

# SUS+ Service Summary Report

## Reporting Month - September-2025



# Management Summary

## Business Activity

- ◆ 15,890 interchanges processed - comprising 234 million records.
- ◆ 2,638 extracts processed - comprising 454 million records.
- ◆ -

## Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 18/09/2025 (1 whole working day)
- ◆ -

## Lowlights

- ◆ -
- ◆ -

## Key activities over the next 3 months

- ◆ -
- ◆ -

## CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 58, CDS6.2.0 - 75, CDS6.3.1 - 151 (53%)
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 88, ECDSv4 - 87 (50%)

## 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	1
Totals	2	2	0	1

## 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	27	26	0	7
Totals	27	26	0	7

## 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	1	3	0
Outbound Processing	0	2	0
Other (SR1, SAR, FDF, UDAL etc.)	0	10	0
Totals	2	26	0

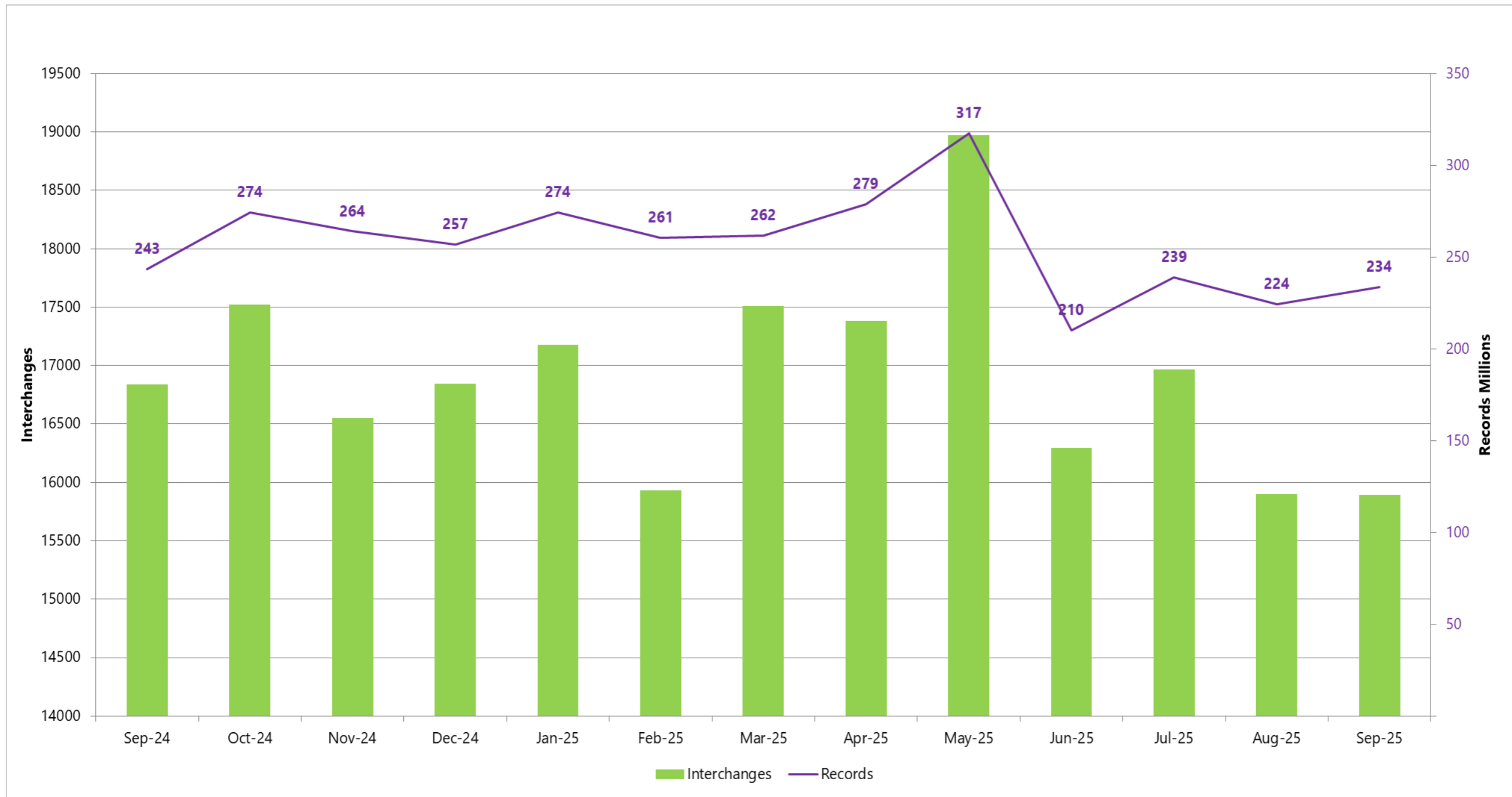
## Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

