

SUS+ Service Summary Report

Reporting Month - May-2026



Management Summary

Business Activity

- ◆ 19,760 interchanges processed (new record) - comprising 292 million records.
- ◆ 3,038 extracts processed - comprising 666 million records.
- ◆ On Monday 18/05/2026, SUS+ processed 1,347 interchanges (new record) and 28,433,567 records (new record)

Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 21/05/2026 (1 whole working day)
- ◆ -

Lowlights

- ◆ -
- ◆ -

Key activities over the next 3 months

- ◆ -
- ◆ -

CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 47, CDS6.2.0 - 71, CDS6.3.1 - 176 (60%)
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 76, ECDSv4 - 100 (57%)

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	4	4	0	0
Totals	4	4	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	19	0	5
Totals	20	19	0	5

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	6	0
Extracts	3	3	0
Inbound Processing	0	3	0
Outbound Processing	0	2	0
Other (SR1)	0	5	0
Totals	4	19	0

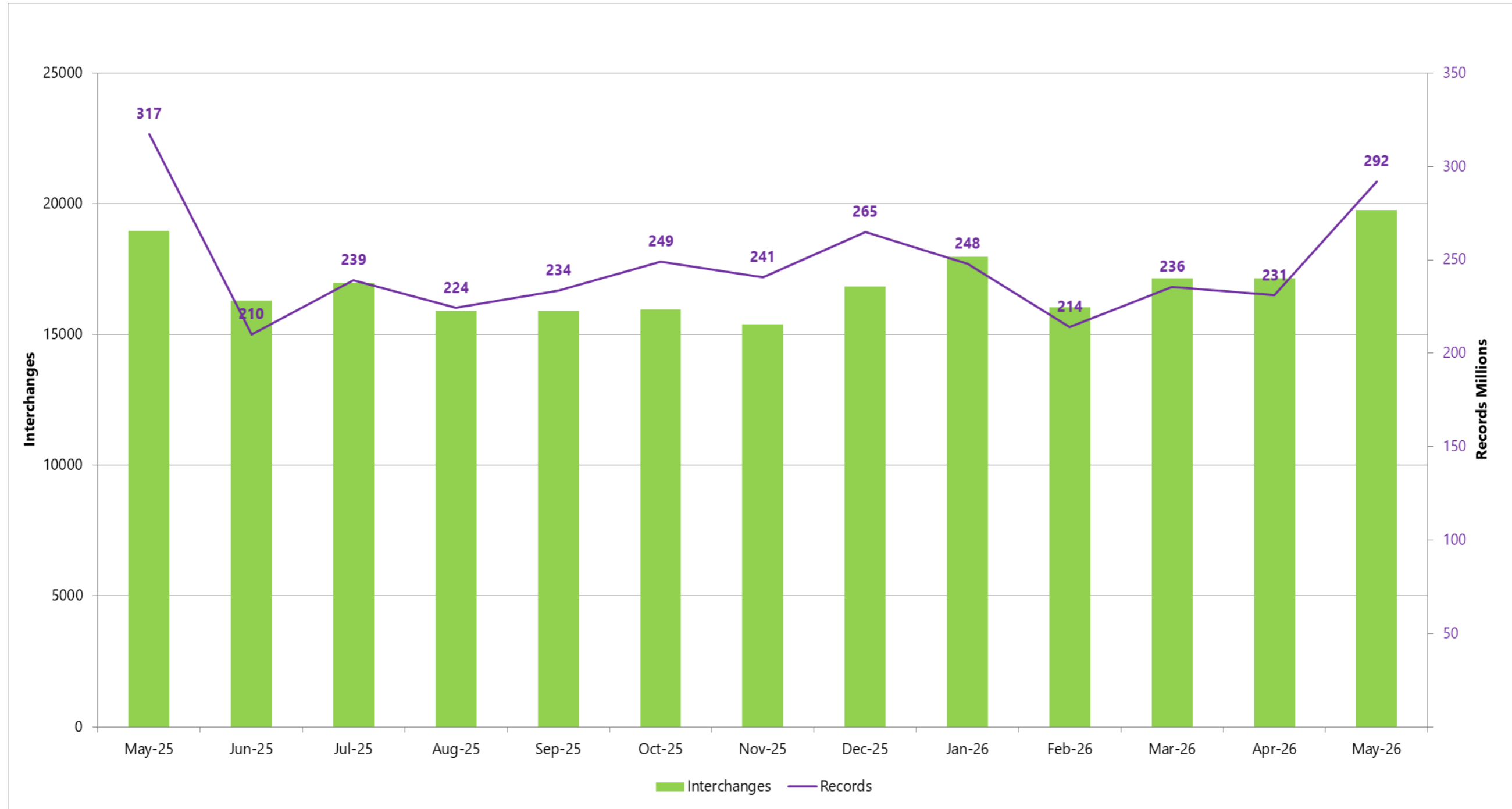
Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

