

# SUS+ Service Summary Report

## Reporting Month - October-2025



# Management Summary

## Business Activity

- ◆ 15,948 interchanges processed - comprising 249 million records.
- ◆ 2,484 extracts processed - comprising 496 million records.
- ◆ -

## Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 20/10/2025 (2 whole working days)
- ◆ -

## Lowlights

- ◆ -
- ◆ -

## Key activities over the next 3 months

- ◆ -
- ◆ -

## CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 58, CDS6.2.0 - 76, CDS6.3.1 - 155 (54%)
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 87, ECDSv4 - 92 (51%)

## 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	2	2	0	0
Totals	2	2	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	25	24	0	8
Totals	25	24	0	8

## 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	10	0
Extracts	1	4	0
Inbound Processing	0	1	0
Outbound Processing	0	1	0
Other (SR1, SAR, FDF, UDAL etc.)	0	8	0
Totals	2	24	0

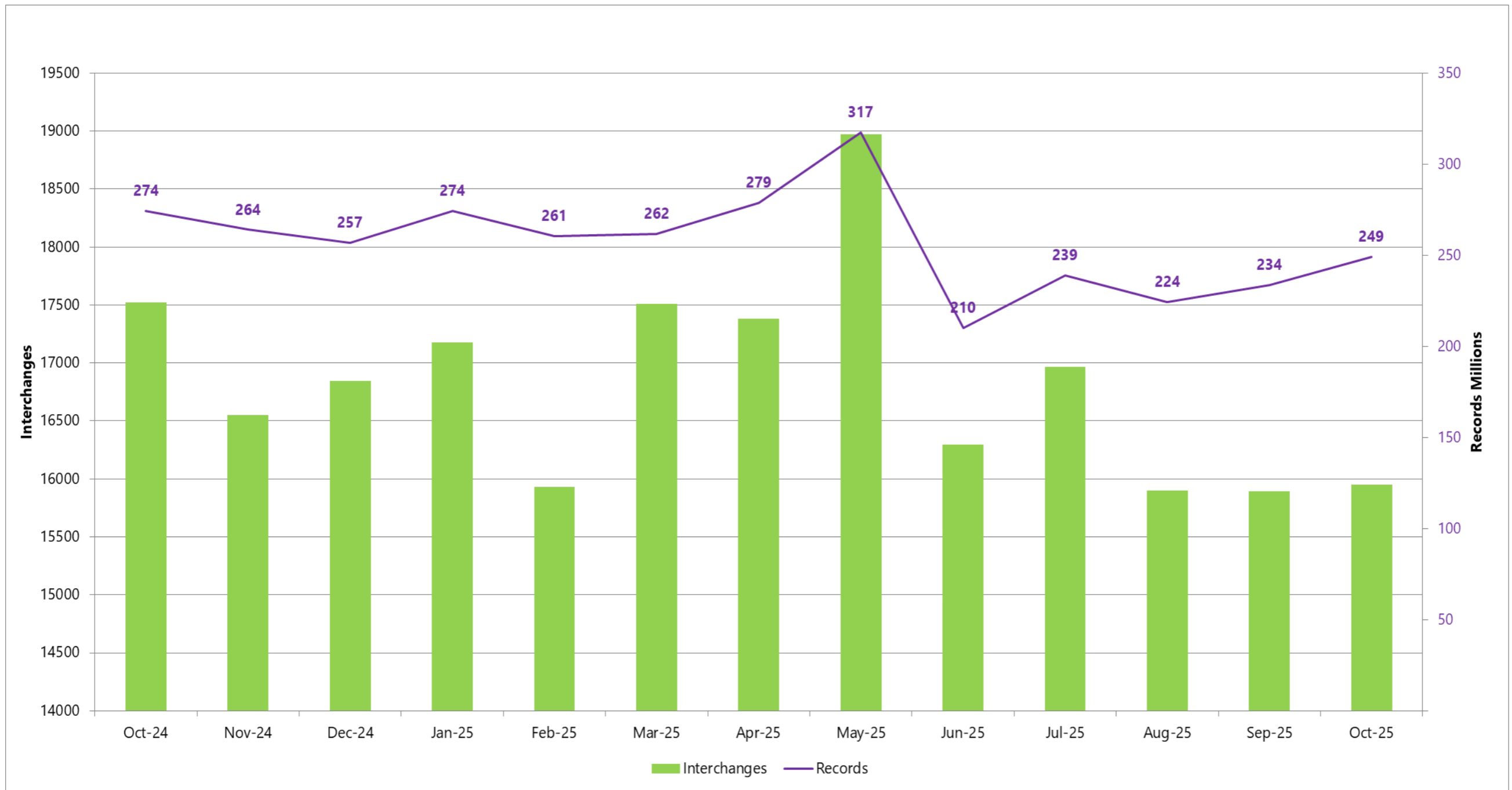
## Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