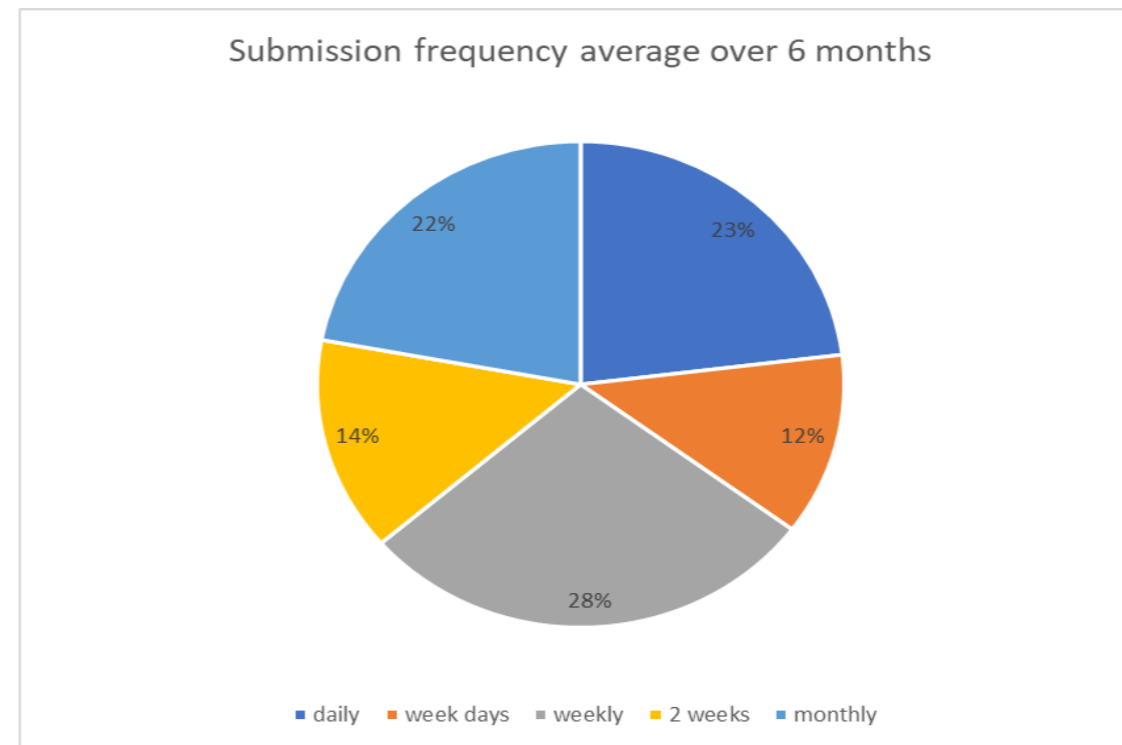
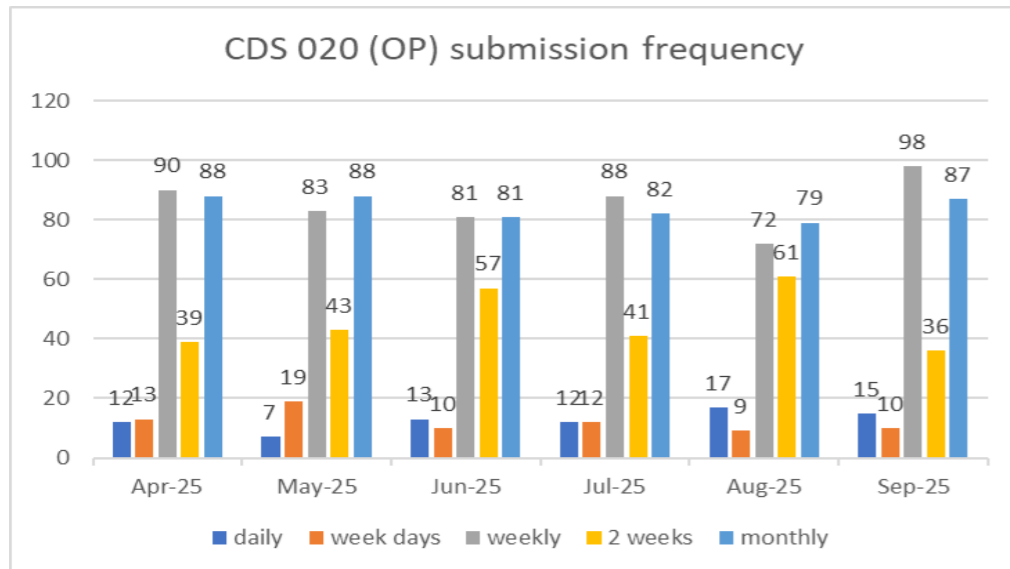
