

SUS+ Service Summary Report

Reporting Month - November-2025



Management Summary

Business Activity

- ◆ 15,379 interchanges processed - comprising 241 million records.
- ◆ 2,457 extracts processed - comprising 266 million records.
- ◆ -

Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 20/11/2025 (1 whole working day)
- ◆ -

Lowlights

- ◆ -
- ◆ -

Key activities over the next 3 months

- ◆ -
- ◆ -

CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 57, CDS6.2.0 - 77, CDS6.3.1 - 158 (54%)
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 84, ECDSv4 - 93 (53%)

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	1	1	0	0
Totals	1	1	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	30	24	0	9
Totals	30	24	0	9

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	9	0
Extracts	0	2	0
Inbound Processing	0	2	0
Outbound Processing	0	1	0
Other (SR1, SAR, FDF, UDAL etc.)	0	10	0
Totals	1	24	0

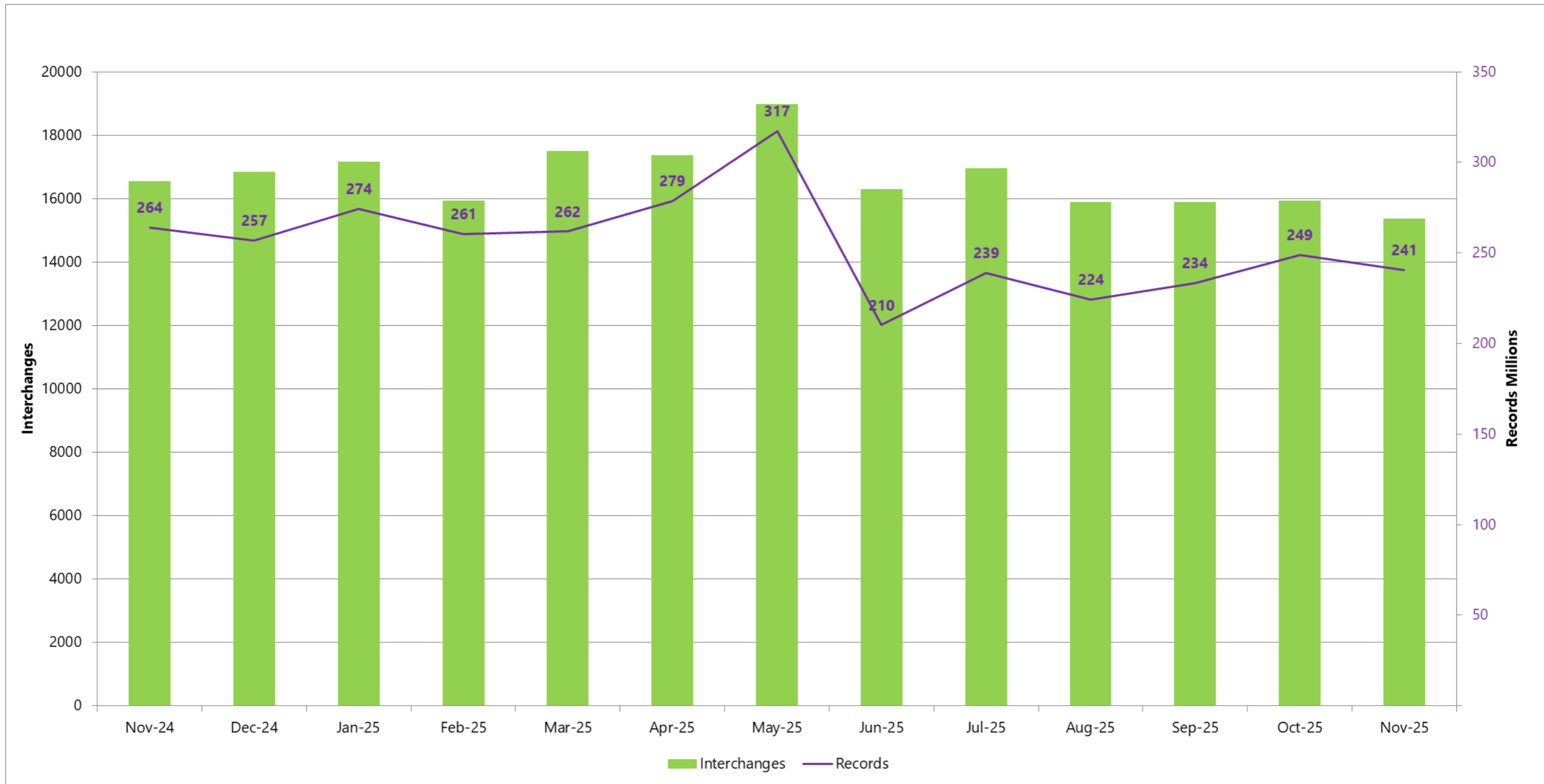
Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

