

SUS+ Service Summary Report

Reporting Month - August-2026



Management Summary

Business Activity

- ◆ 15,477 interchanges processed - comprising 193 million records.
- ◆ 2,289 extracts processed - comprising 323 million records.
- ◆ -

Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 20/08/2026 (1 whole working day)
- ◆ -

Lowlights

- ◆ -
- ◆ -

Key activities over the next 3 months

- ◆ -
- ◆ -

CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 42, CDS6.2.0 - 67, CDS6.3.1 - 174 (61%)
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 73, ECDSv4 - 102 (58%)

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	5	5	0	0
Totals	5	5	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	19	17	0	3
Totals	19	17	0	3

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	9	0
Extracts	1	3	0
Inbound Processing	0	1	0
Outbound Processing	0	1	0
Other (SR1)	0	3	0
Totals	4	17	0

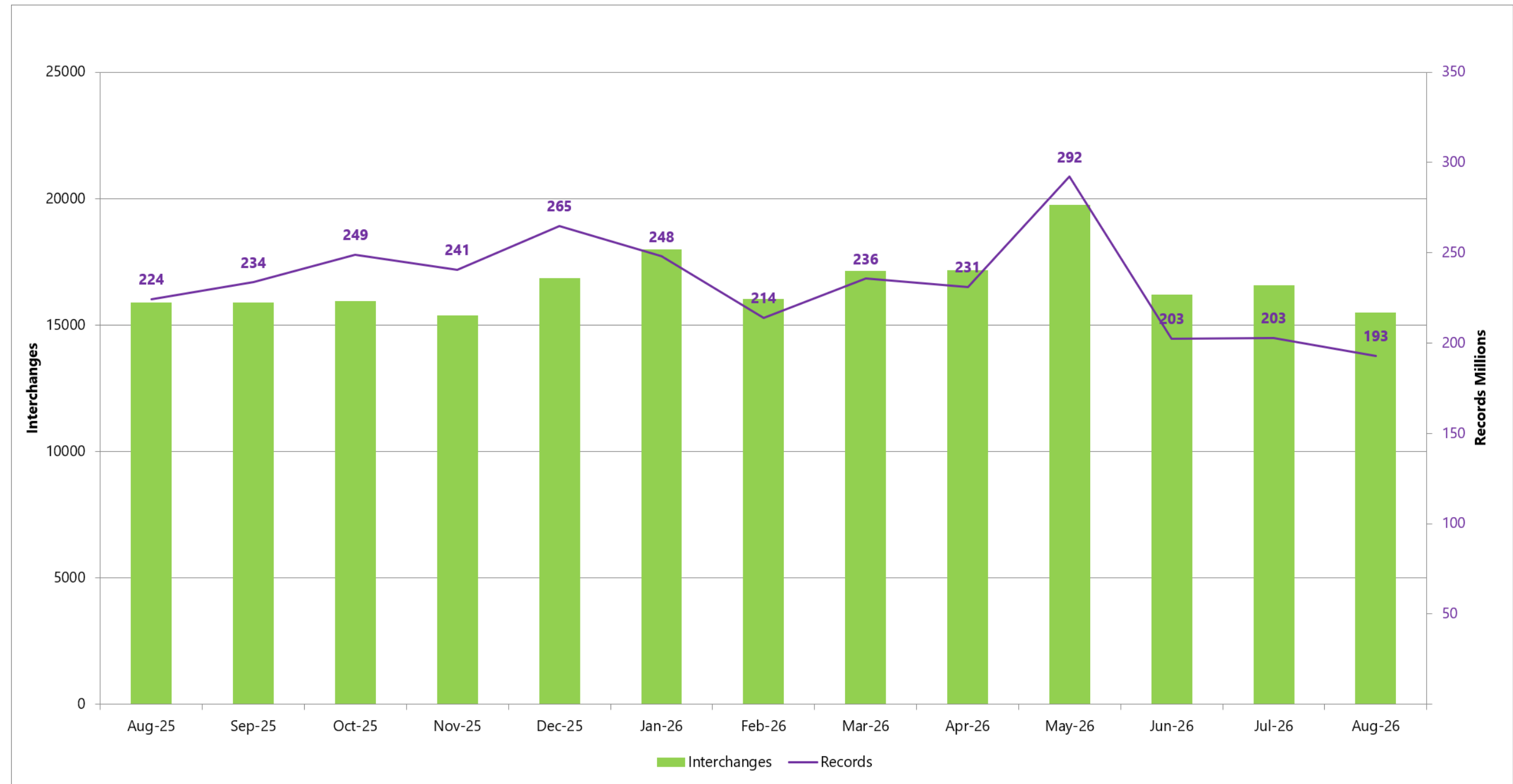
Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