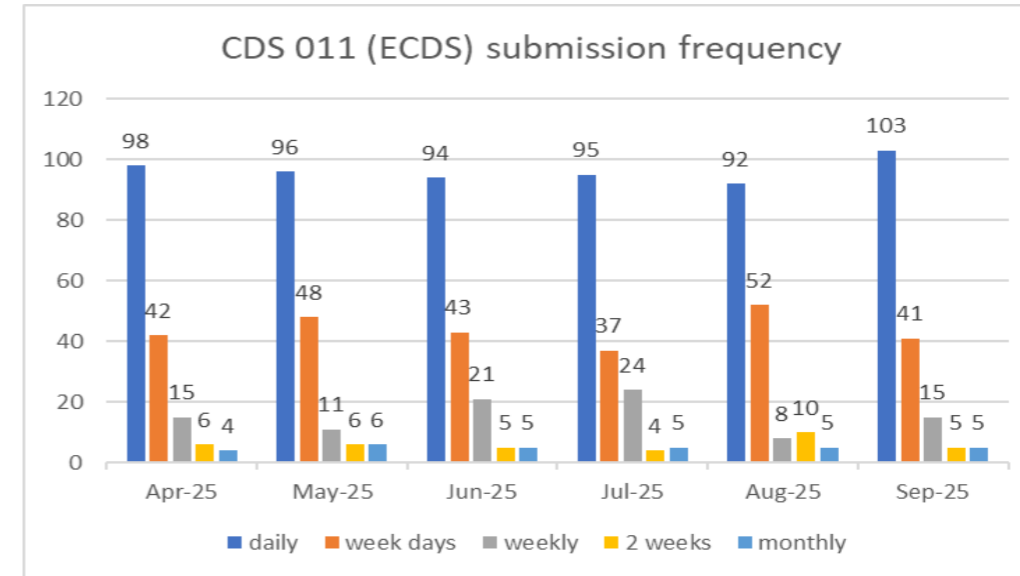
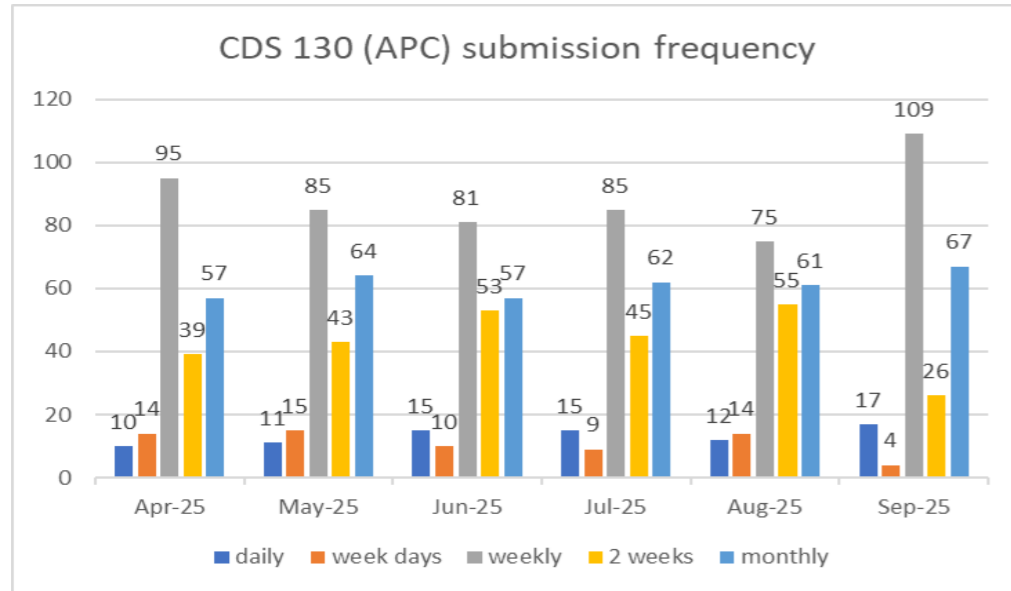
## Interchange Errors

