

SUS+ Service Summary Report

Reporting Month - May-2025



Management Summary

Business Activity

- ◆ 18,972 interchanges processed (New record) - comprising 317 million records (New record).
- ◆ 3,225 extracts processed - comprising 731 million records.
- ◆ 19/05/2025 - 1,126 interchanges processed (New record), comprising 25 million records (New record).

Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 21/05/2025 (1 whole working day)
- ◆ -

Lowlights

- ◆ -
- ◆ -

Key activities over the next 3 months

- ◆ -
- ◆ -

CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 61, CDS6.2.0 - 81, CDS6.3.1 - 138 (49%)
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 100, ECDSv4 - 71 (42%)

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	11	11	0	0
Totals	11	11	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	20	18	0	4
Totals	20	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	4	6	0
Extracts	2	2	0
Inbound Processing	4	3	0
Outbound Processing	1	1	0
Other (SR1, SAR, FDF, UDAL etc.)	0	6	0
Totals	11	18	0

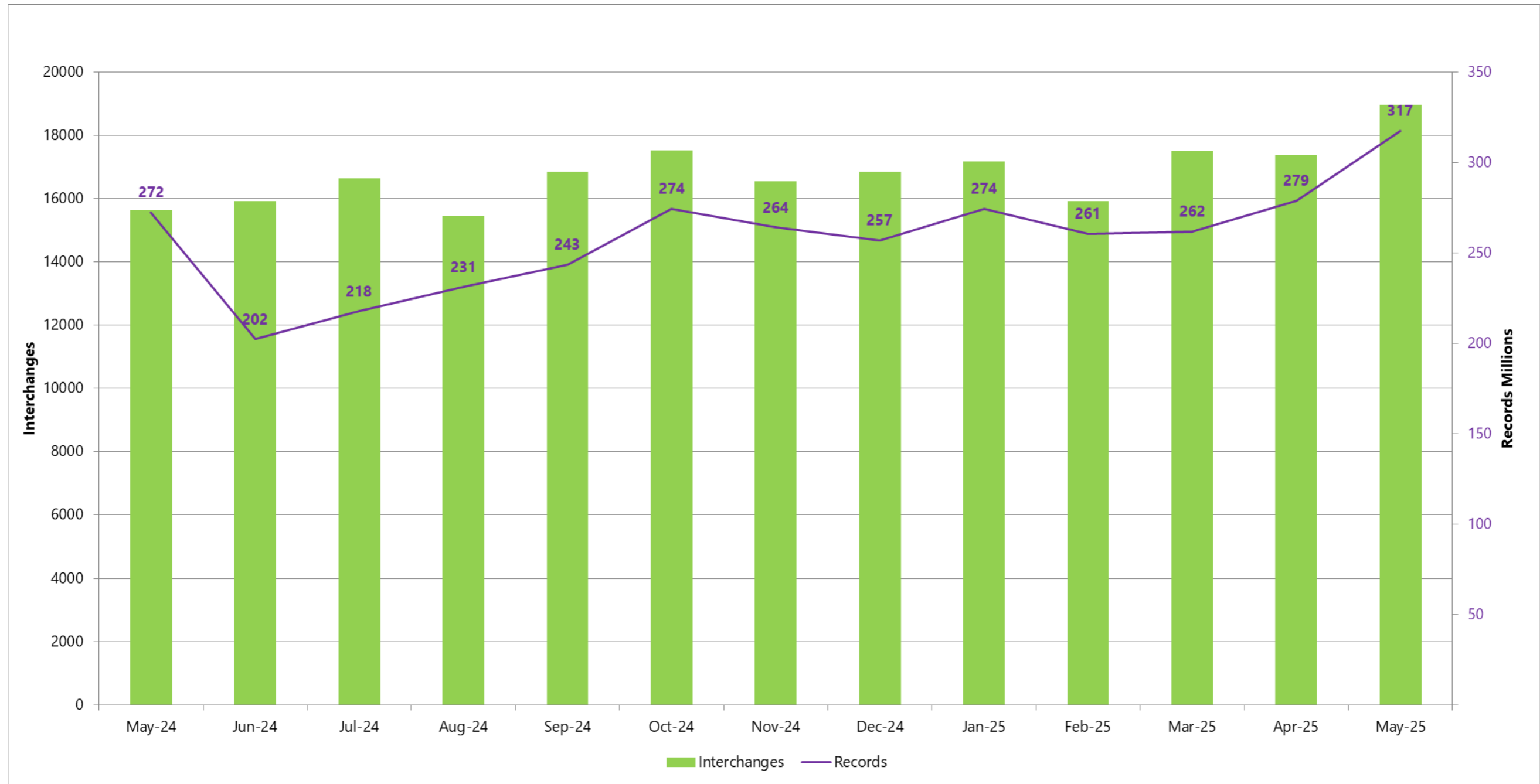
Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