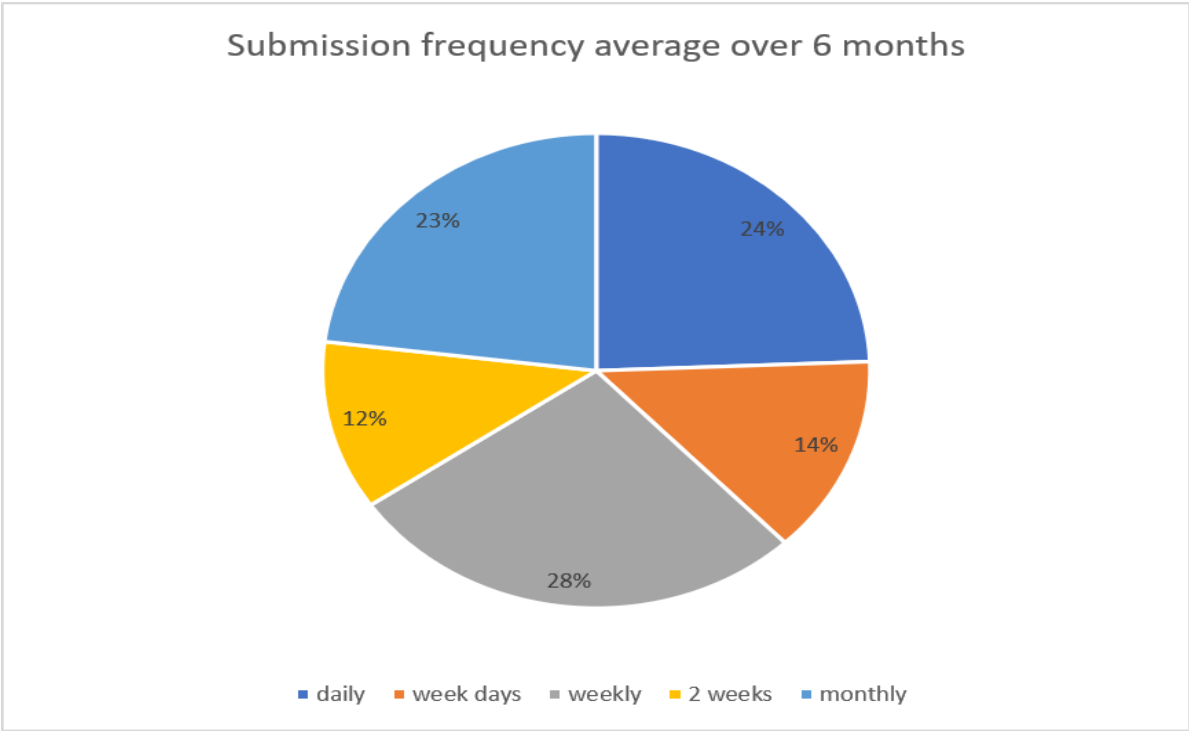
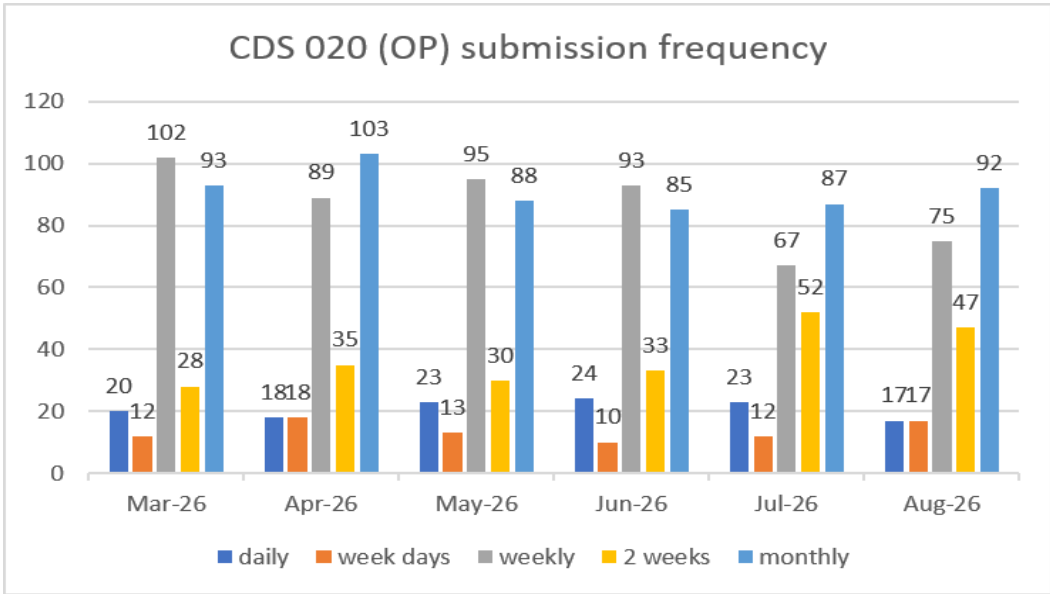