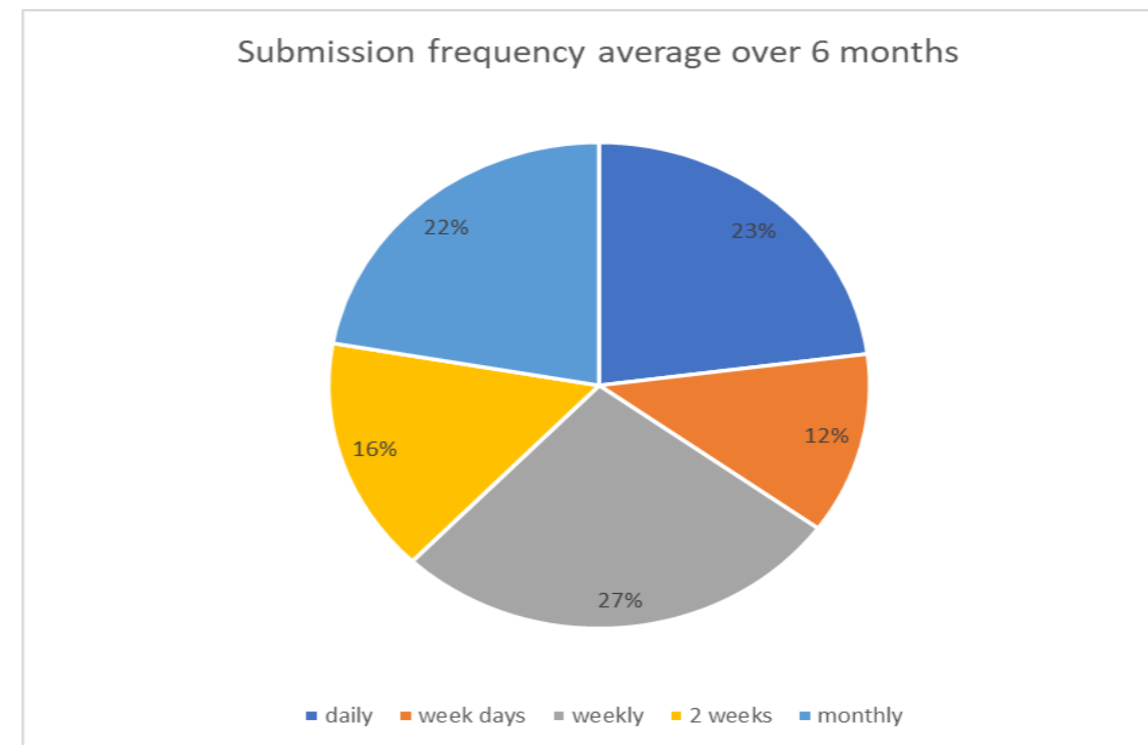
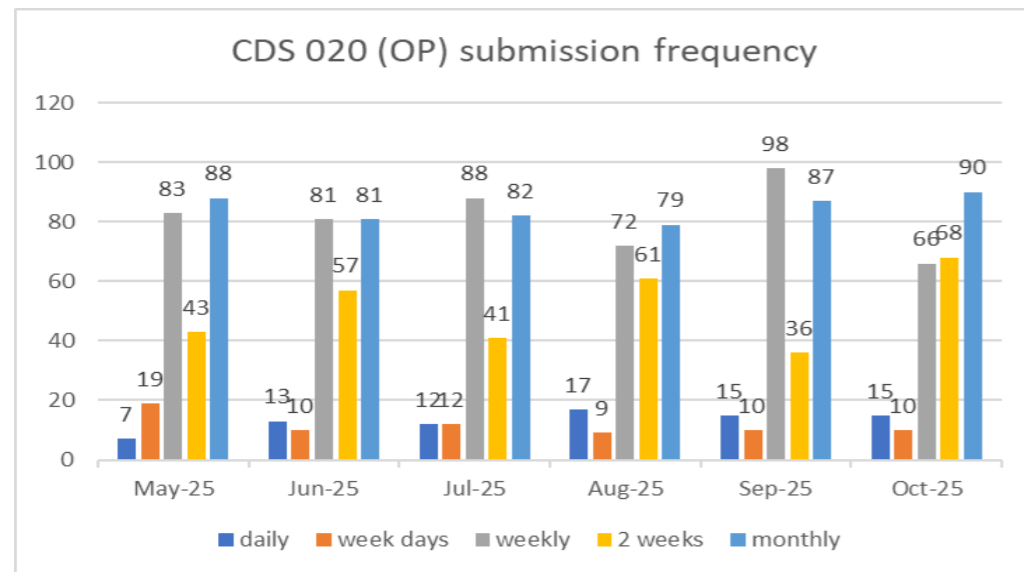