	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Rejections	448	293	170	168	236	151
Deadletters	2	4	1	1	2	2

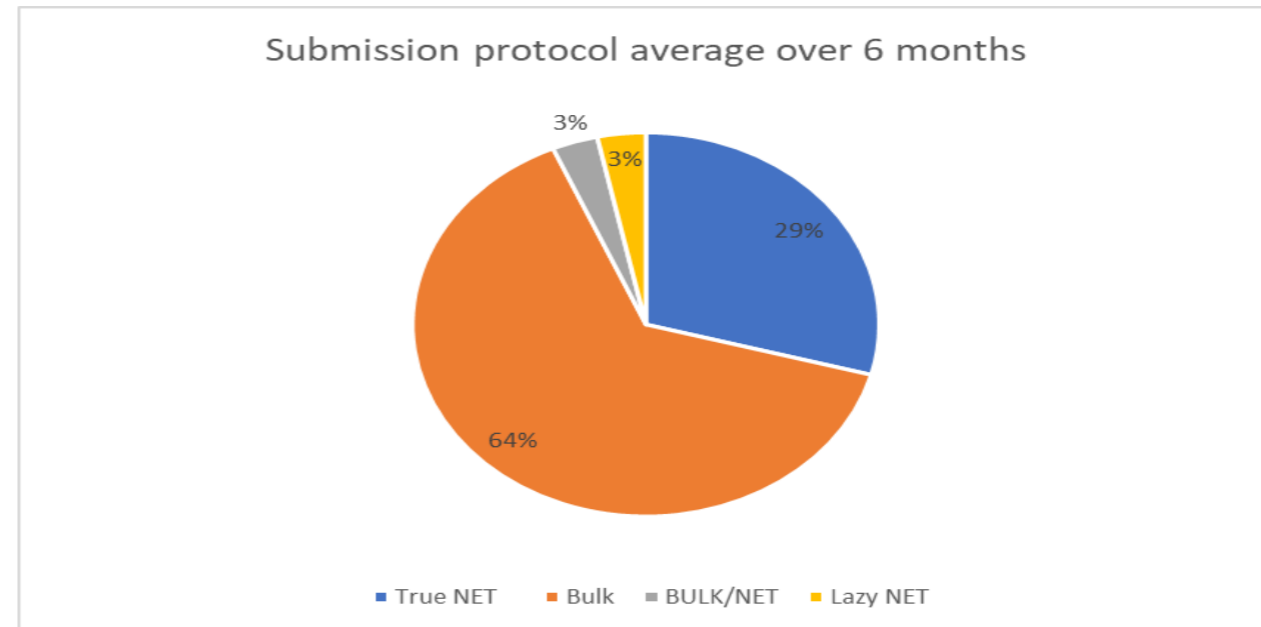