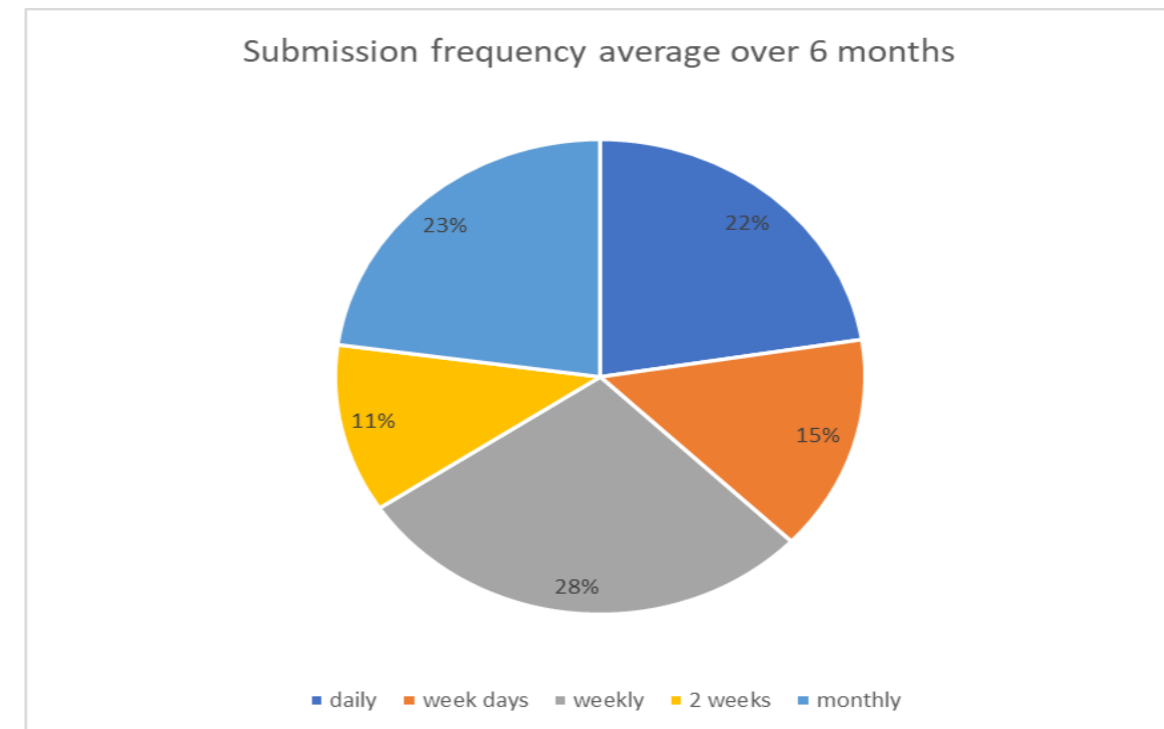
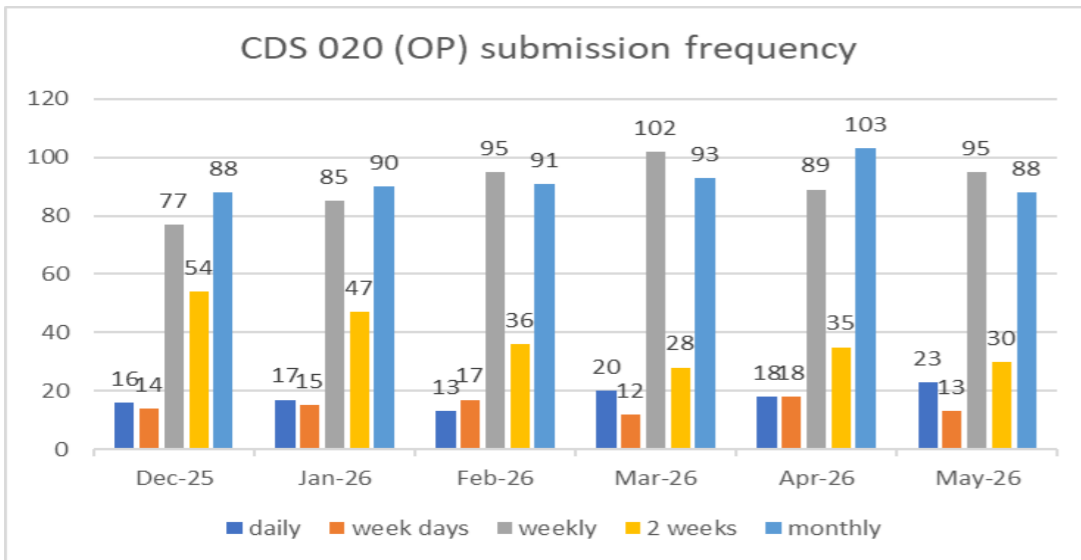