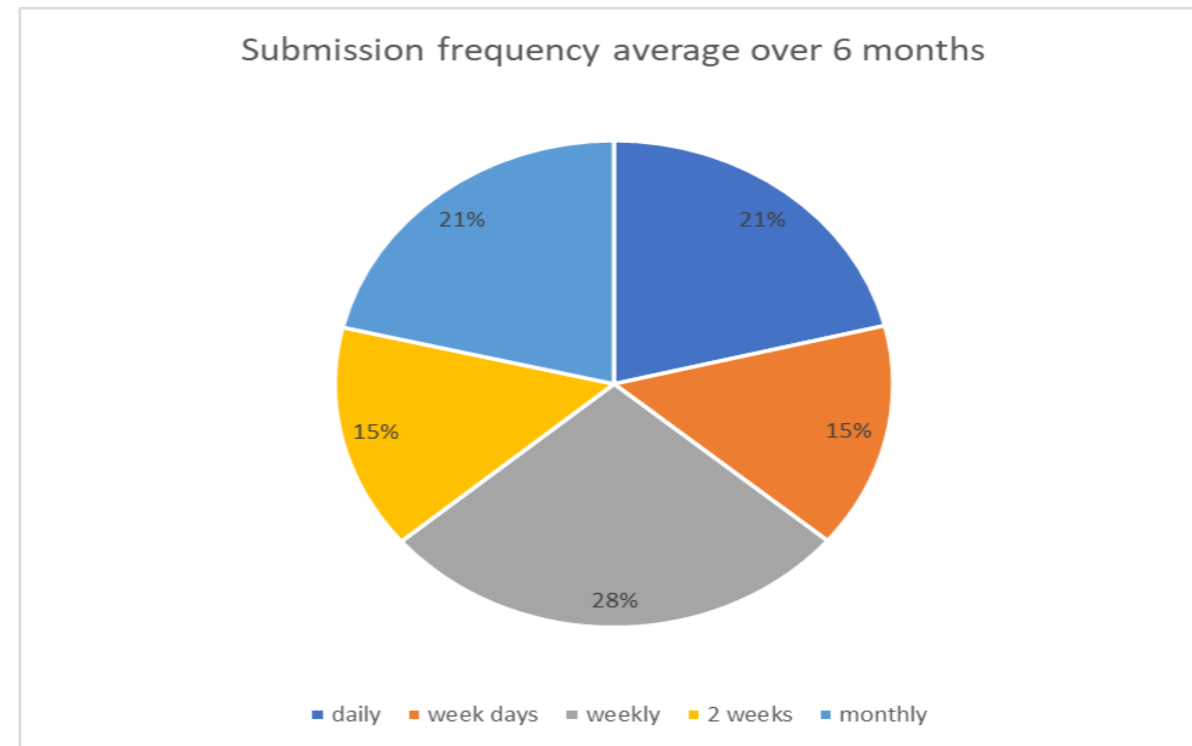
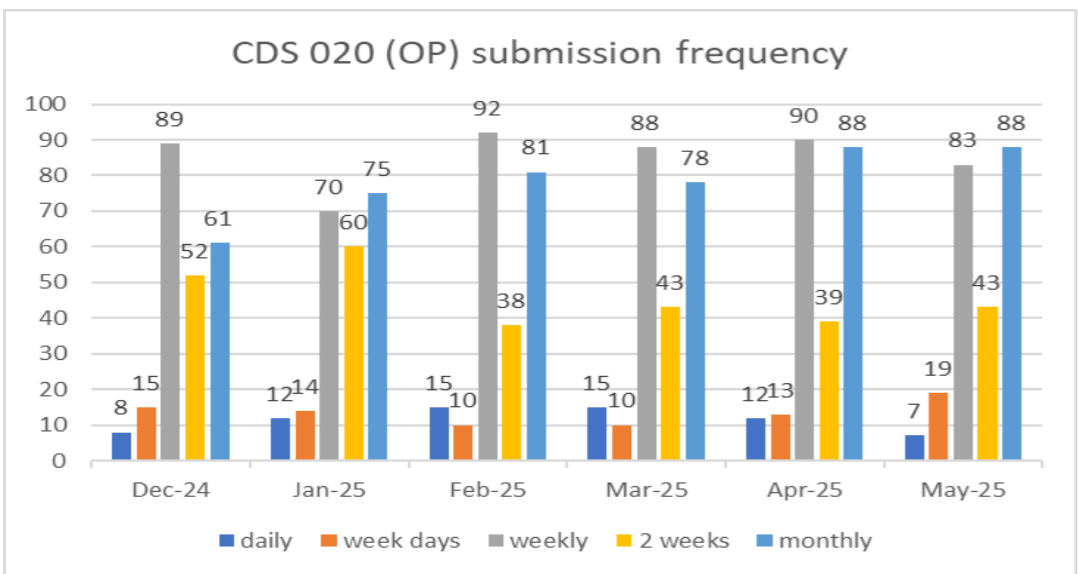