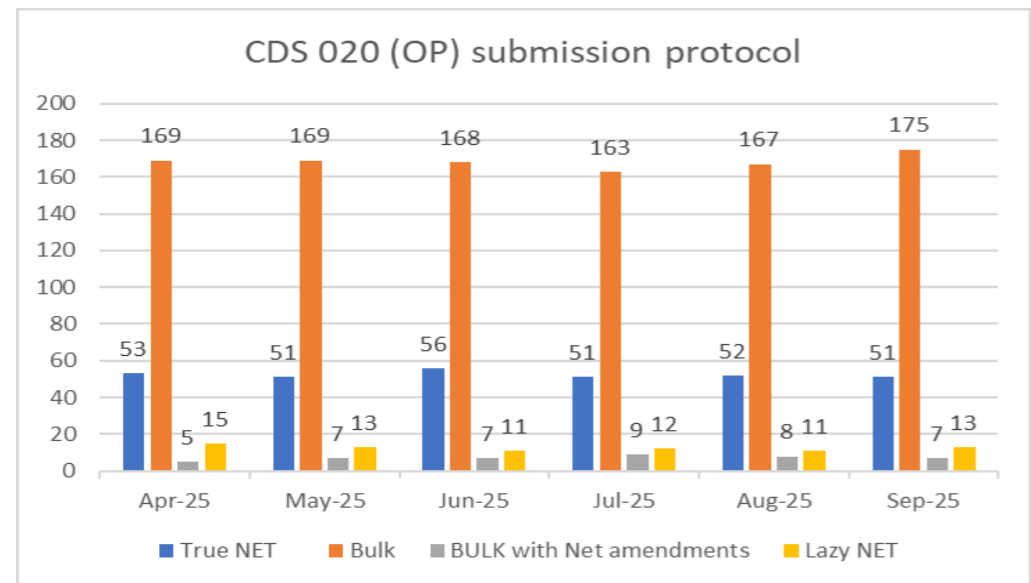
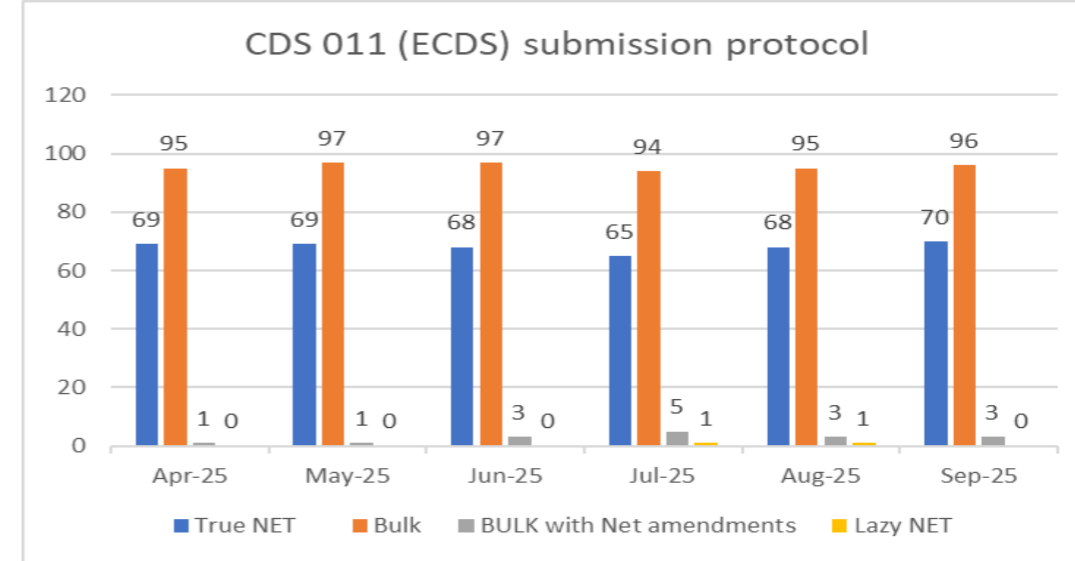
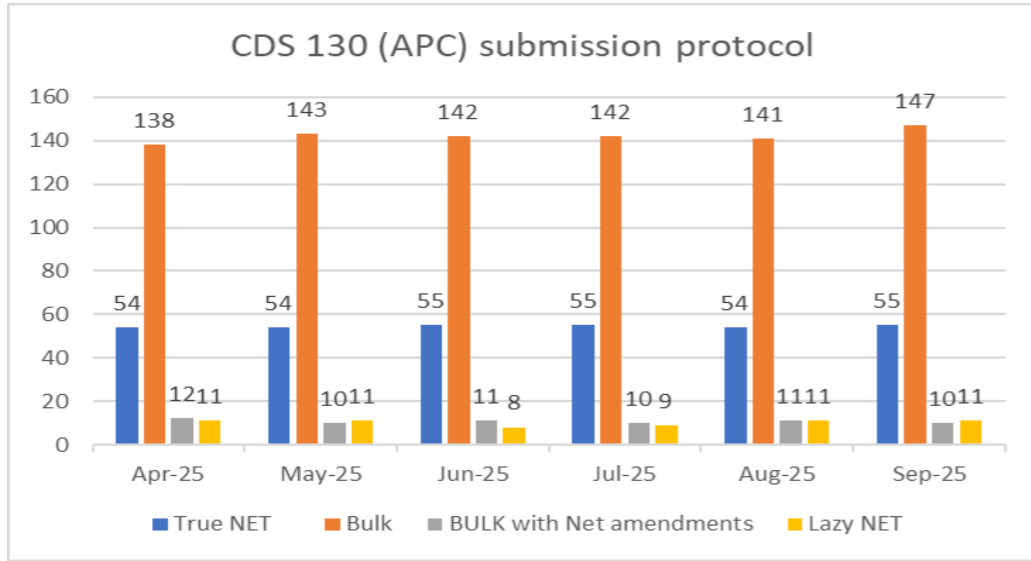
# Data Submission - Rolling 13 Month View