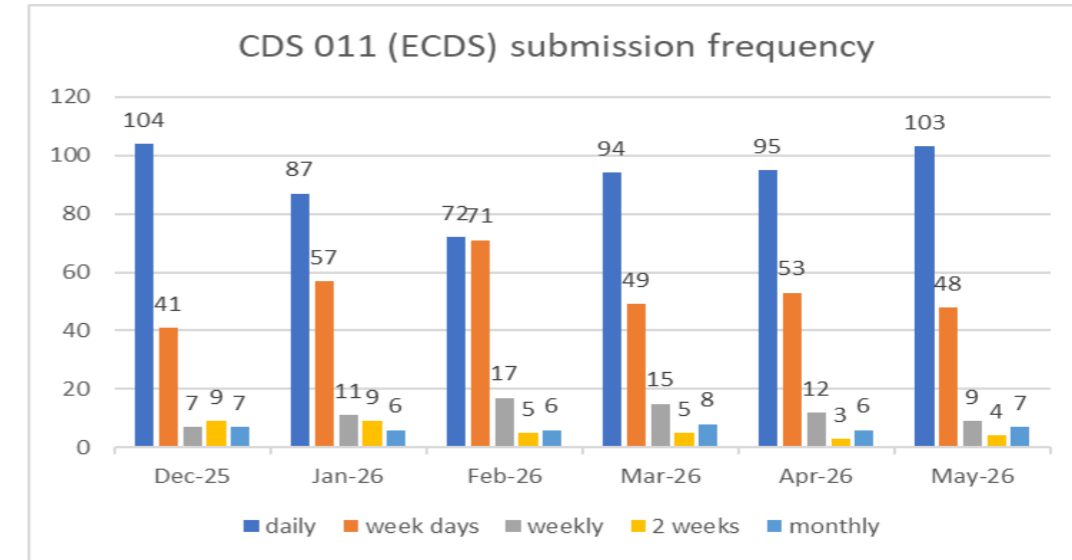
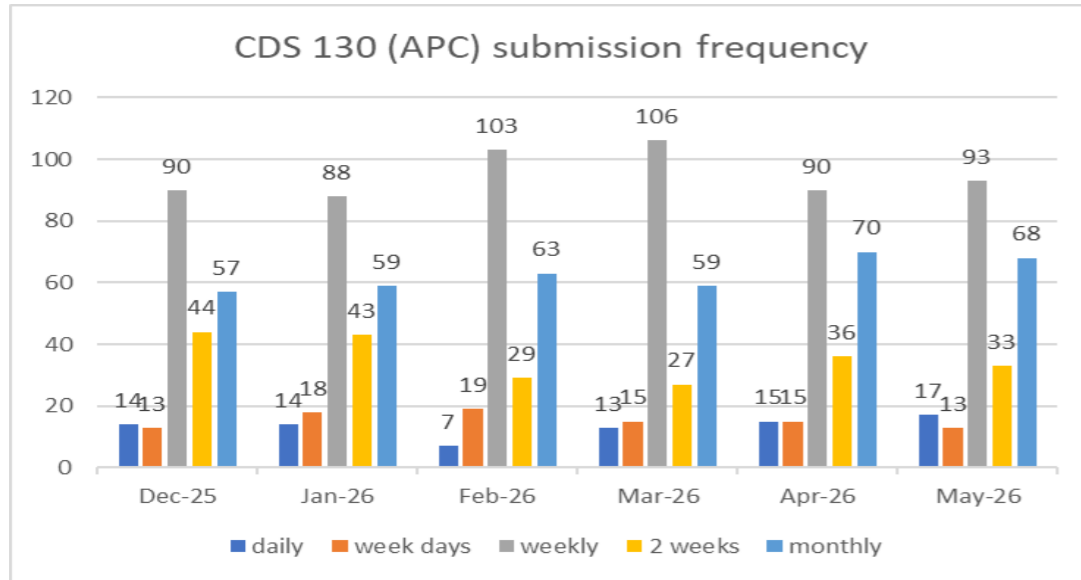
Interchange Errors