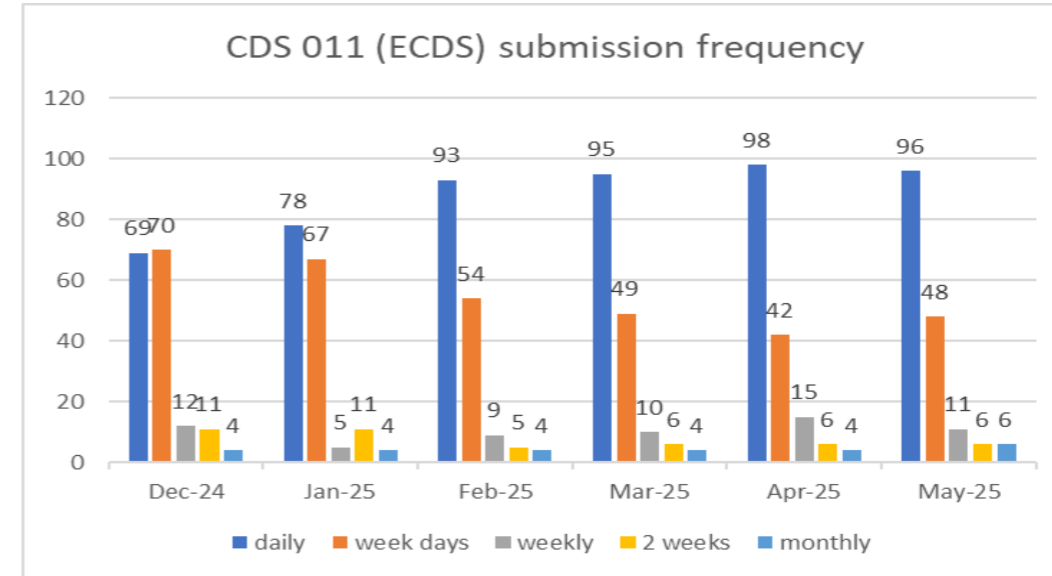
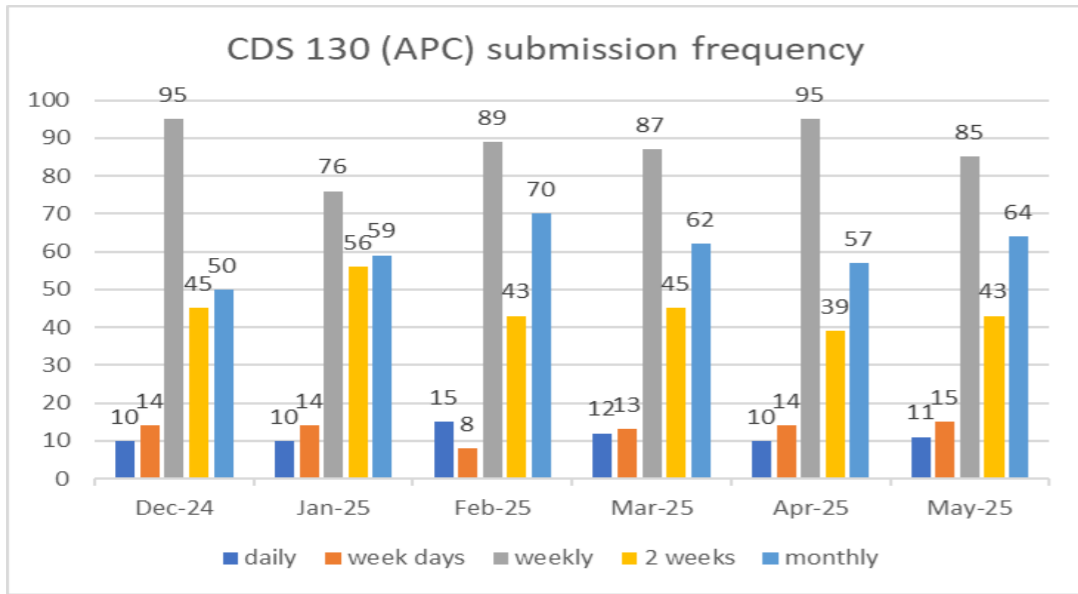
Interchange Errors