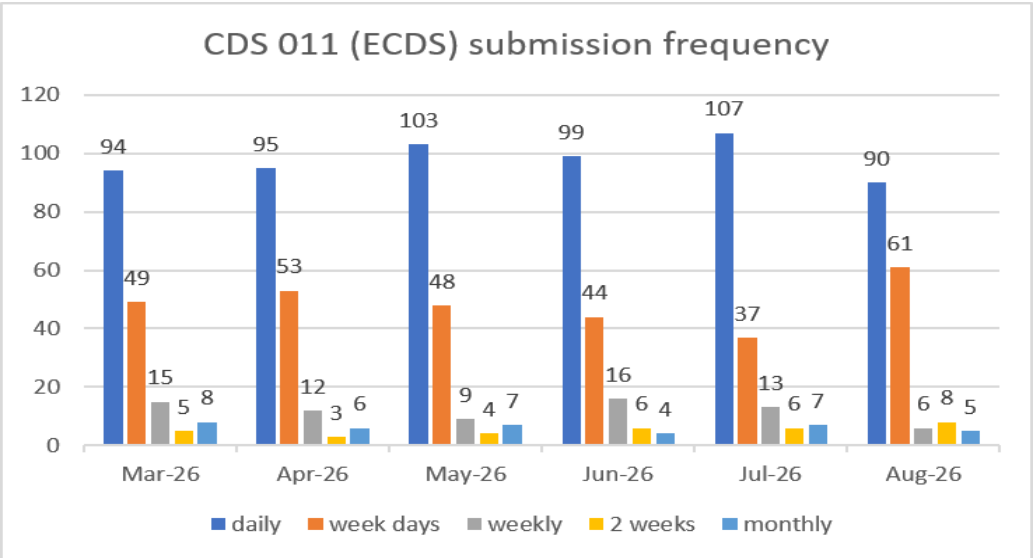
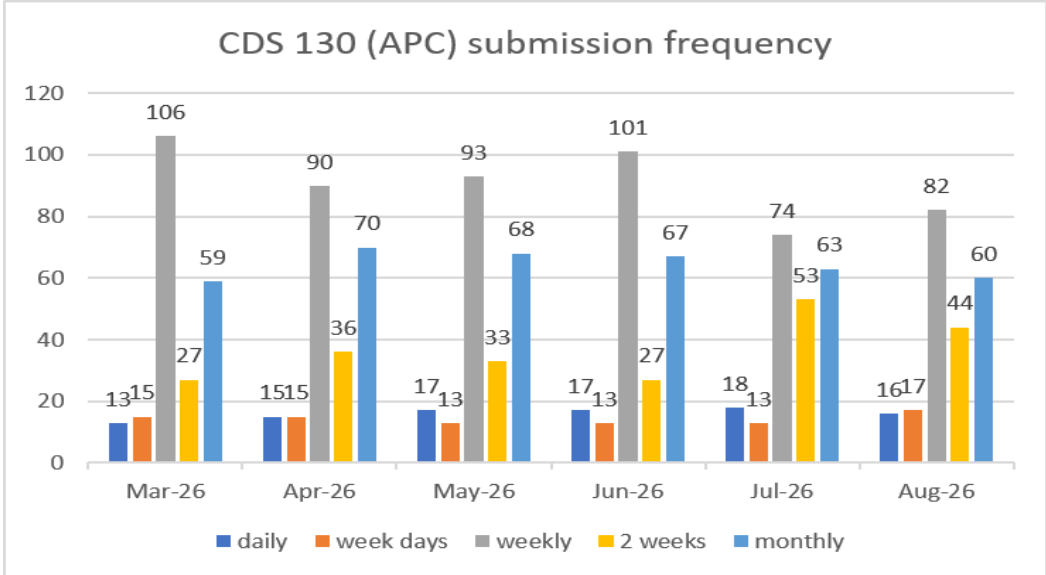
Interchange Errors