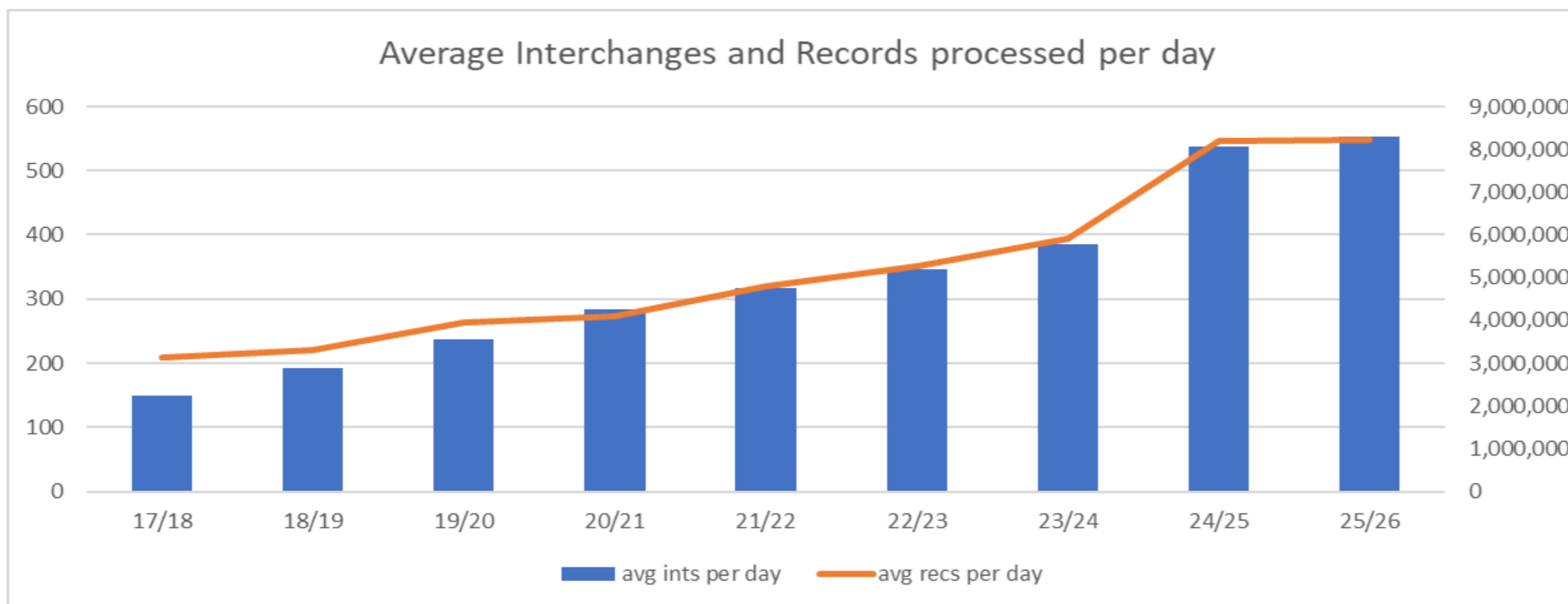
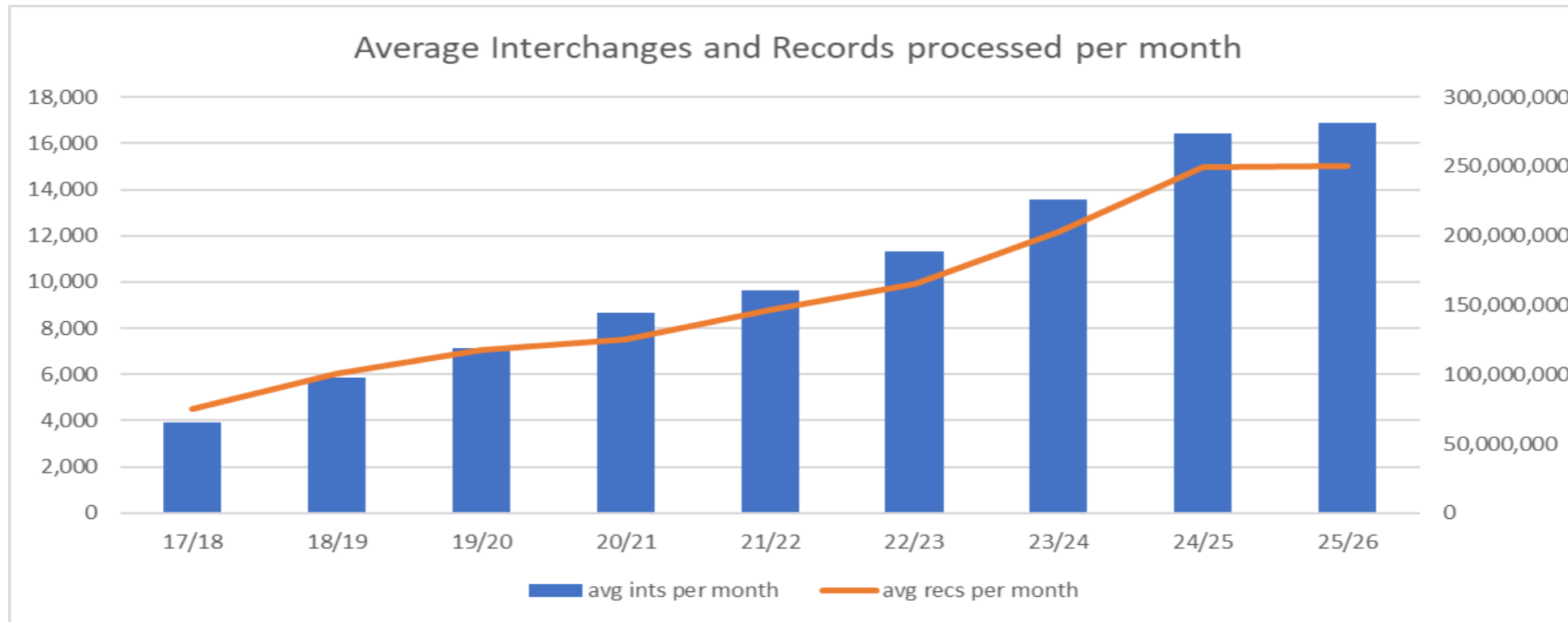
# Data Submission - Frequency