	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25
Rejections	99	98	76	283	448	293
Deadletters	2	2	3	1	2	4

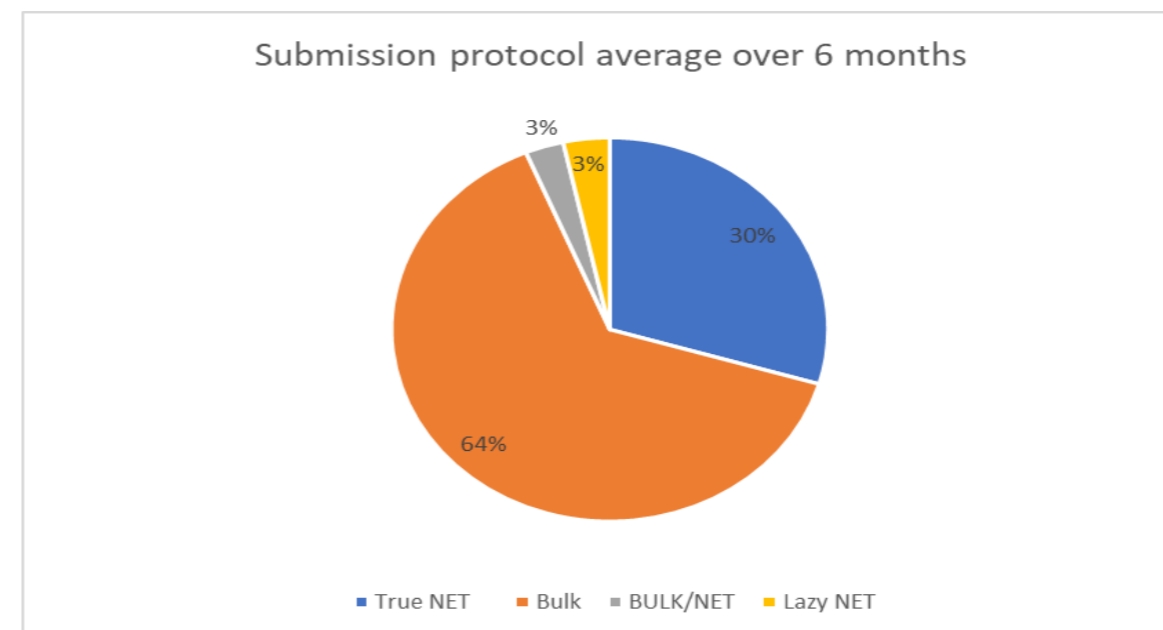