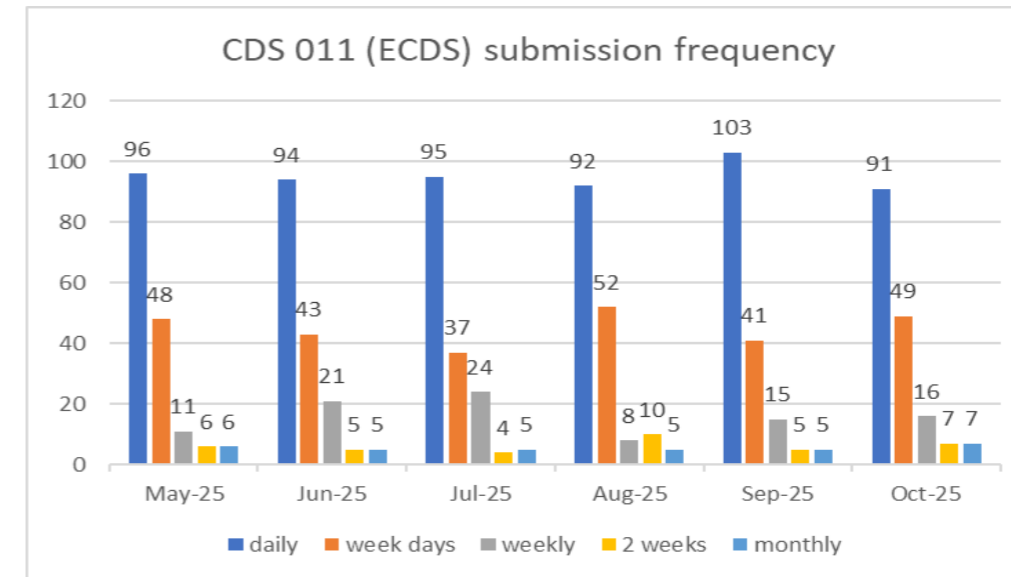
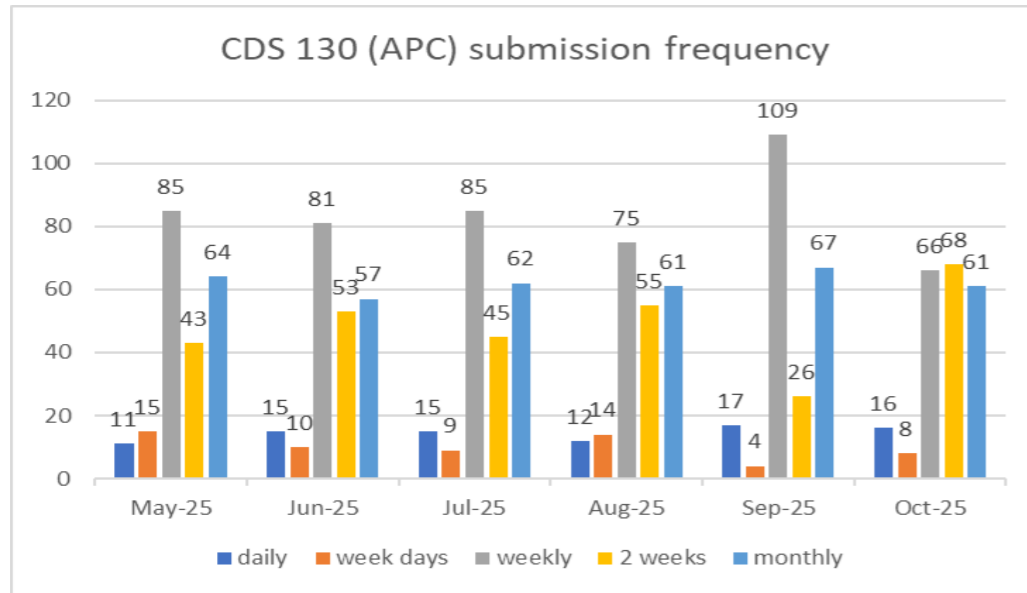
## Interchange Errors