	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
Rejections	150	138	120	137	164	171
Deadletters	2	1	0	1	0	0

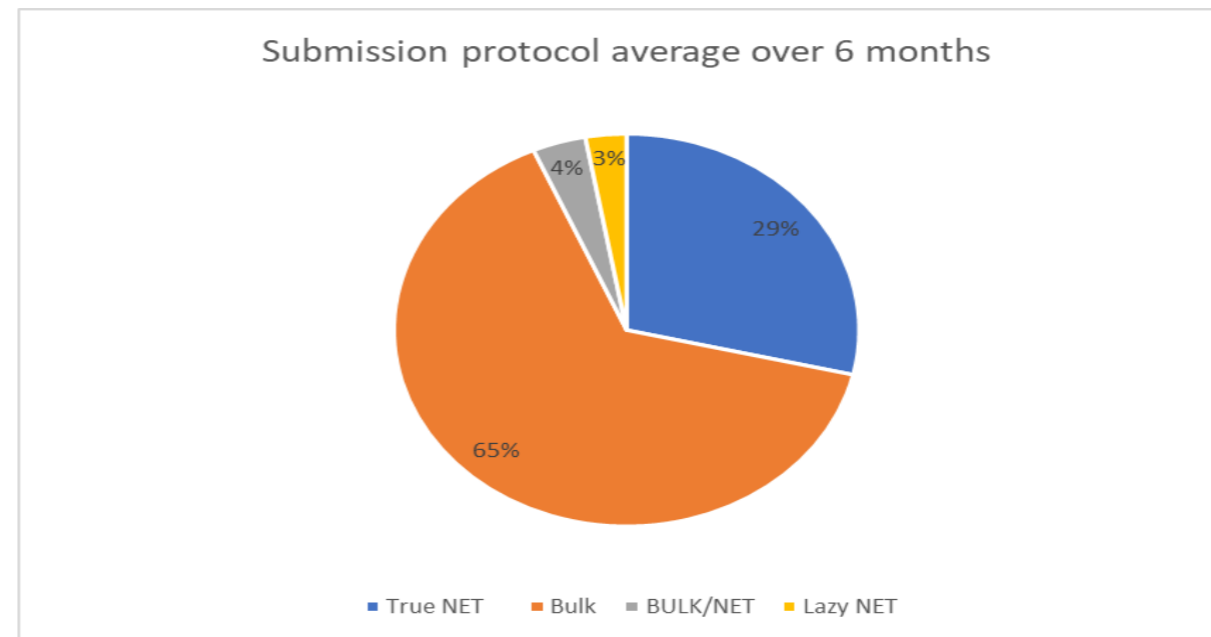