	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26
Rejections	137	164	171	94	148	116
Deadletters	1	0	0	0	1	0

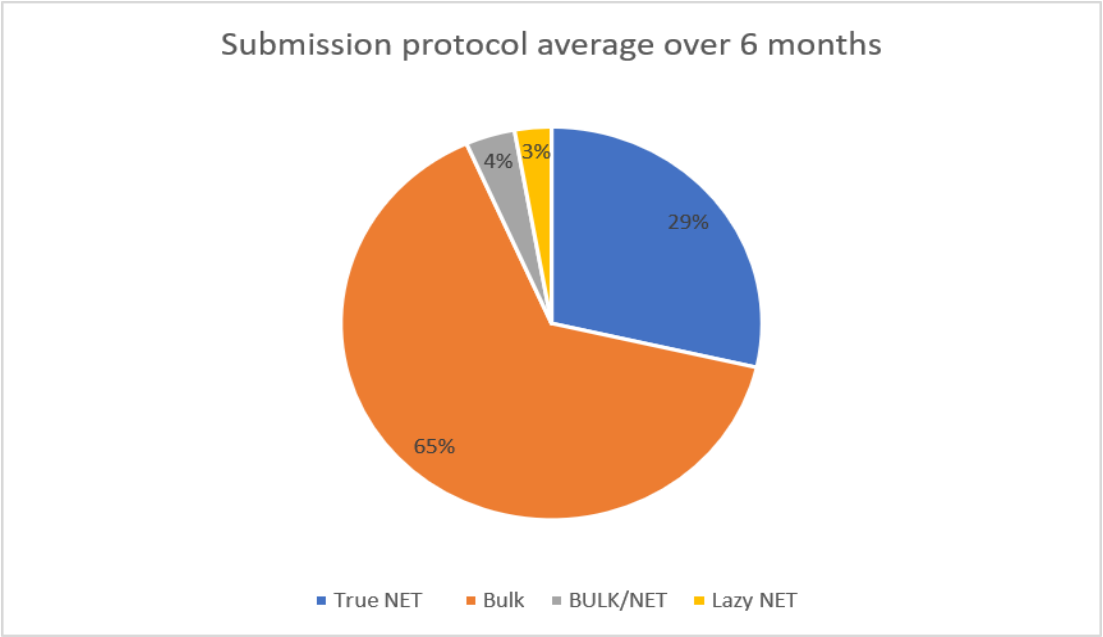