	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
Rejections	293	170	168	236	151	226
Deadletters	4	1	1	2	2	0

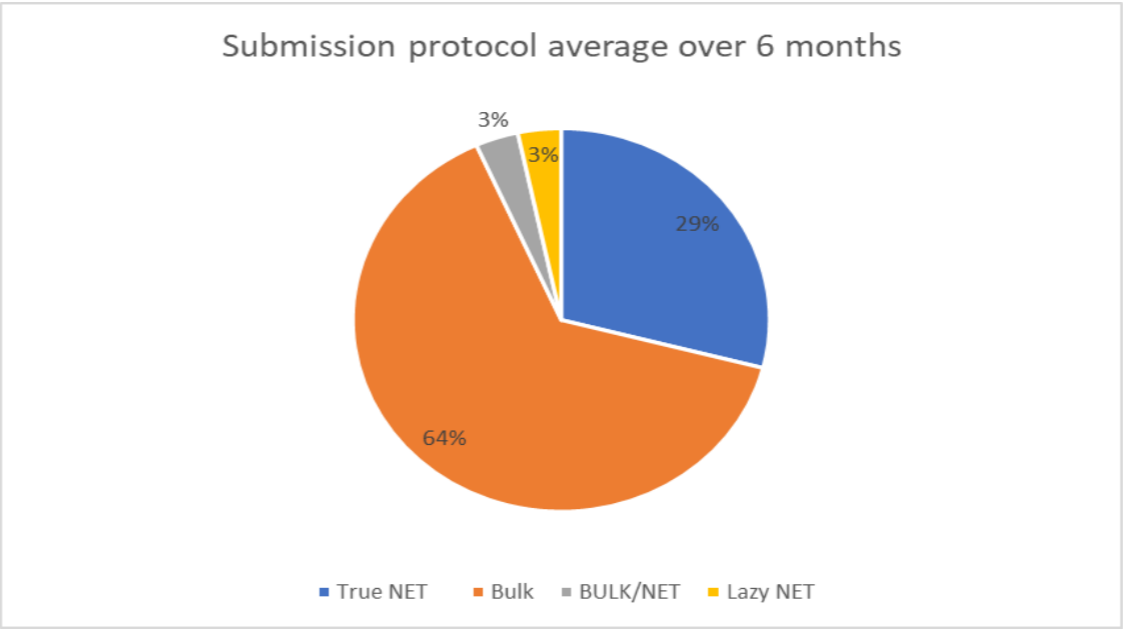
