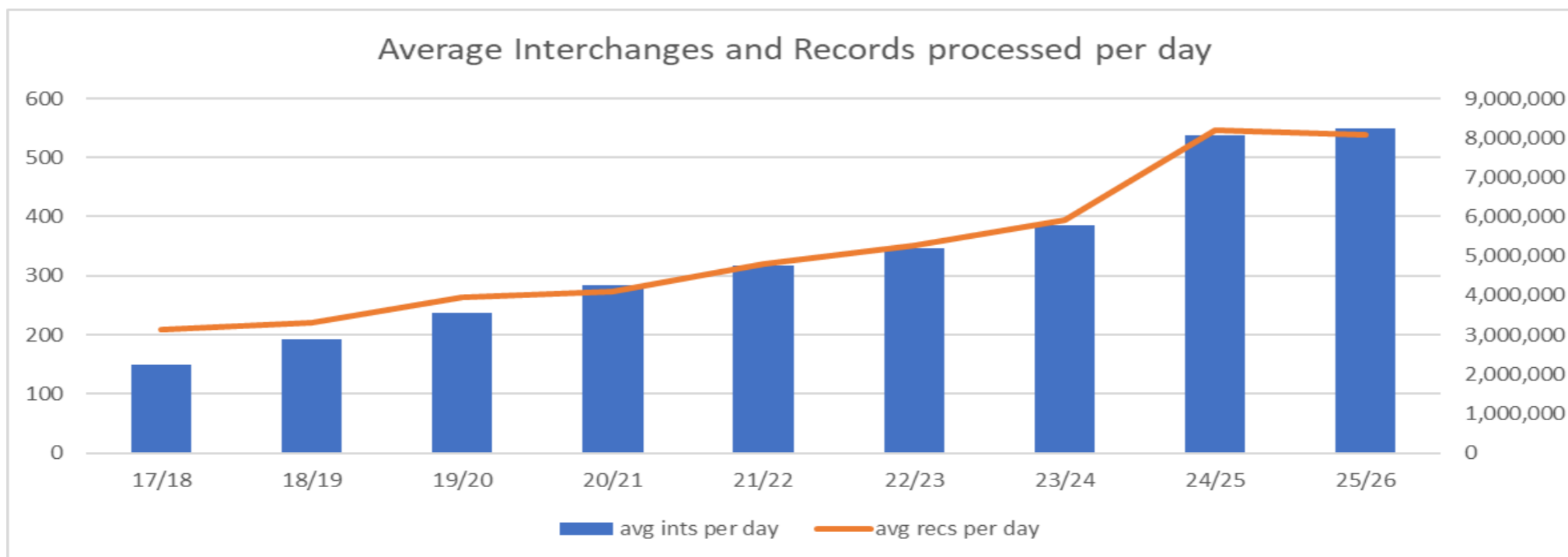
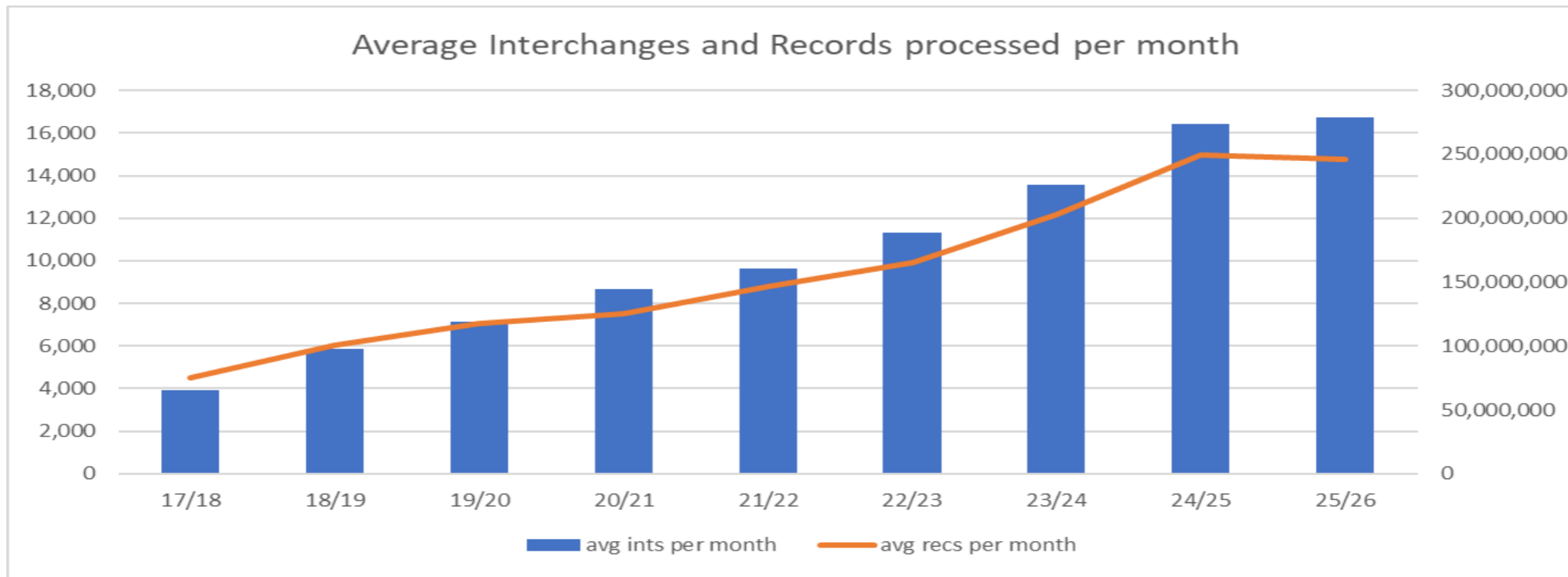
Data Submission - Frequency