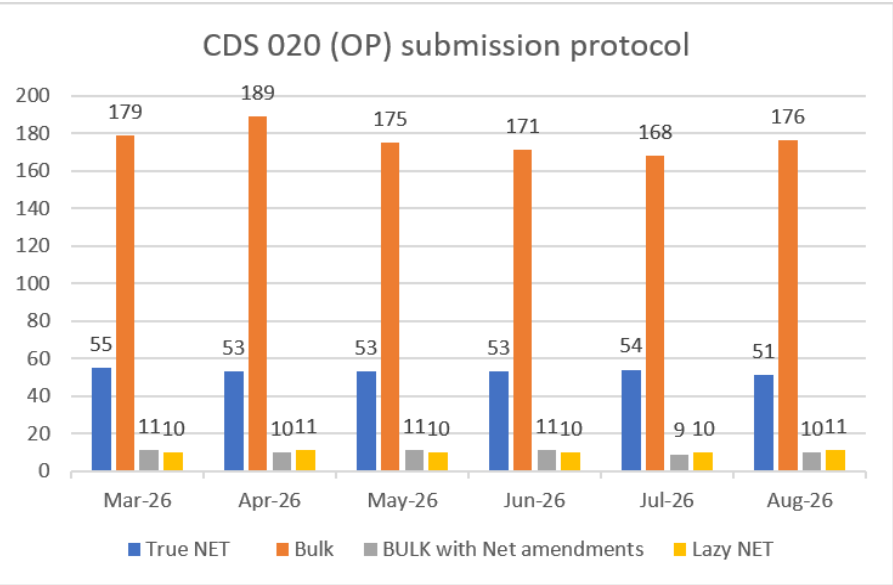
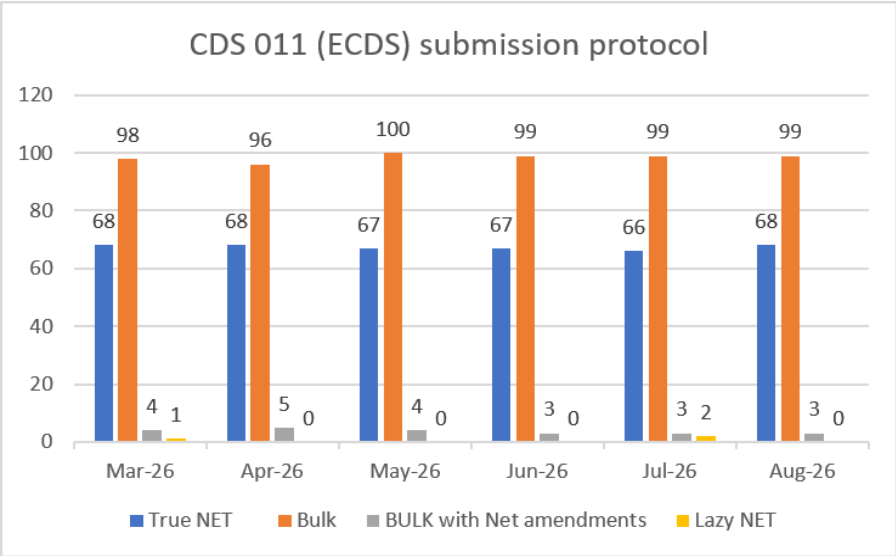
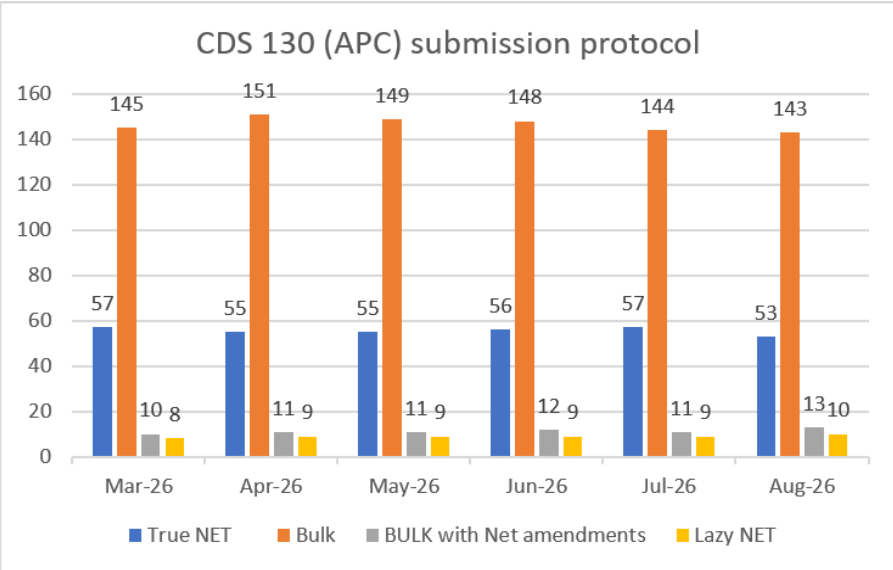
Data Submission - Rolling 13 Month View