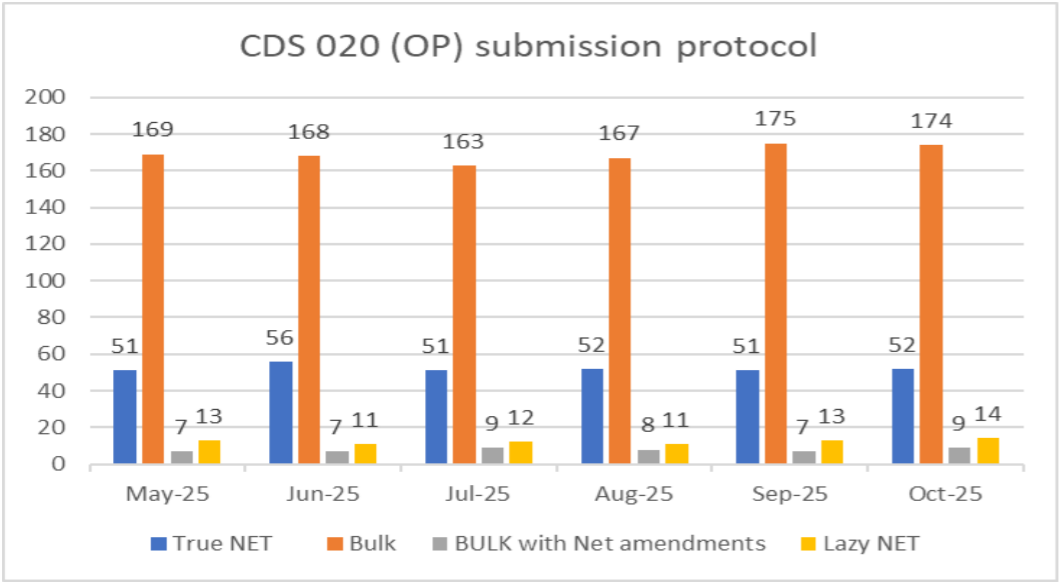
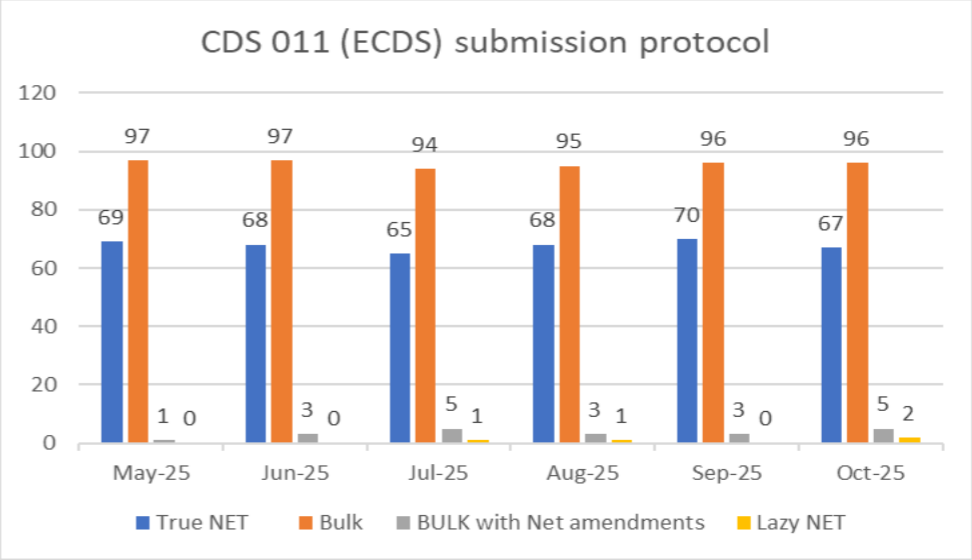
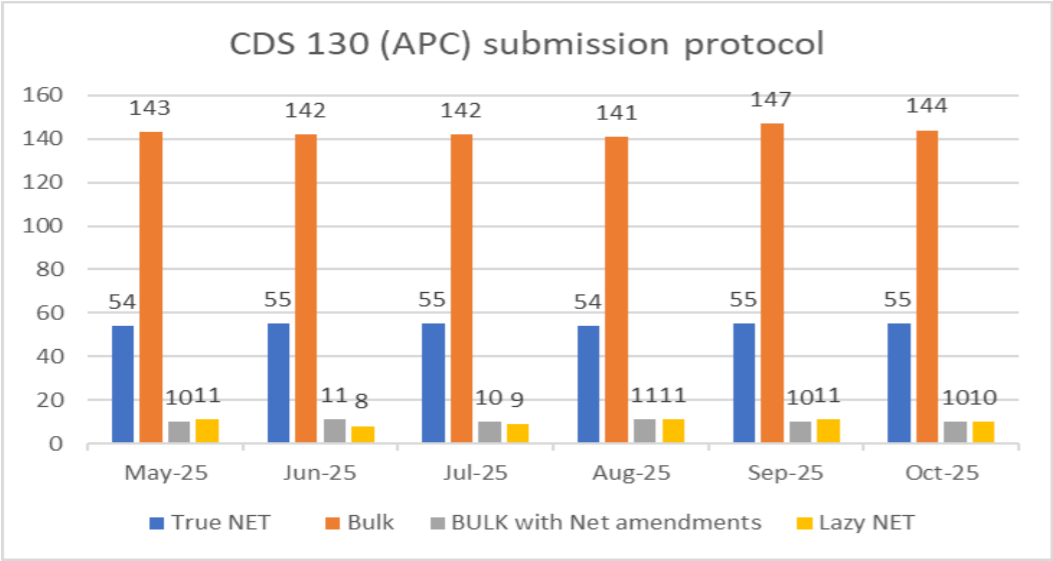
# Data Submission - Rolling 13 Month View