# Data Submission - Protocol

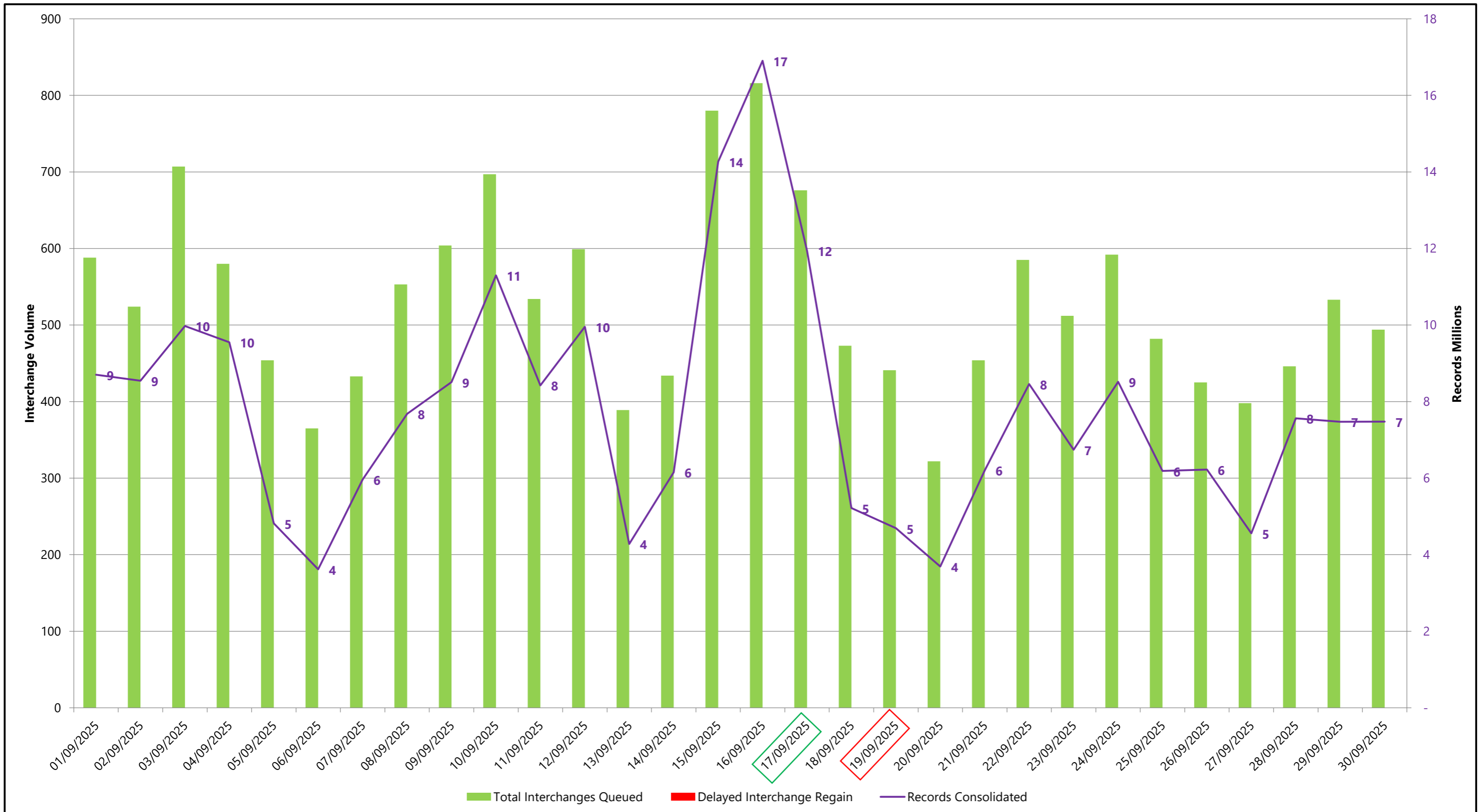


# Submitted Data - Historic view

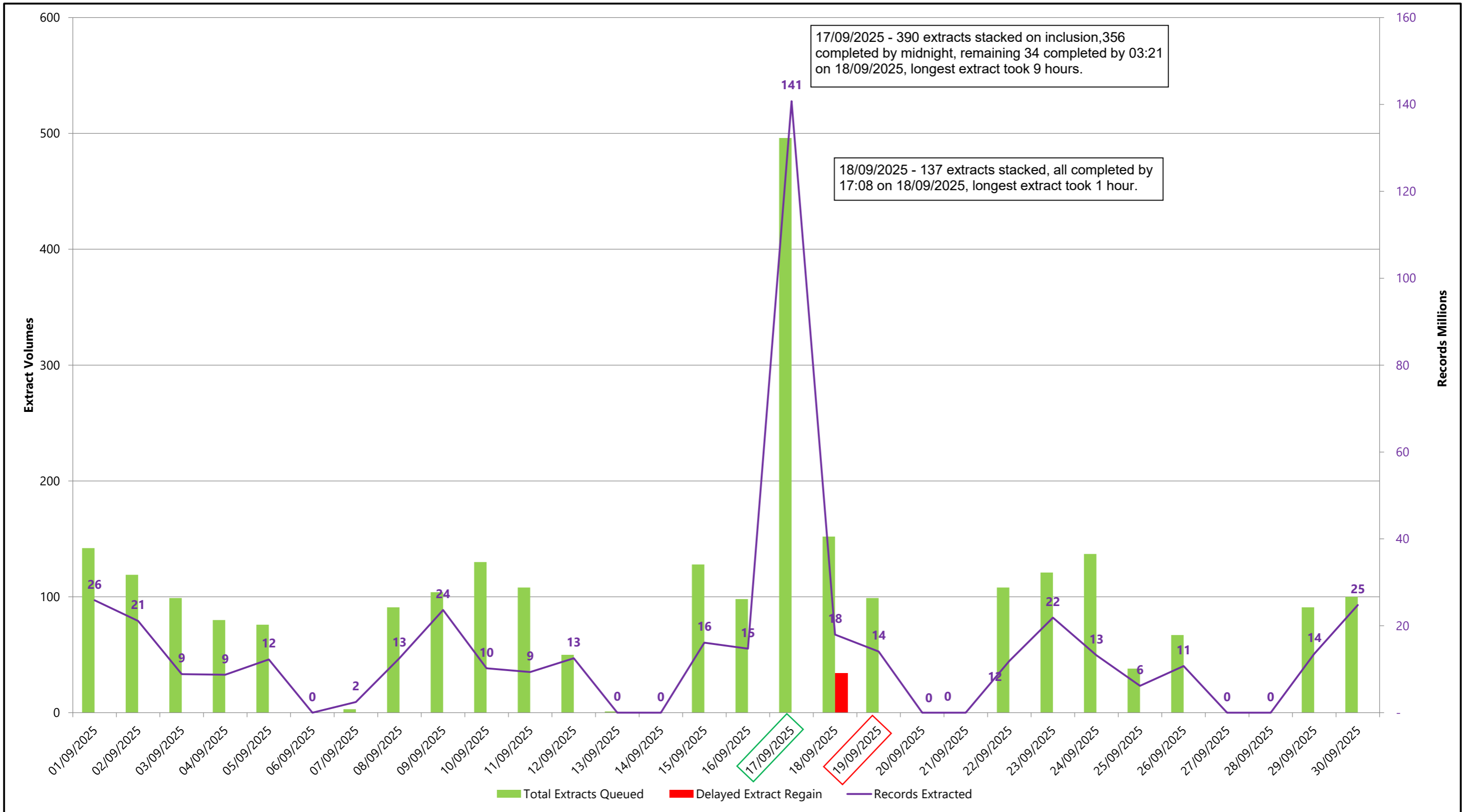




# Performance - Inbound Processing Activity



# Performance - Outbound Processing Activity



# Inbound & Outbound Processing

## Inbound Processing

	Jul-25	Aug-25	Sep-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 - 128 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

	Jul-25	Aug-25	Sep-25
0 to 5 hours	97.07%	96.70%	98.67%
5 to 10 hours	2.93%	3.30%	1.33%
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 - 98.67%**  
**Target 95% complete in 10 hours 100.00%**

10 to 24 hours

24 to 48 hours

### Delayed extracts

34 extracts on 17/09/2025 Inclusion day demand

	Jul-25	Aug-25	Sep-25
Total Extracts	2577	2451	2638
Complete same day	99.0%	98.0%	99.0%
Delayed	1.0%	2.0%	1.0%

SLA breach by 6pm on 2rd working day

	Jul-25	Aug-25	Sep-25
Inclusion date	17/07/2025	19/08/2025	17/09/2025
ALL Extracts completed	18/07/2025	20/08/2025	18/09/2025
Completed in (working days)	1	1	1

### SLA

All extracts completed by 17:08 on 18/09/2025



**Thank You**  
Questions?