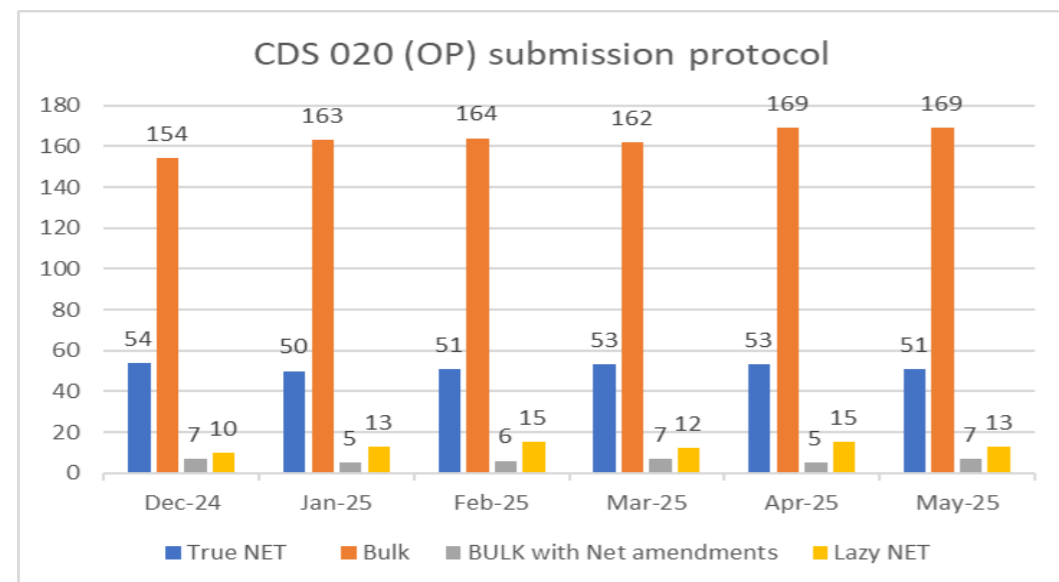
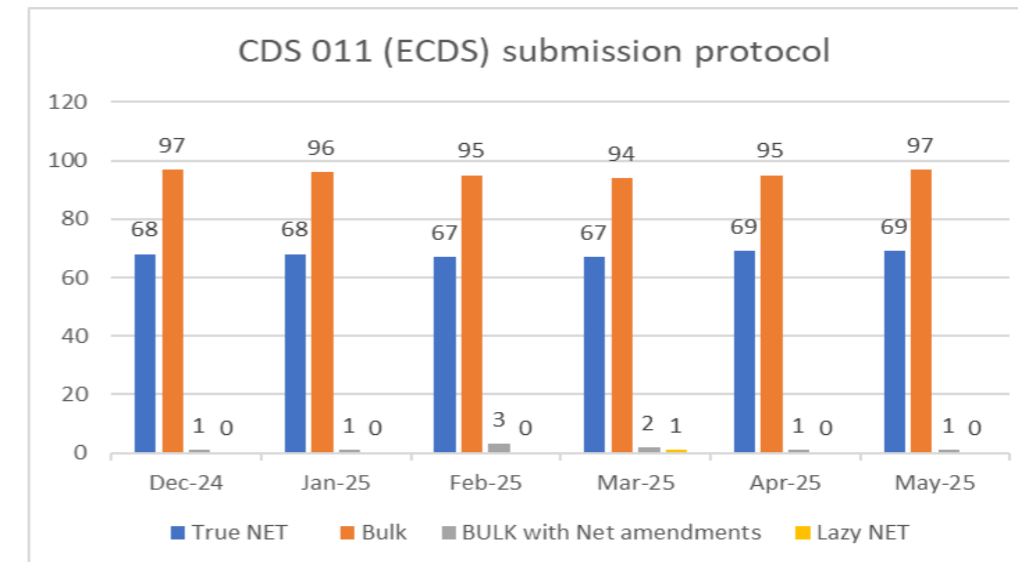
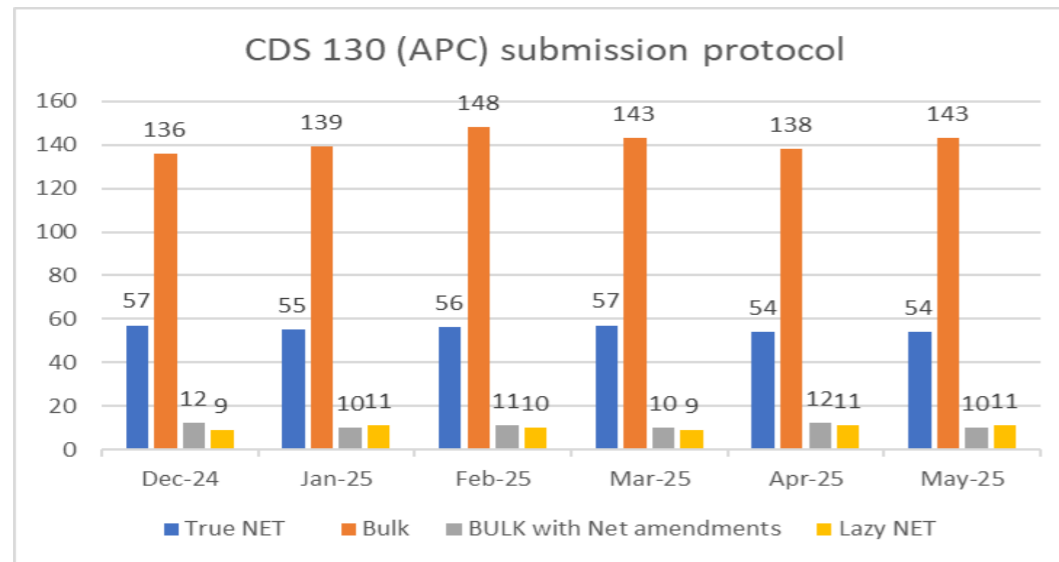
Data Submission - Rolling 13 Month View