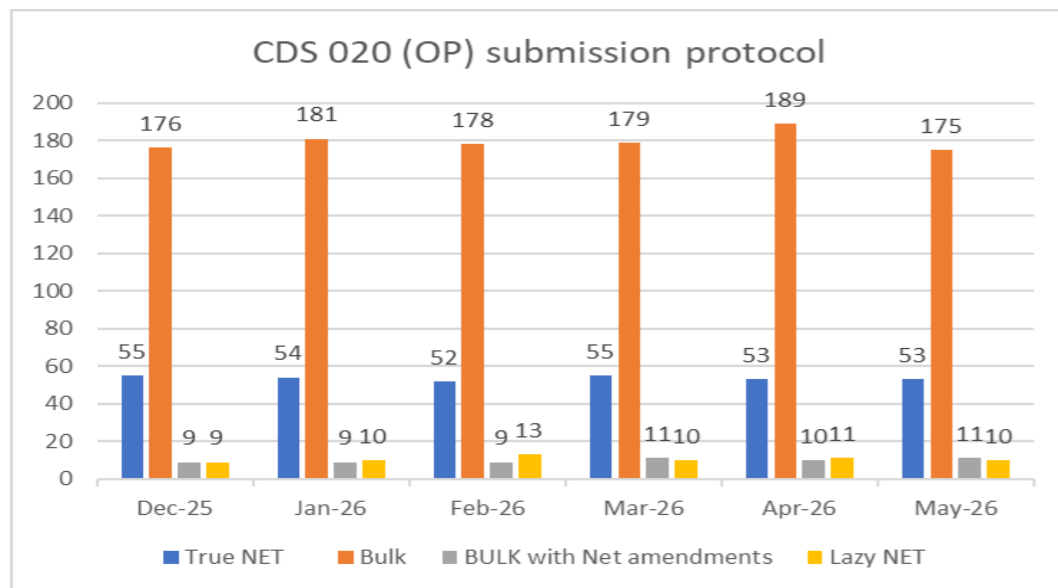
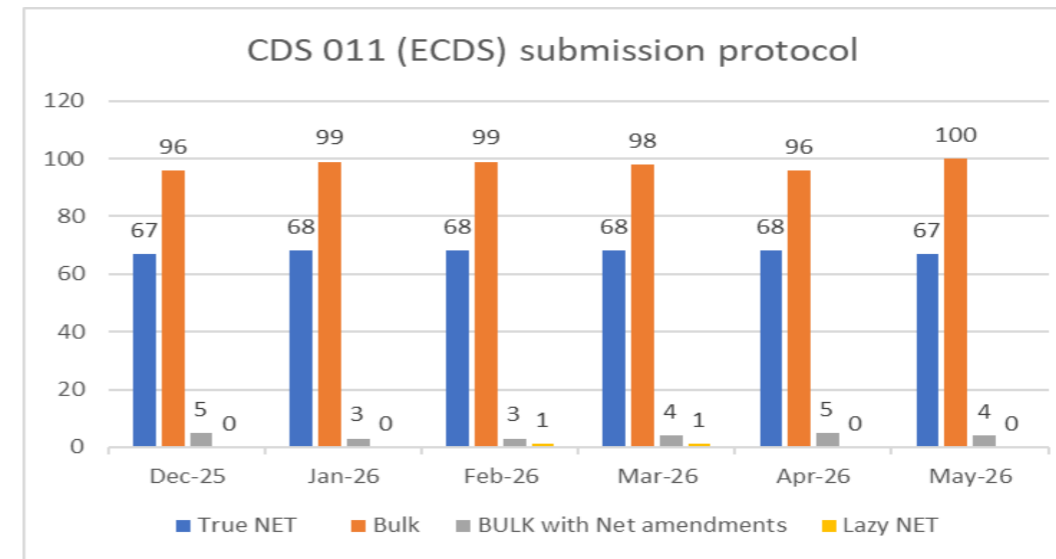
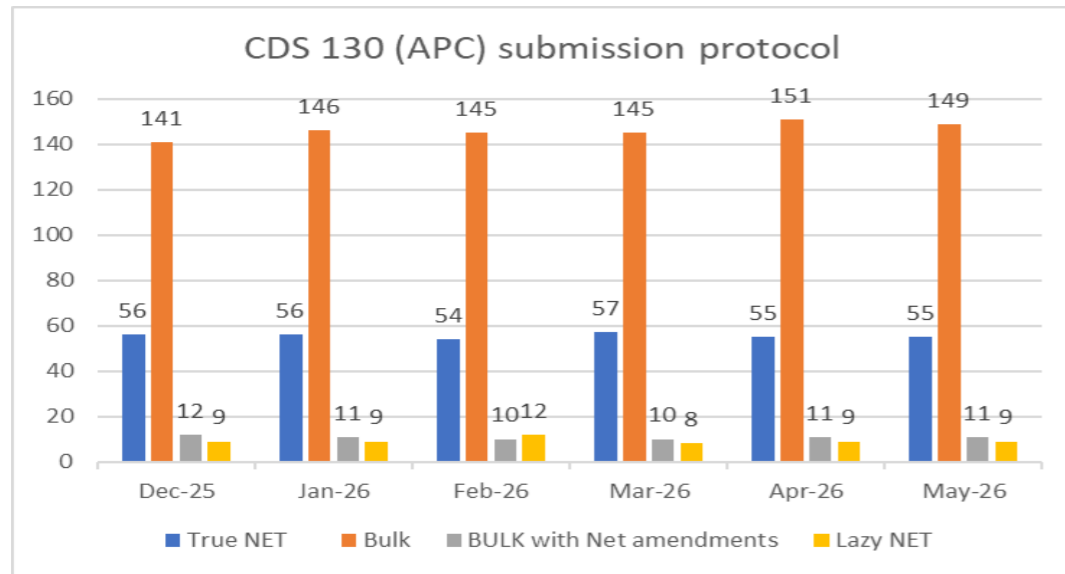
Data Submission - Rolling 13 Month View