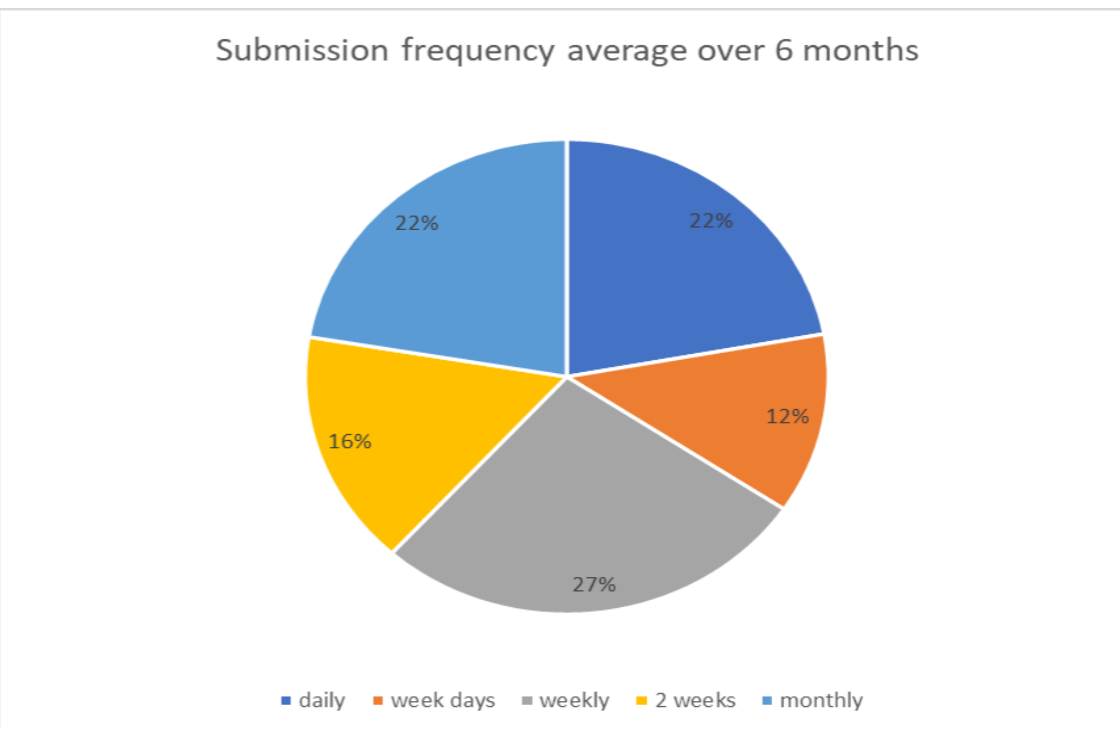
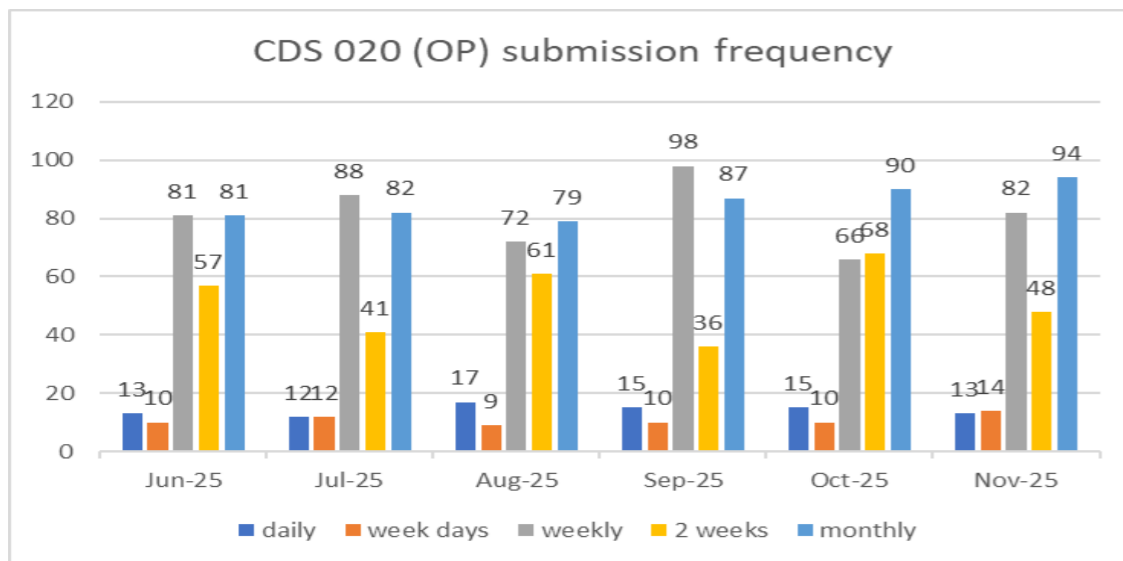