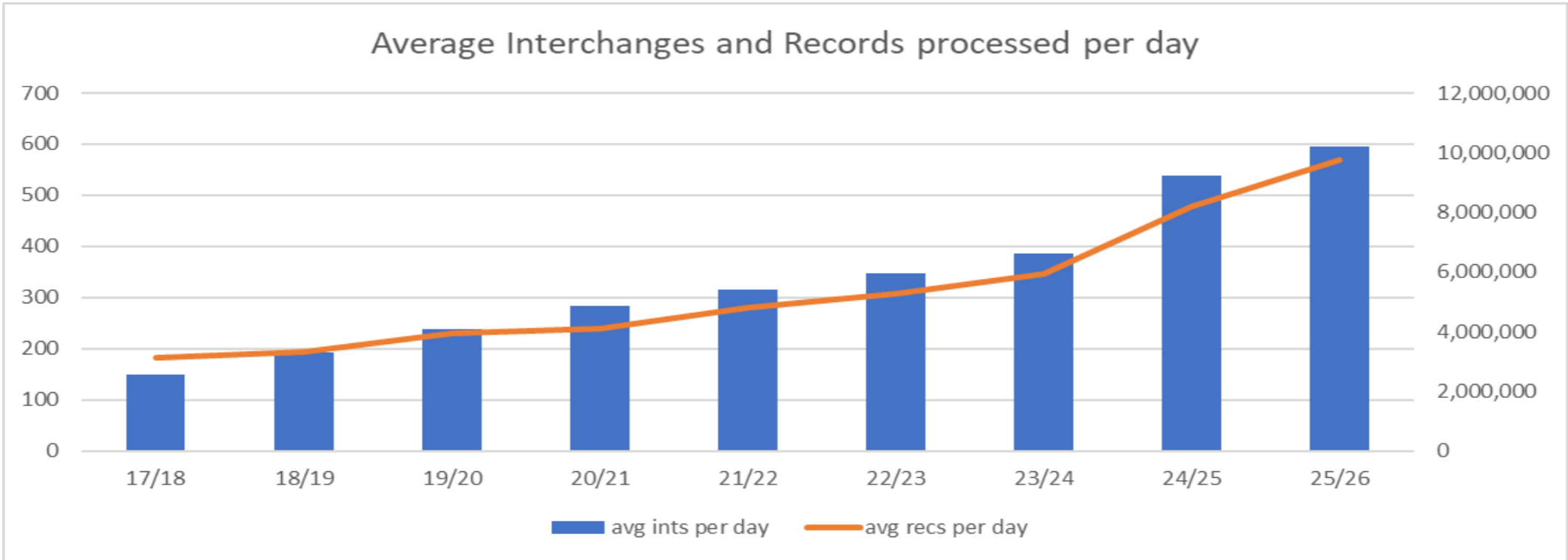
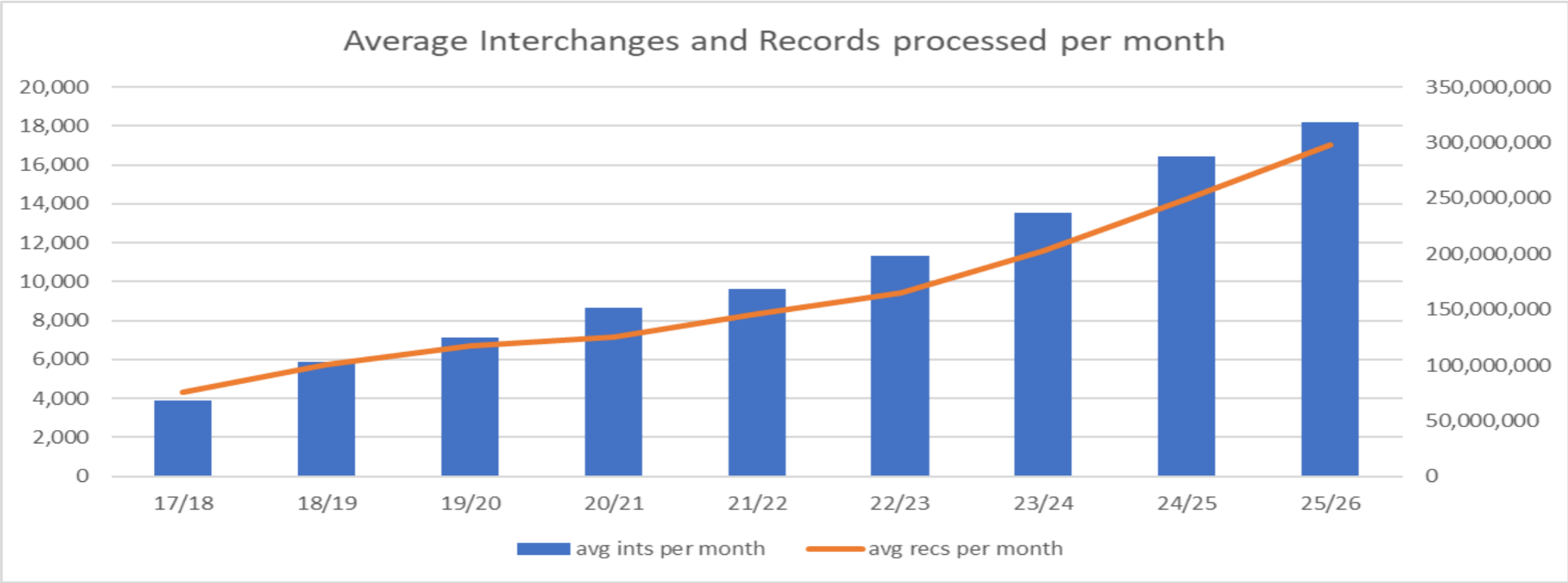
Data Submission - Frequency