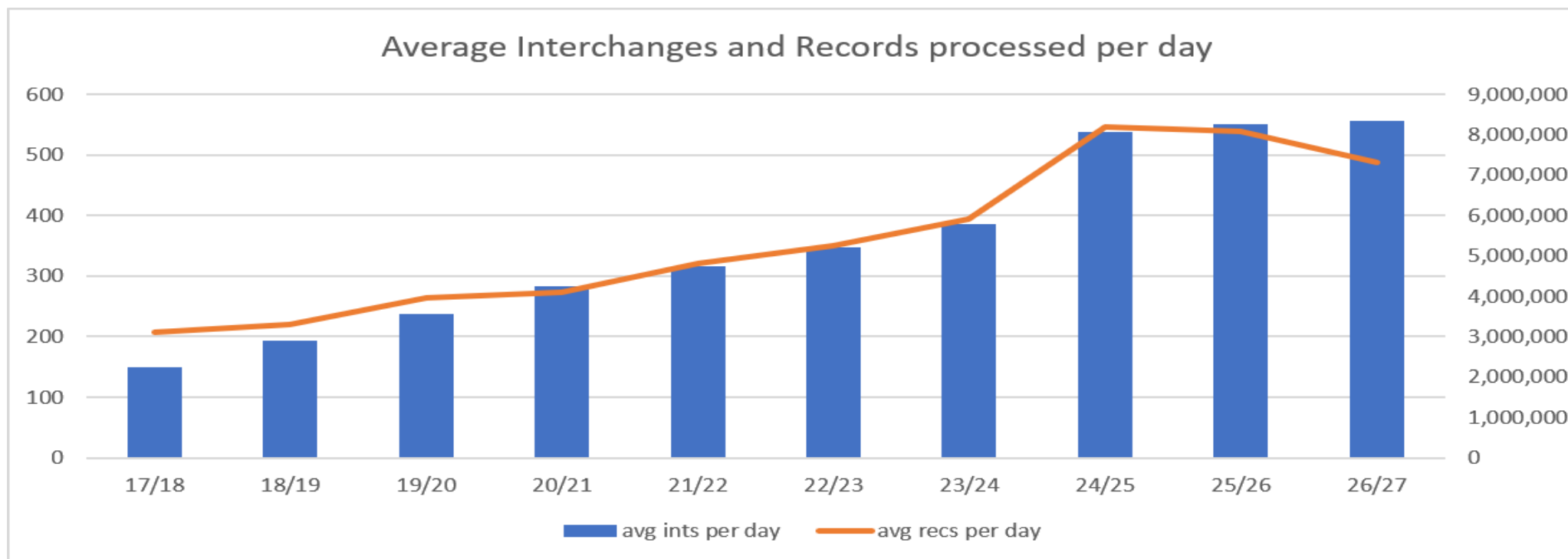
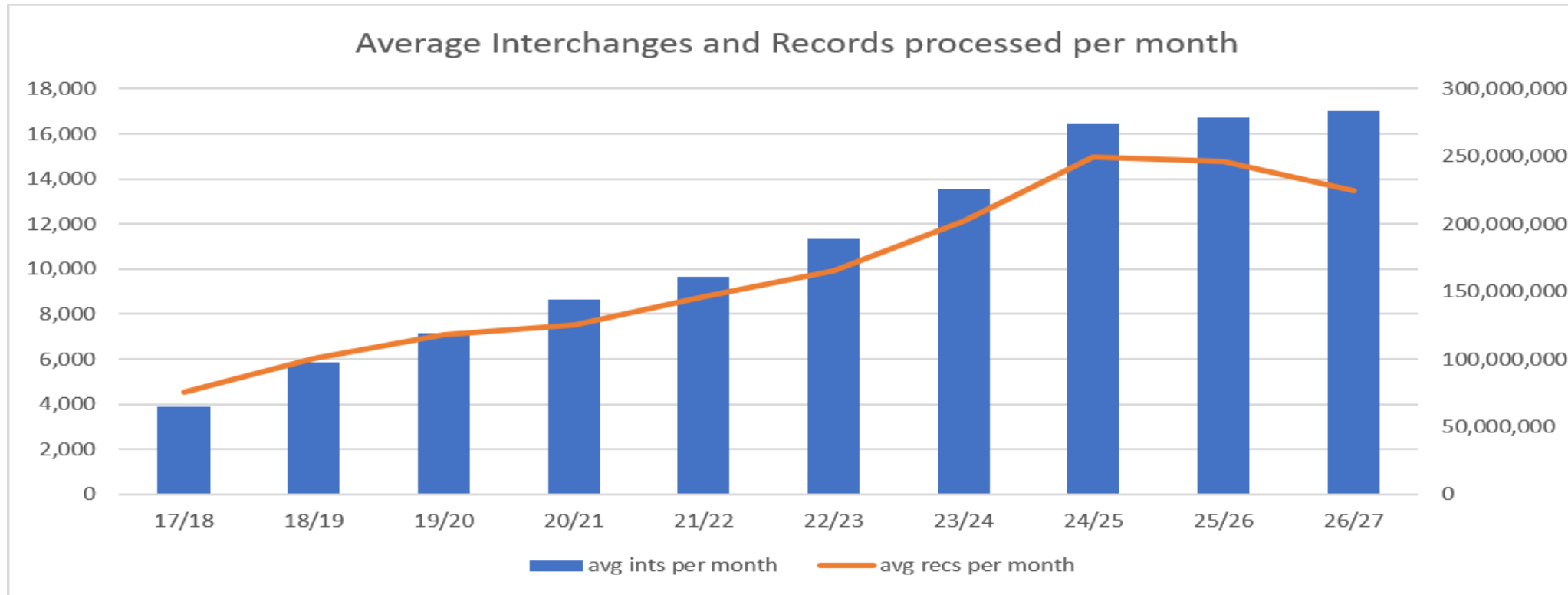
Data Submission - Frequency