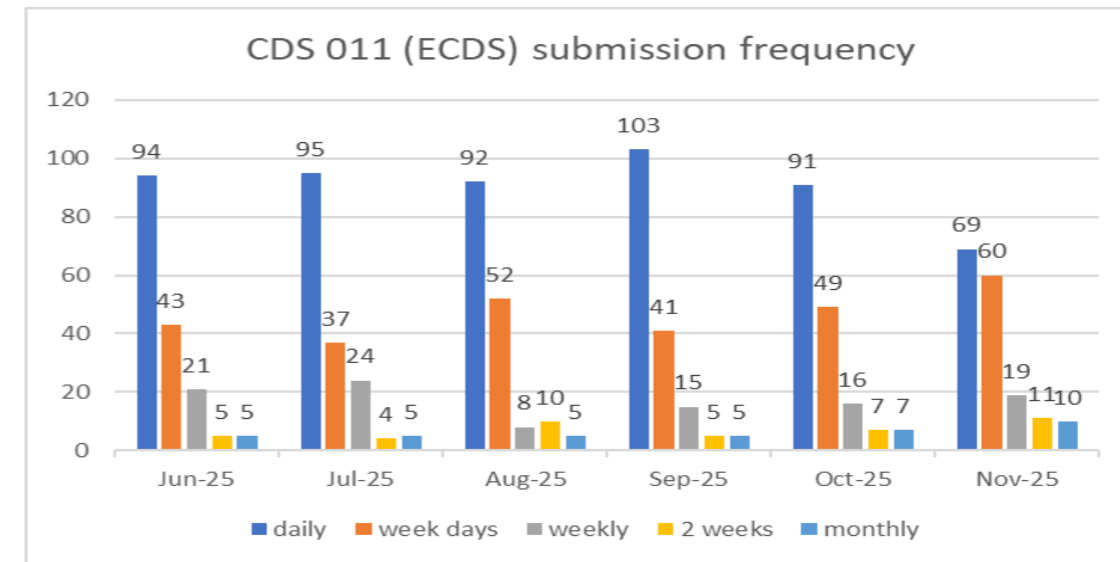
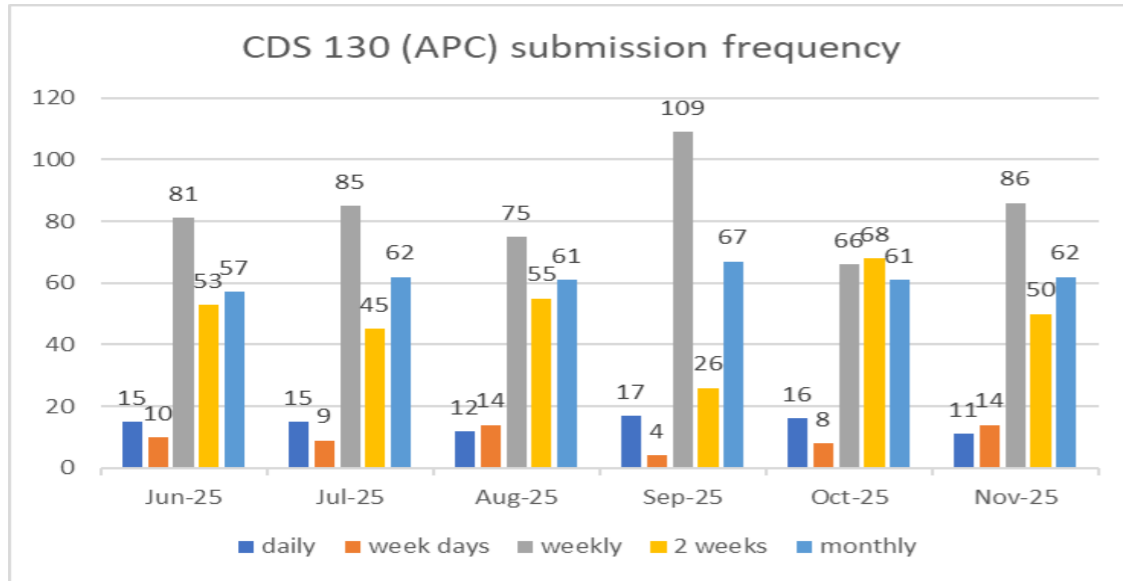
Interchange Errors