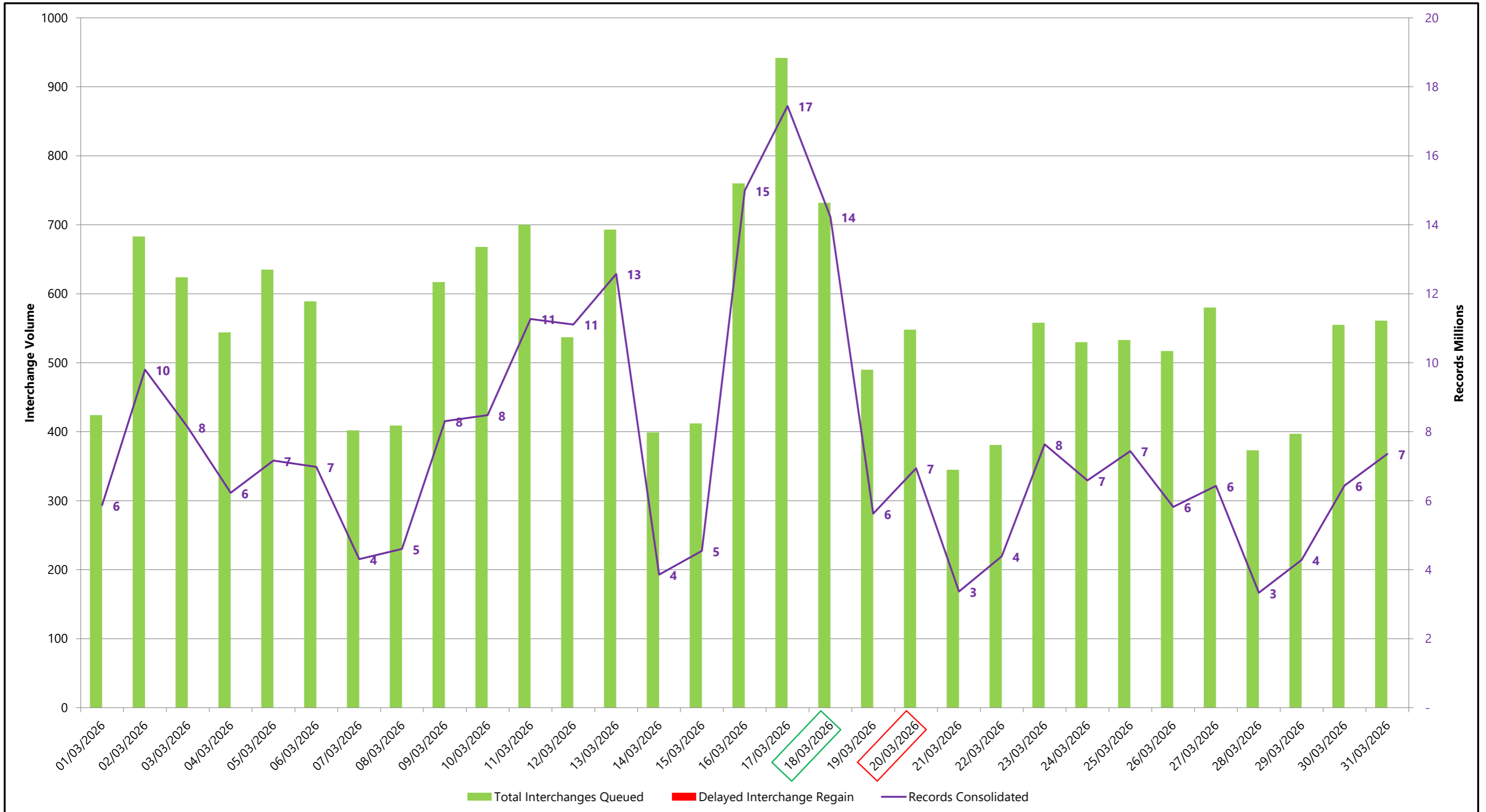
Data Submission - Protocol



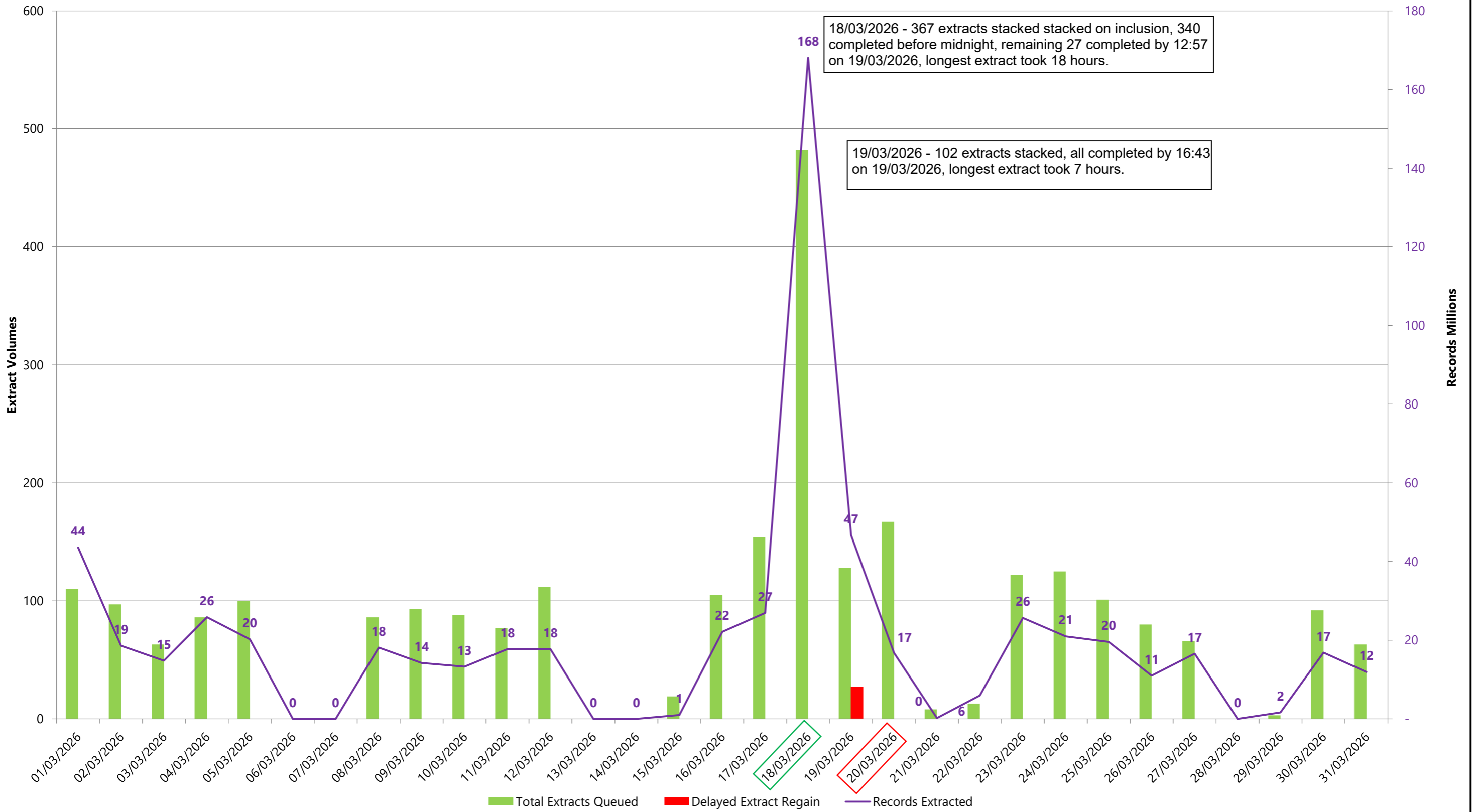
Submitted Data - Historic view



Performance - Inbound Processing Activity



Performance - Outbound Processing Activity



Inbound & Outbound Processing

Inbound Processing

	Jan-26	Feb-26	Mar-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 - 227 minutes
 Mean - 3 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

	Jan-26	Feb-26	Mar-26
0 to 5 hours	98.23%	98.51%	96.63%
5 to 10 hours	1.69%	1.40%	2.73%
10 to 24 hours	0.08%	0.09%	0.64%
24 to 48 hours	0.00%	0.00%	0.00%

Outbound commentary

Target 90% complete in 5 hours - 96.63%
Target 95% complete in 10 hours - 99.36%

10 to 24 hours

17 extracts on 18/03/2026 Inclusion day demand

24 to 48 hours

	Jan-26	Feb-26	Mar-26
Total Extracts	2433	2282	2640
Complete same day	98.0%	99.0%	99.0%
Delayed	2.0%	1.0%	1.0%

Delayed extracts

27 extracts on 18/03/2026 Inclusion day demand

SLA breach by 6pm on 2rd working day

	Jan-26	Feb-26	Mar-26
Inclusion date	20/01/2026	18/02/2026	18/03/2026
ALL Extracts completed	21/01/2026	19/02/2026	19/03/2026
Completed in (working days)	1	1	1

SLA

All extracts completed by 16:43 on 19/03/2026



Thank You
Questions?