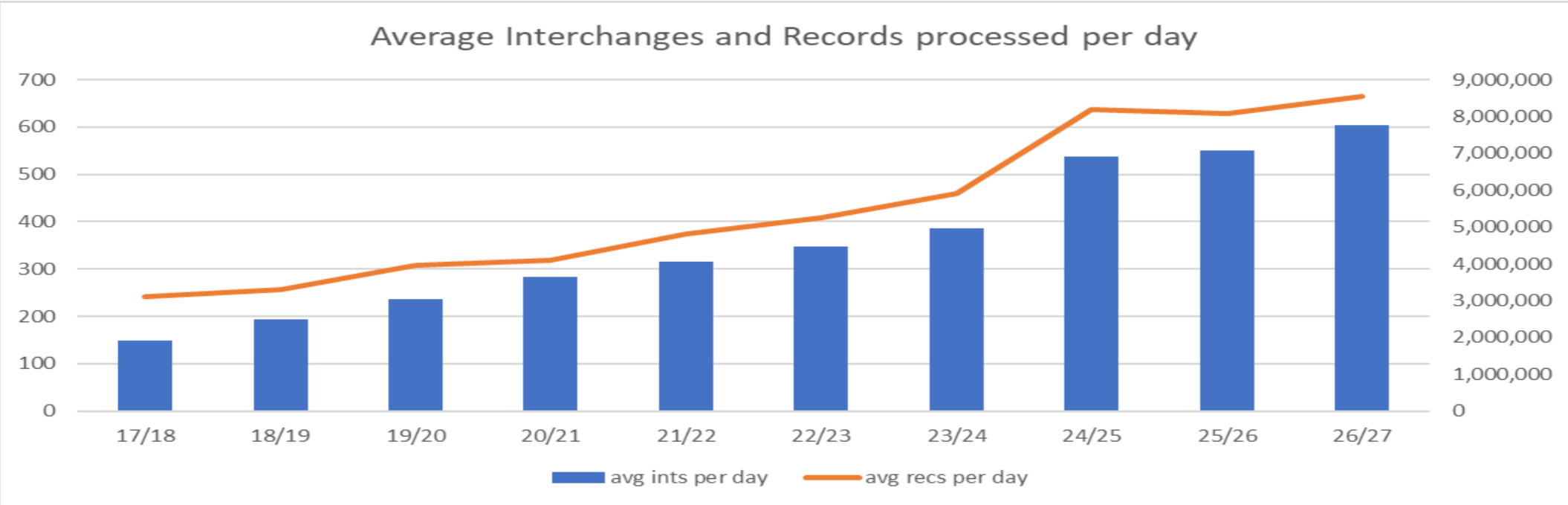
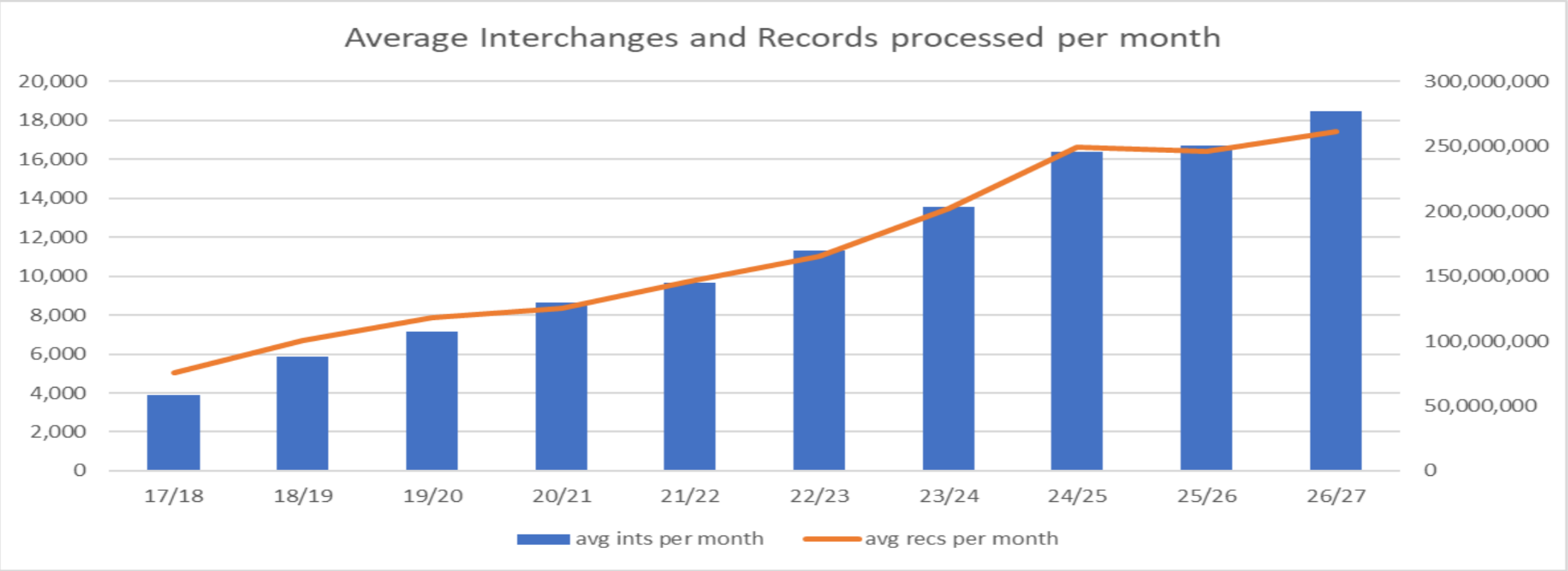
Data Submission - Frequency