	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25
Rejections	170	168	236	151	226	133
Deadletters	1	1	2	2	0	1

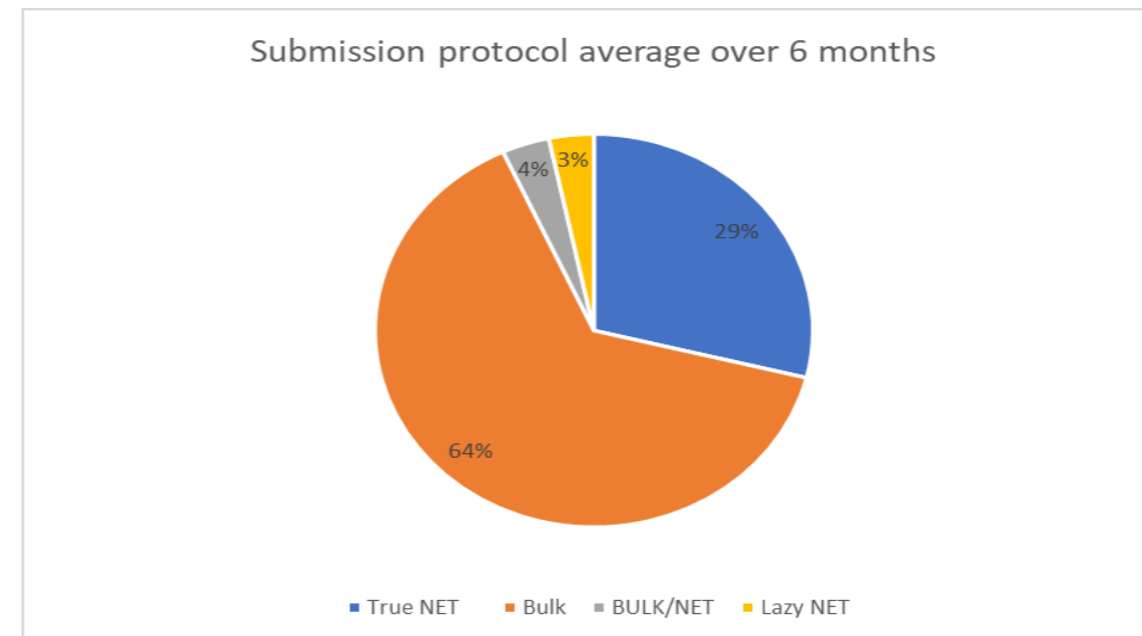