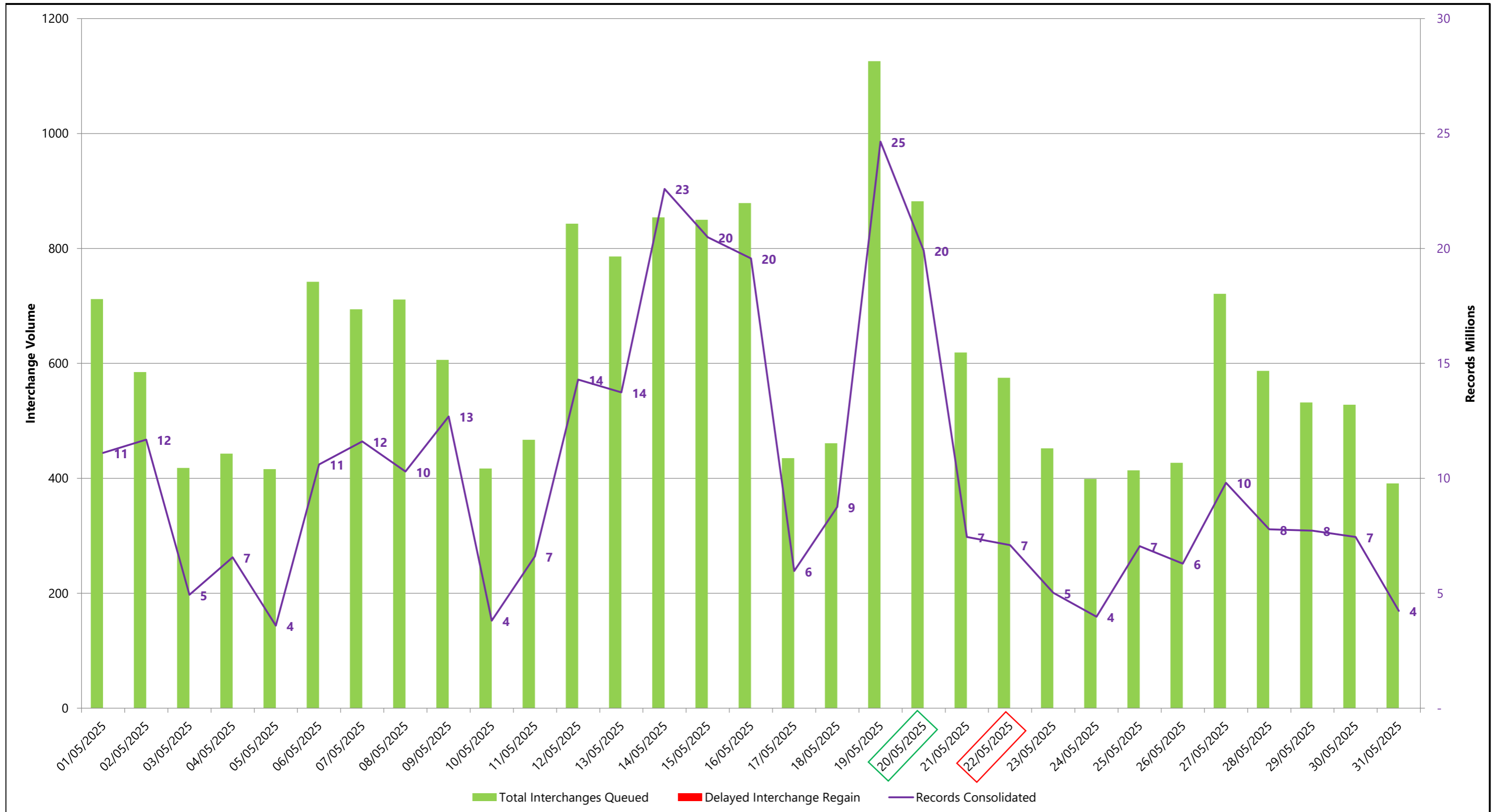
Data Submission - Protocol



Submitted Data - Historic view



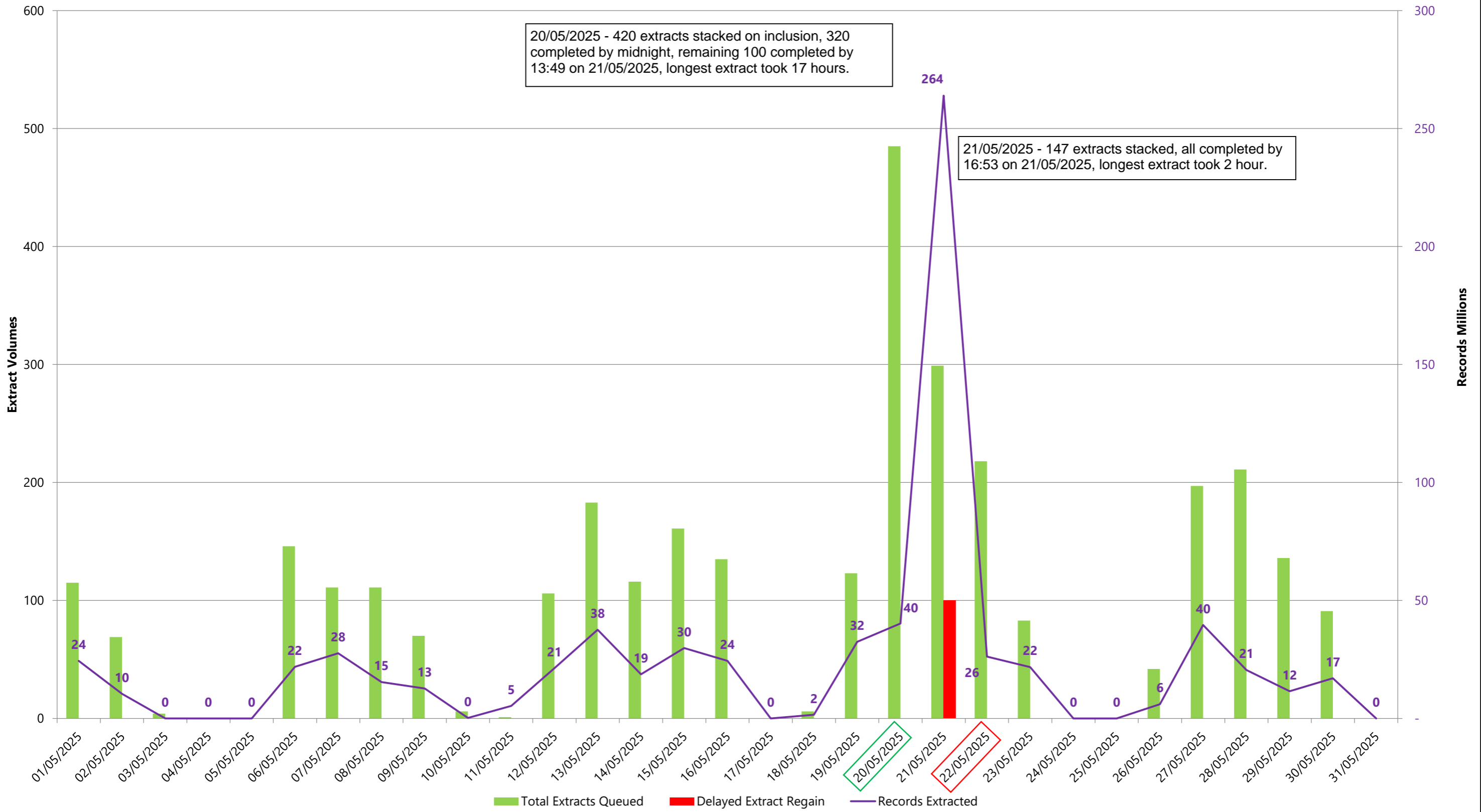
Performance - Inbound Processing Activity



Performance - Outbound Processing Activity

20/05/2025 - 420 extracts stacked on inclusion, 320 completed by midnight, remaining 100 completed by 13:49 on 21/05/2025, longest extract took 17 hours.

21/05/2025 - 147 extracts stacked, all completed by 16:53 on 21/05/2025, longest extract took 2 hour.



Inbound & Outbound Processing

Inbound Processing

	Mar-25	Apr-25	May-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 - 156 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

	Mar-25	Apr-25	May-25
0 to 5 hours	91.9%	90.7%	90.0%
5 to 10 hours	5.3%	5.8%	5.3%
10 to 24 hours	2.8%	3.5%	4.7%
24 to 48 hours	0.0%	0.0%	0.0%

Outbound commentary

Target 90% complete in 5 hours - 90.02%
Target 95% complete in 10 hours 95.35%

10 to 24 hours

150 extracts on 20/05/2025 Inclusion day demand

24 to 48 hours

Delayed extracts

100 extracts on 20/05/2024 Inclusion day demand

	Mar-25	Apr-25	May-25
Total Extracts	2567	2860	3225
Complete same day	97.0%	97.0%	97.0%
Delayed	3.0%	3.0%	3.0%

SLA breach by 6pm on 2nd working day

	Mar-25	Apr-25	May-25
Inclusion date	19/03/2025	17/04/2025	20/05/2025
ALL Extracts completed	20/03/2025	18/04/2025	21/05/2025
Completed in (working days)	1	1	1

SLA

All extracts completed by 16:53 on 21/05/2025



Thank You
Questions?