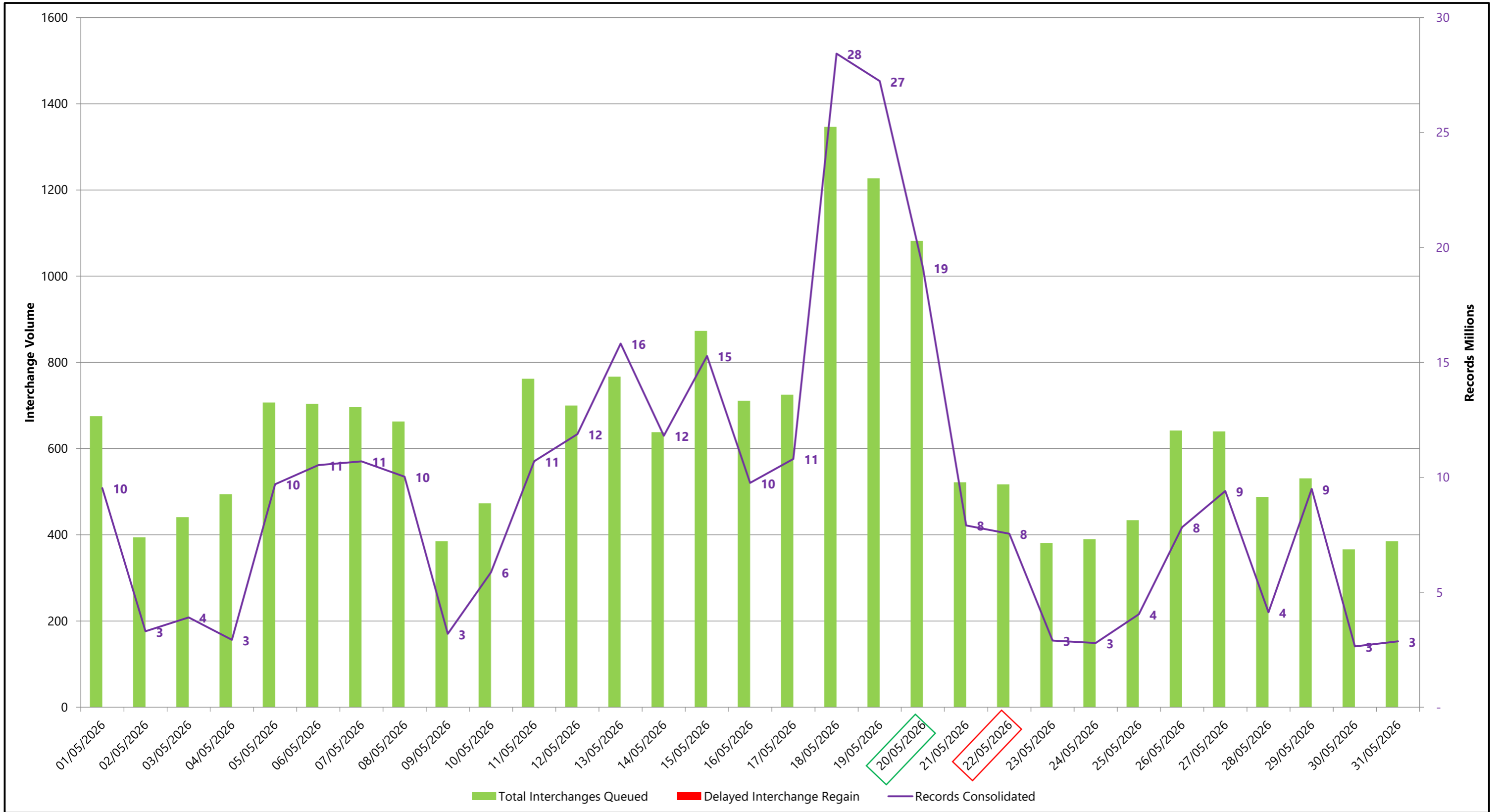
Data Submission - Protocol



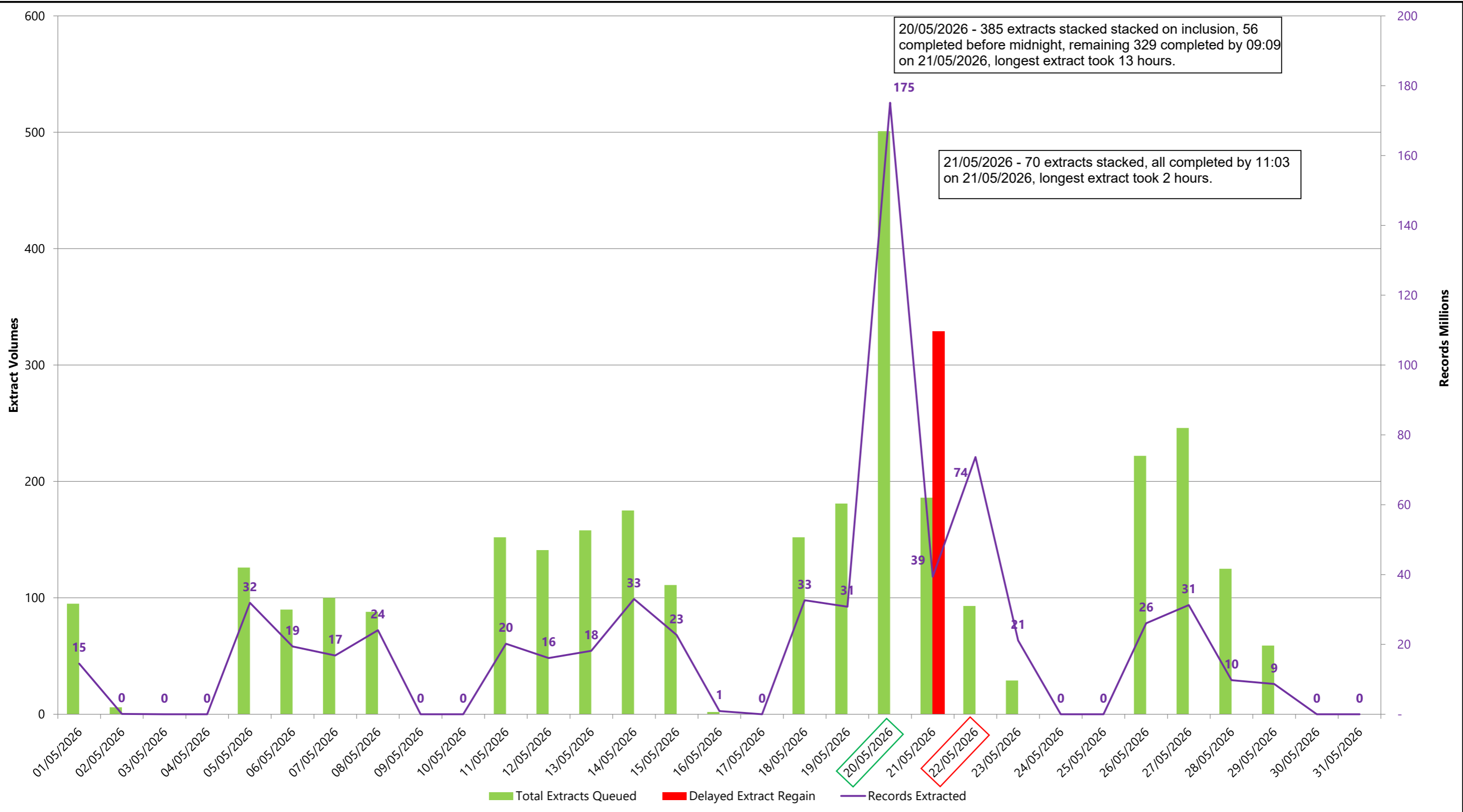
Submitted Data - Historic view



Performance - Inbound Processing Activity



Performance - Outbound Processing Activity



Inbound & Outbound Processing

Inbound Processing

	Mar-26	Apr-26	May-26
0 to 5 hours	100.00%	99.90%	100.00%
5 to 10 hours	0.00%	0.10%	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 - 78 minutes
 Mean - 2.6 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

	Mar-26	Apr-26	May-26
0 to 5 hours	96.63%	96.33%	87.23%
5 to 10 hours	2.73%	2.87%	12.38%
10 to 24 hours	0.64%	0.80%	0.39%
24 to 48 hours	0.00%	0.00%	0.00%

Outbound commentary

Target 90% complete in 5 hours - 87.23.33%
Target 95% complete in 10 hours - 99.61%

10 to 24 hours

12 extracts on 20/05/2026 Inclusion day demand

24 to 48 hours

Delayed extracts

329 extracts on 20/05/2026 Inclusion day demand

	Mar-26	Apr-26	May-26
Total Extracts	2640	3109	3038
Complete same day	99.0%	98.9%	89.2%
Delayed	1.0%	1.1%	10.8%

SLA breach by 6pm on 2nd working day

	Mar-26	Apr-26	May-26
Inclusion date	18/03/2026	21/04/2026	20/05/2026
ALL Extracts completed	19/03/2026	22/04/2026	21/05/2026
Completed in (working days)	1	1	1

SLA

All extracts completed by 11:03 on 21/05/2026



Thank You
Questions?