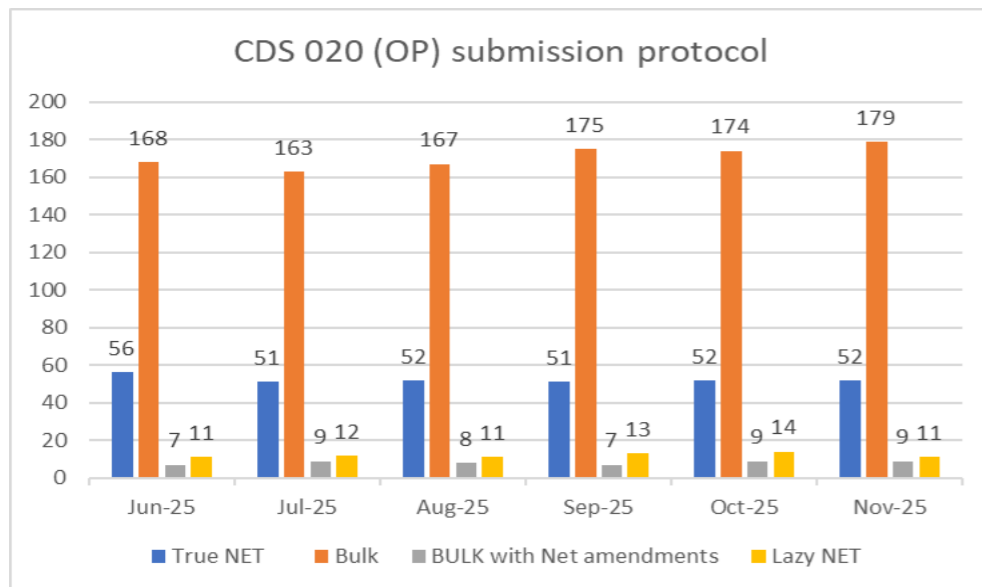
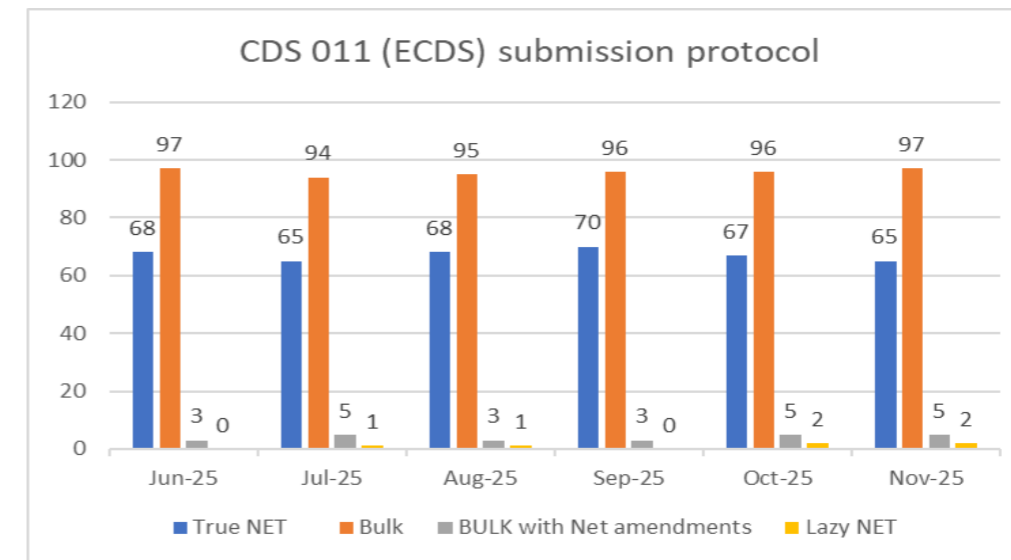
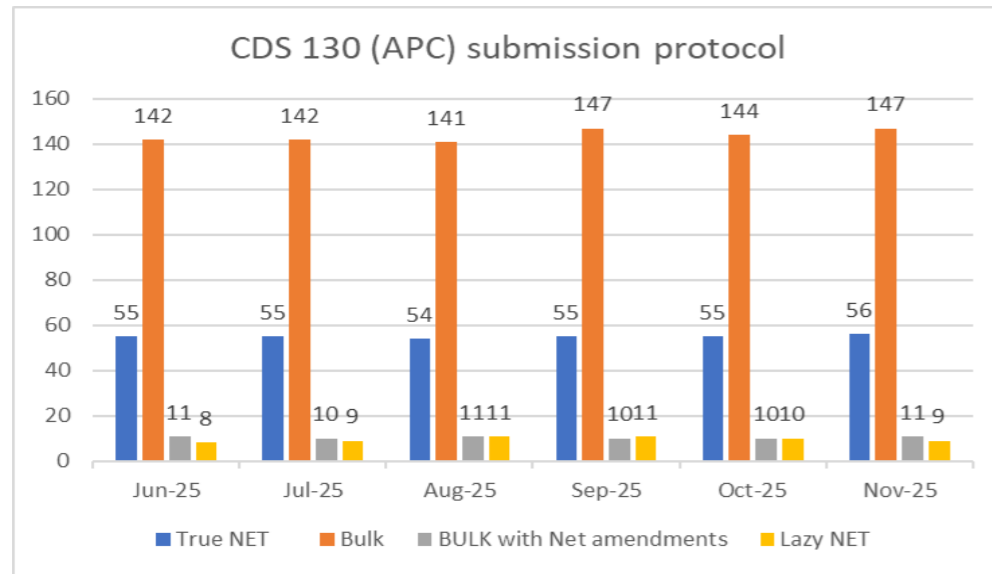
Data Submission - Rolling 13 Month View