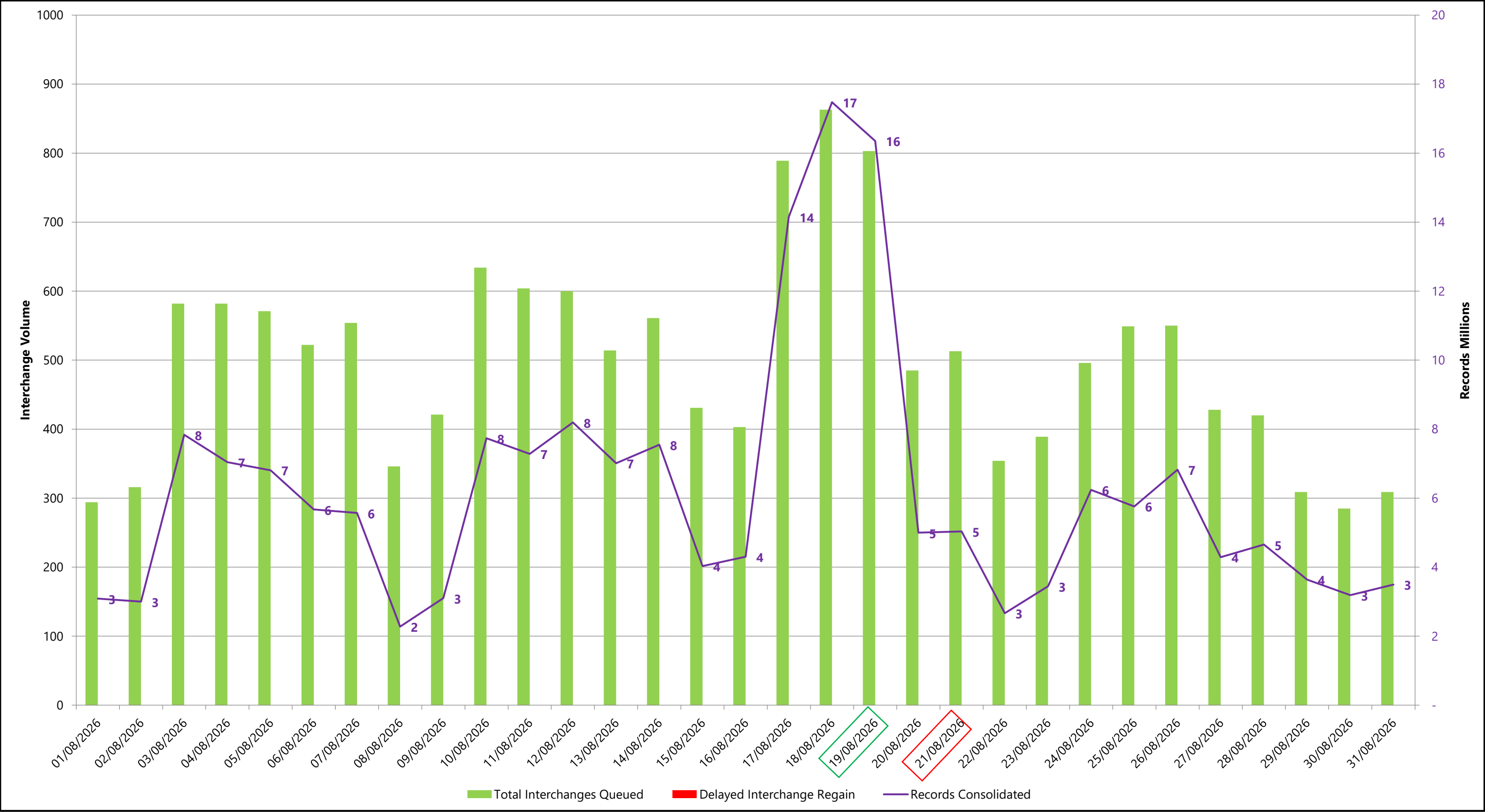
Data Submission - Protocol



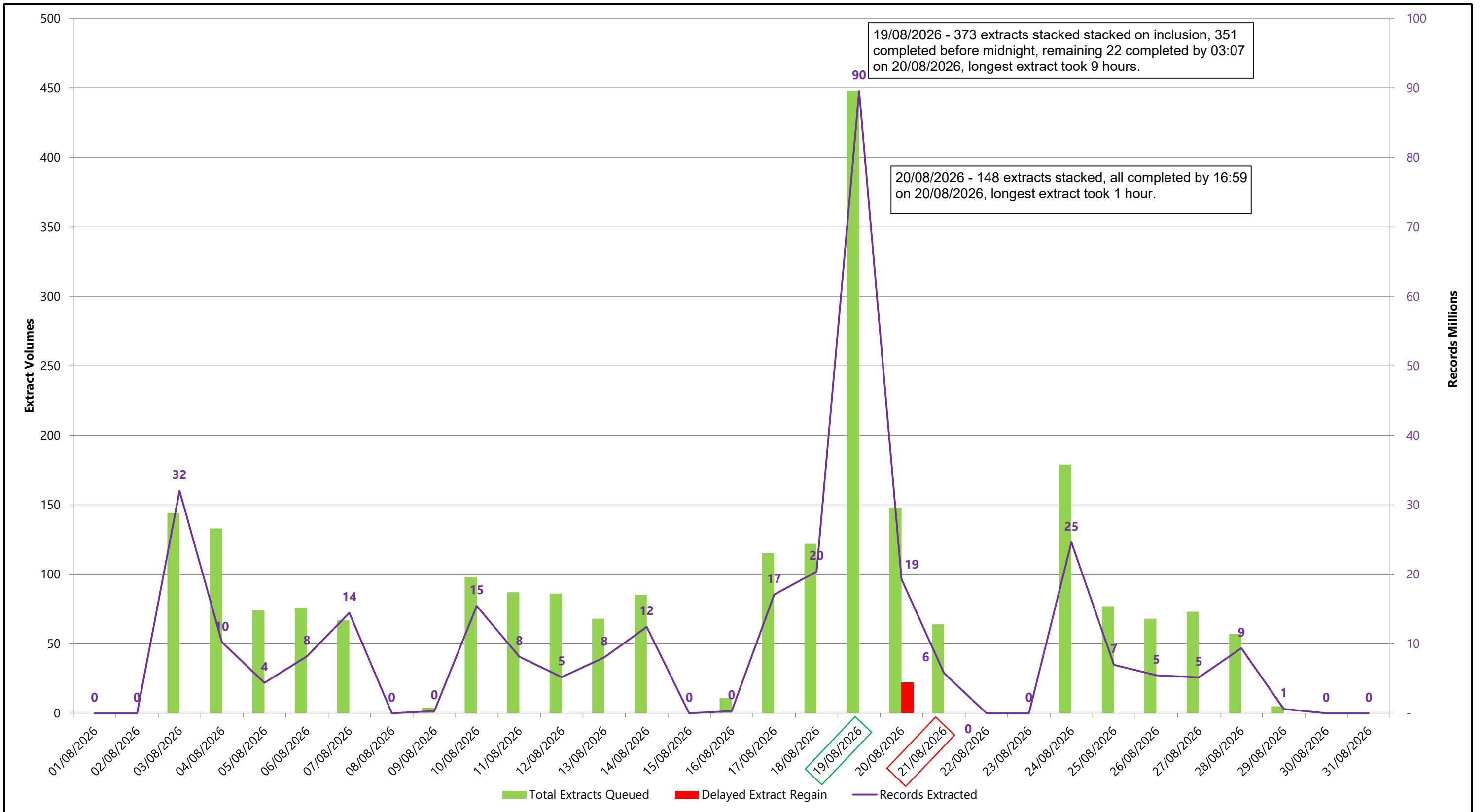
Submitted Data - Historic view



Performance - Inbound Processing Activity



Performance - Outbound Processing Activity



Inbound & Outbound Processing

Inbound Processing

	Jun-26	Jul-26	Aug-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 -	98 minutes
Mean -	2 minutes
Median -	0 minutes
Mode -	0 minutes
Target 95% complete in 5 hours - 100%	
Target 99% complete in 10 hours - 100%	

Mean - 2 minutes

Median - 0 minute

Mode - 0 minutes

Target 95% complete in 5 hours - 100%

Target 99% complete in 10 hours - 100%

Outbound Processing

	Jun-26	Jul-26	Aug-26
0 to 5 hours	98.87%	96.18%	99.04%
5 to 10 hours	1.13%	3.41%	0.96%
10 to 24 hours	0.00%	0.41%	0.00%
24 to 48 hours	0.00%	0.00%	0.00%

Outbound commentary

Target 90% complete in 5 hours - 99.04%

Target 95% complete in 10 hours - 100.00%

10 to 24 hours

24 to 48 hours

Delayed extracts

22 extracts on 19/08/2026 Inclusion day demand

SLA

All extracts completed by 16:59 on 20/08/2026

Target 95% complete in 10 hours - 100.00%

22 extracts on 19/08/2026 Inclusion day demand

All extracts completed by 16:59 on 20/08/2026

	Jun-26	Jul-26	Aug-26
Total Extracts	3038	2671	2289
Complete same day	98.8%	99.1%	99.0%
Delayed	1.2%	0.9%	1.0%

SLA breach by 6pm on 2nd working day	Jun-26	Jul-26	Aug-26
Inclusion date	17/06/2026	17/07/2026	19/08/2026
ALL Extracts completed	18/06/2026	20/07/2026	20/08/2026
Completed in (working days)	1	1	1

SLA breach by 6pm on 2nd working day	Jun-26	Jul-26	Aug-26
Inclusion date	17/06/2026	17/07/2026	19/08/2026
ALL Extracts completed	18/06/2026	20/07/2026	20/08/2026
Completed in (working days)	1	1	1



Thank You
Questions?