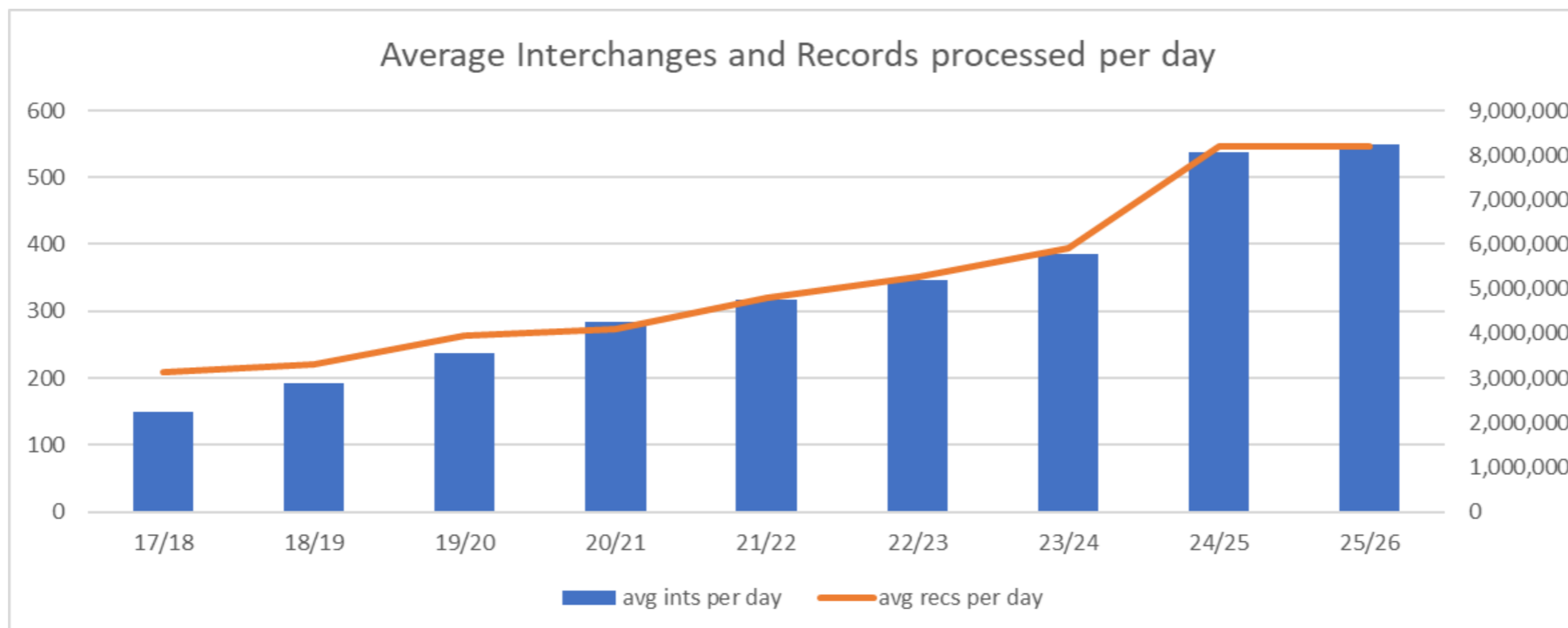
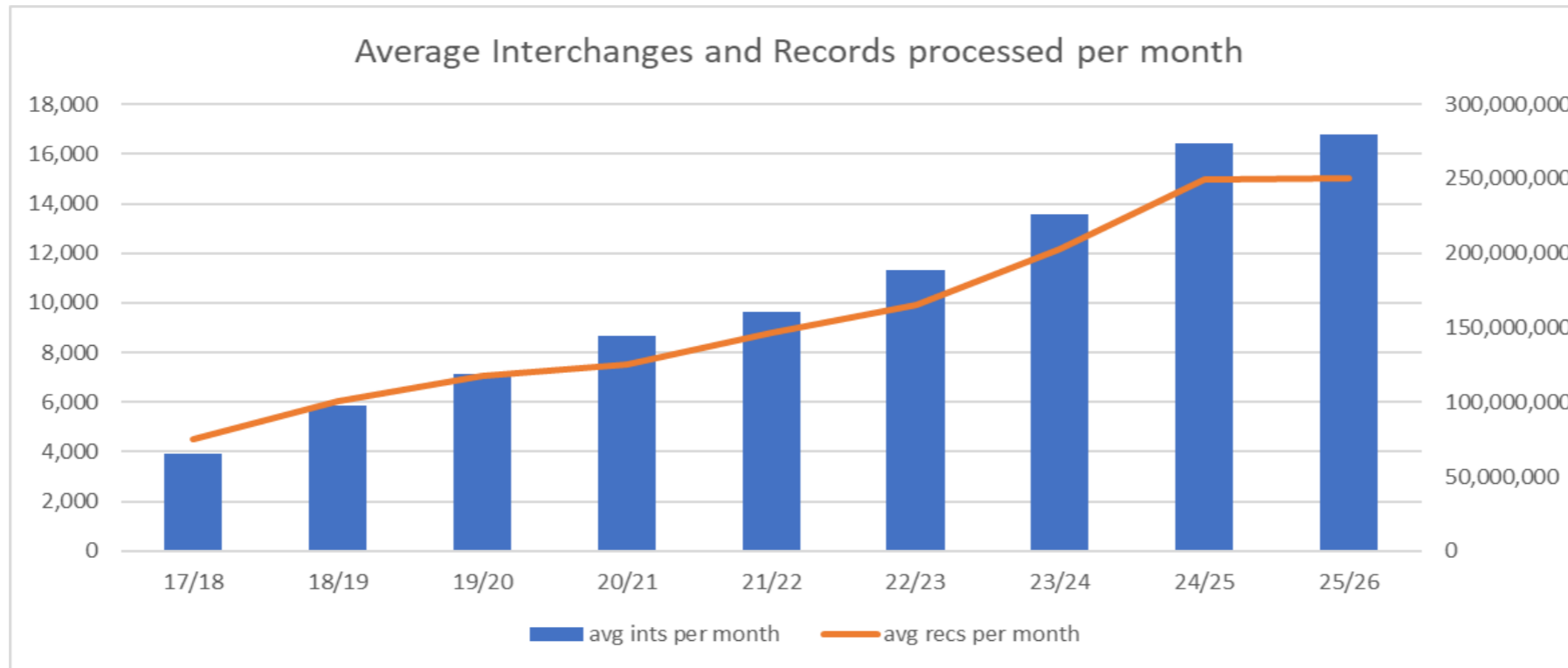
# Data Submission - Frequency