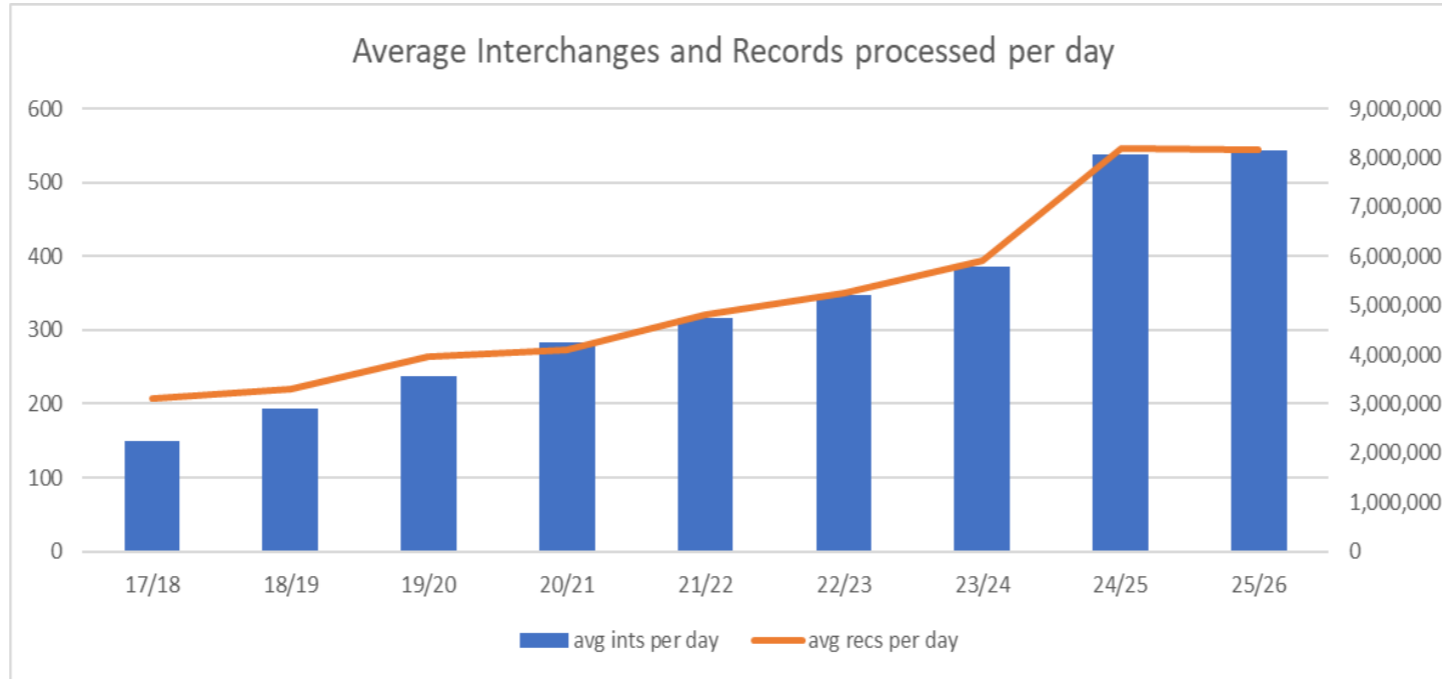
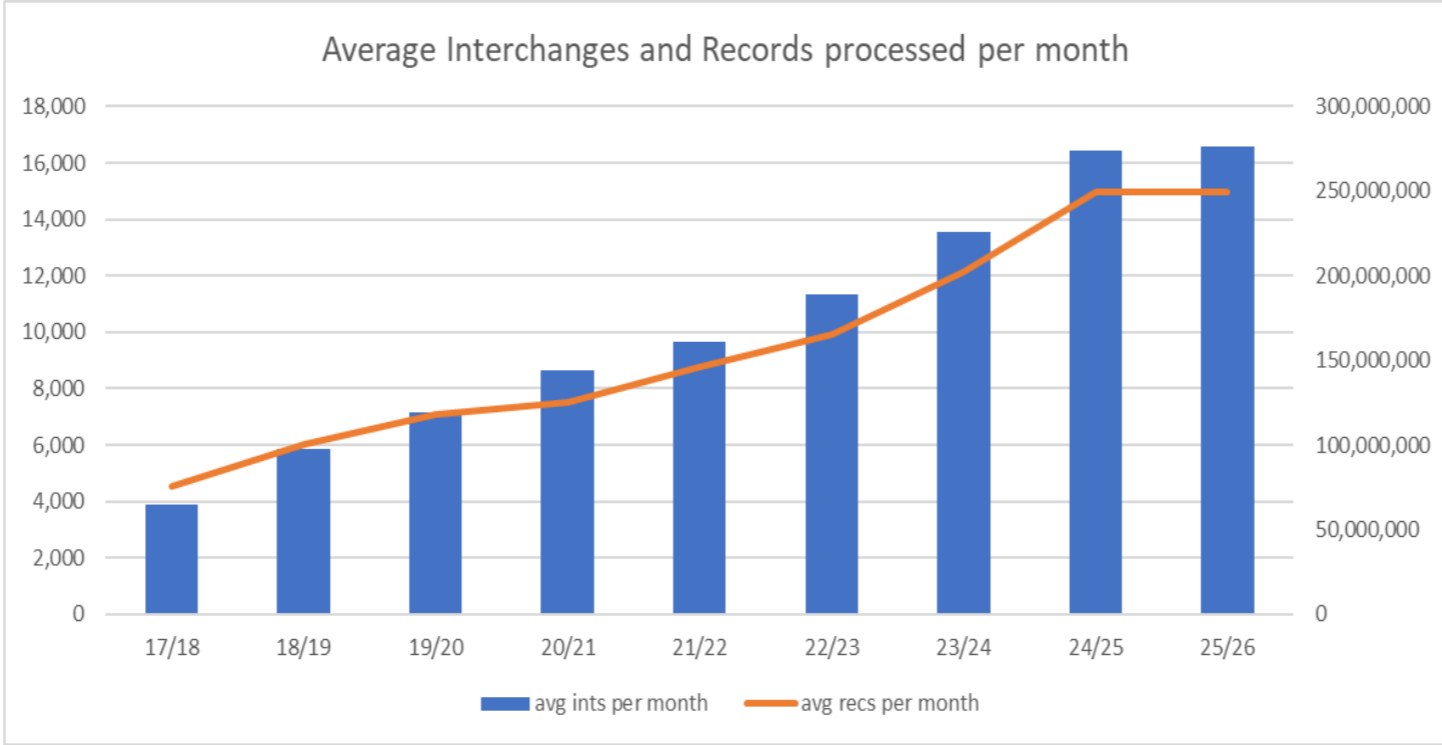
Data Submission - Frequency