# Data Submission - Protocol

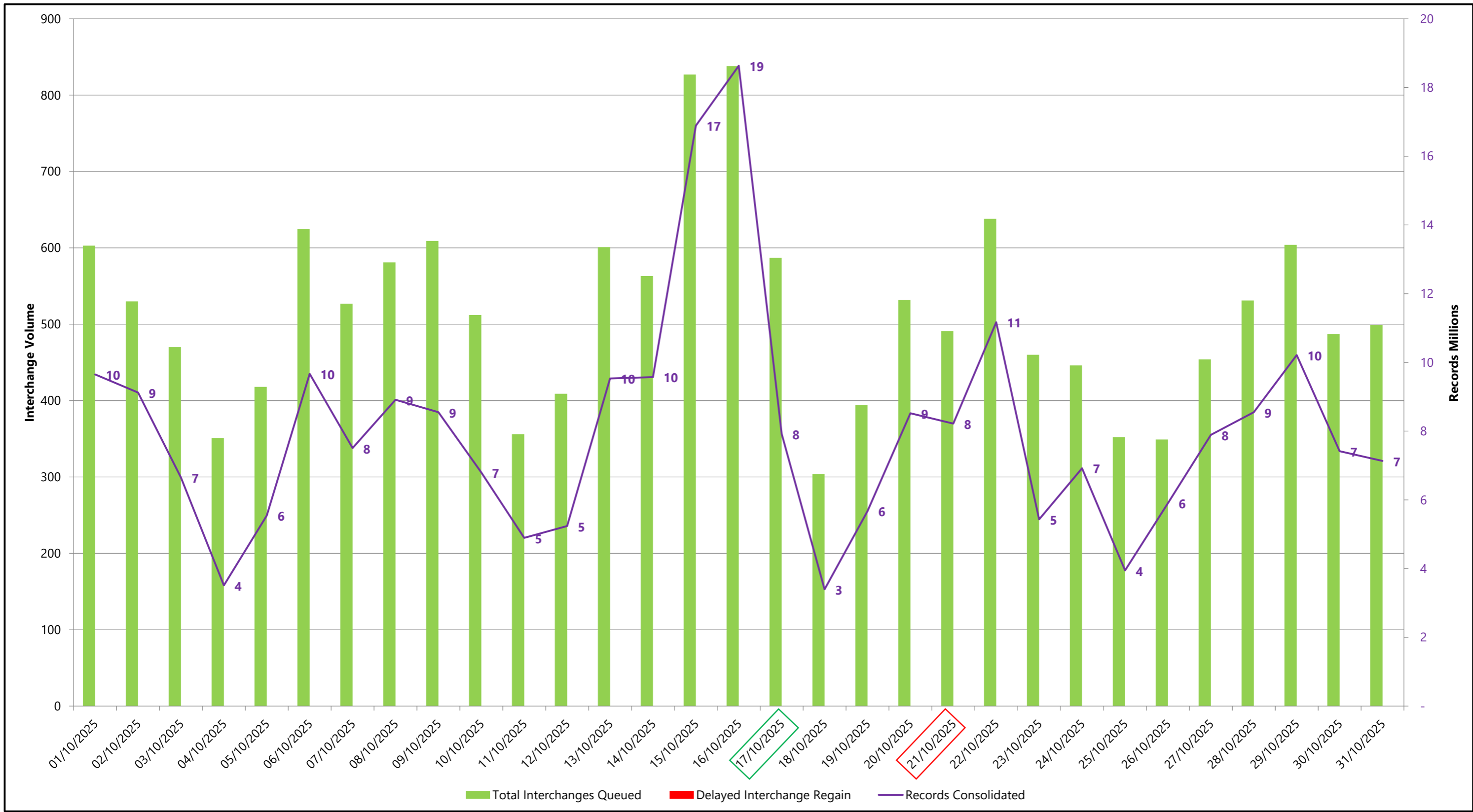


# Submitted Data - Historic view

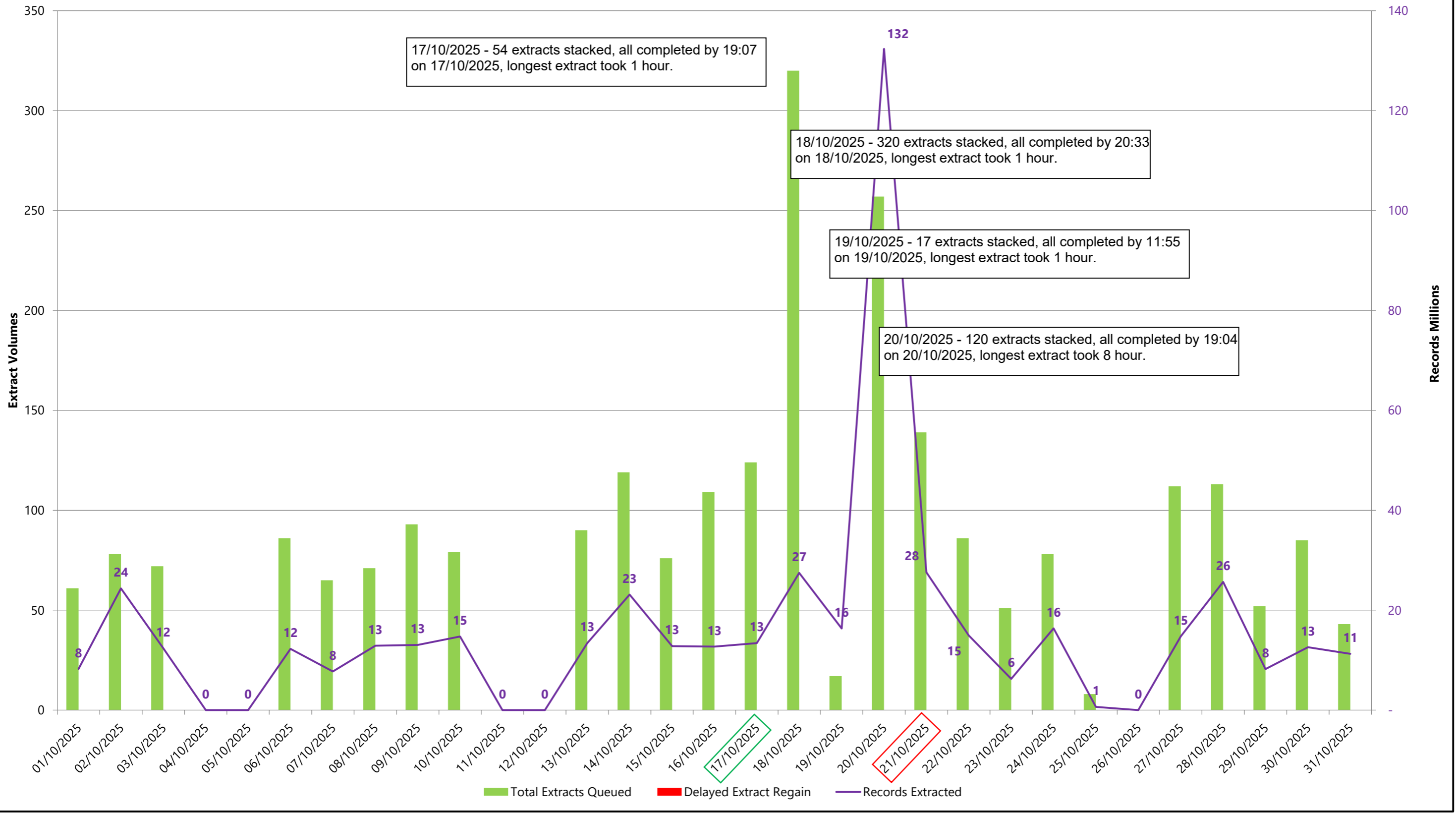




# Performance - Inbound Processing Activity



# Performance - Outbound Processing Activity



# Inbound & Outbound Processing

## Inbound Processing

	Aug-25	Sep-25	Oct-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 - 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

	Aug-25	Sep-25	Oct-25
0 to 5 hours	96.70%	98.67%	94.24%
5 to 10 hours	3.30%	1.33%	5.76%
10 to 24 hours	0.00%	0.00%	0.00%
24 to 48 hours	0.00%	0.00%	0.00%

### Outbound commentary

**Target 90% complete in 5 hours - 94.24%**  
**Target 95% complete in 10 hours 100.00%**

10 to 24 hours

24 to 48 hours

Delayed extracts

	Aug-25	Sep-25	Oct-25
Total Extracts	2451	2638	2484
Complete same day	98.0%	99.0%	100.0%
Delayed	2.0%	1.0%	0.0%

SLA breach by 6pm on 2rd working day

	Aug-25	Sep-25	Oct-25
Inclusion date	19/08/2025	17/09/2025	17/10/2025
ALL Extracts completed	20/08/2025	18/09/2025	20/10/2025
Completed in (working days)	1	1	2

### SLA

All extracts completed by 19:04 on 20/10/2025



**Thank You**  
Questions?