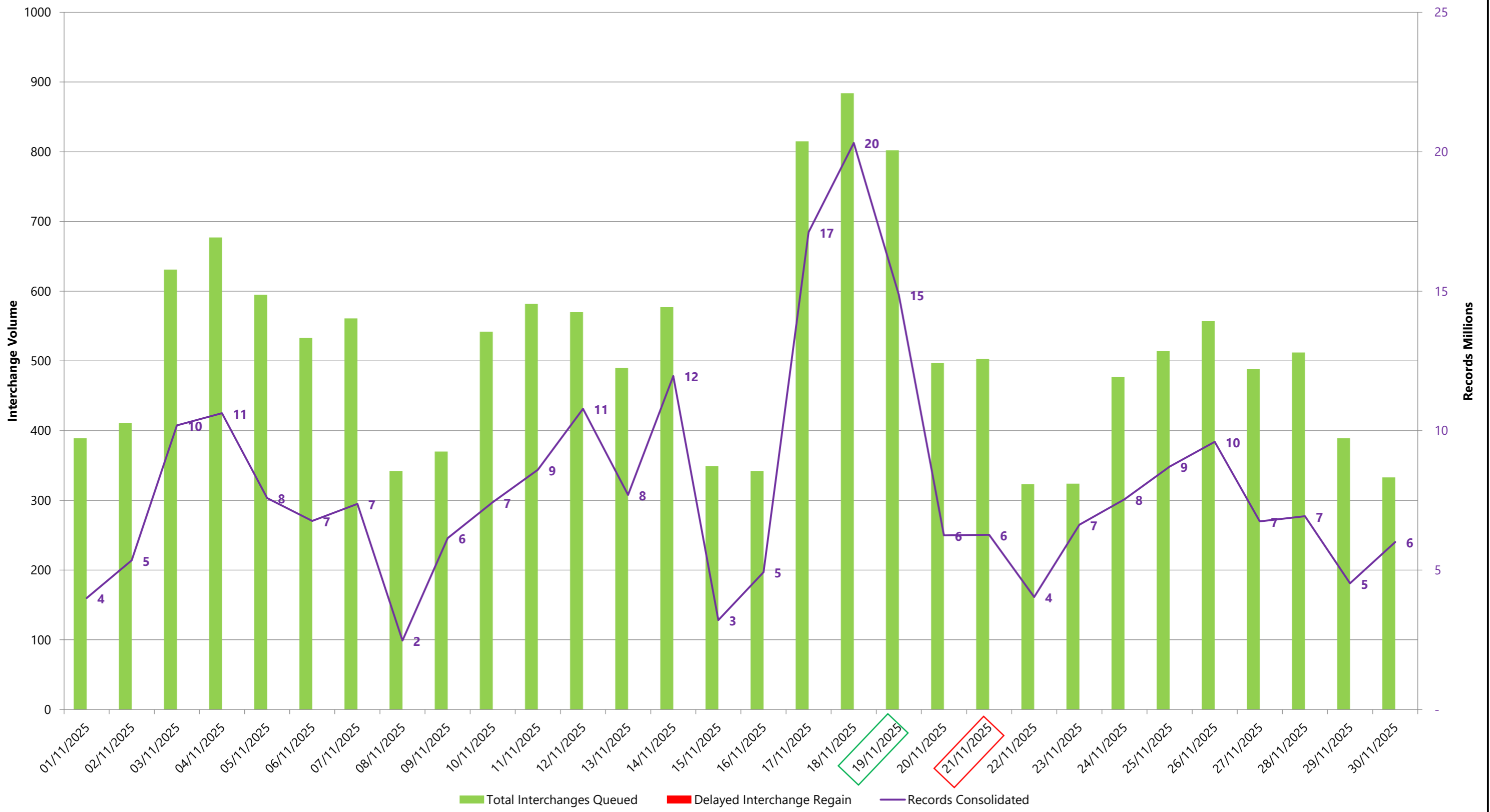
Data Submission - Protocol



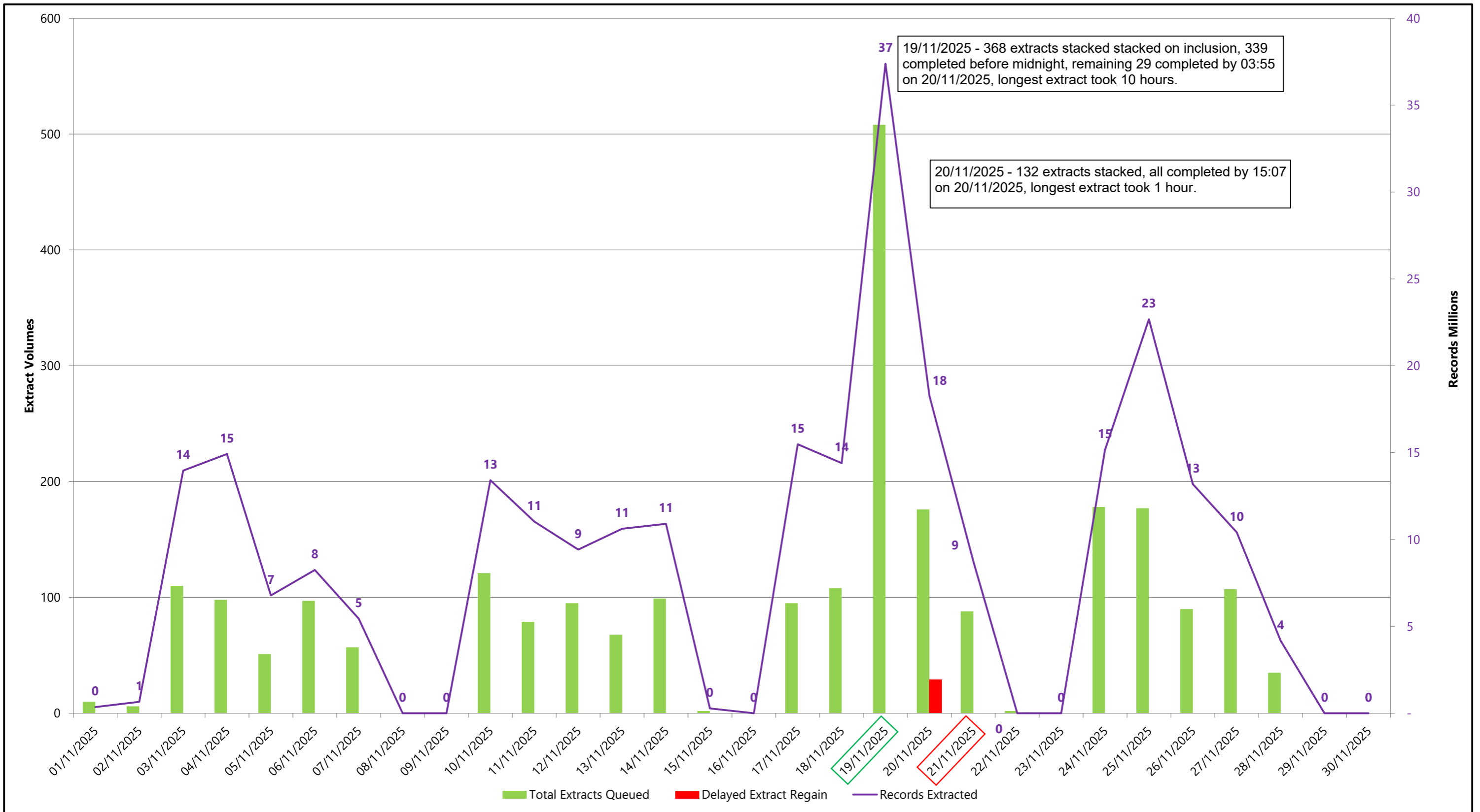
Submitted Data - Historic view



Performance - Inbound Processing Activity



Performance - Outbound Processing Activity



Inbound & Outbound Processing

Inbound Processing

	Sep-25	Oct-25	Nov-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 - 140 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

	Sep-25	Oct-25	Nov-25
0 to 5 hours	98.67%	94.24%	97.31%
5 to 10 hours	1.33%	5.76%	2.52%
10 to 24 hours	0.00%	0.00%	0.16%
24 to 48 hours	0.00%	0.00%	0.00%

Outbound commentary

Target 90% complete in 5 hours - 97.31%
Target 95% complete in 10 hours 99.84%

10 to 24 hours

4 extracts on 19/11/2025 Inclusion day demand

24 to 48 hours

Delayed extracts

29 extracts on 19/11/2025 Inclusion day demand

	Sep-25	Oct-25	Nov-25
Total Extracts	2638	2484	2484
Complete same day	99.0%	100.0%	99.0%
Delayed	1.0%	0.0%	1.0%

SLA breach by 6pm on 2nd working day

	Sep-25	Oct-25	Nov-25
Inclusion date	17/09/2025	17/10/2025	19/11/2025
ALL Extracts completed	18/09/2025	20/10/2025	20/11/2025
Completed in (working days)	1	2	1

SLA

All extracts completed by 15:07 on 20/11/2025



Thank You
Questions?

