

SUS+ Service Summary Report

Reporting Month - September-2026



Management Summary

Business Activity

- ◆ 16,894 interchanges processed - comprising 216 million records.
- ◆ 2,556 extracts processed - comprising 356 million records.
- ◆ -

Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 18/09/2026 (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 - 65, CDS6.3.1 - 176 (62%)
- ◆ Providers submitting ECDS interchanges, CDS6.2.3 - 74, 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	0	0	0	0
Totals	0	0	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	18	0	6
Totals	19	18	0	6

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	0	7	0
Extracts	0	2	0
Inbound Processing	0	2	0
Outbound Processing	0	1	0
Other (SR1)	0	6	0
Totals	0	18	0

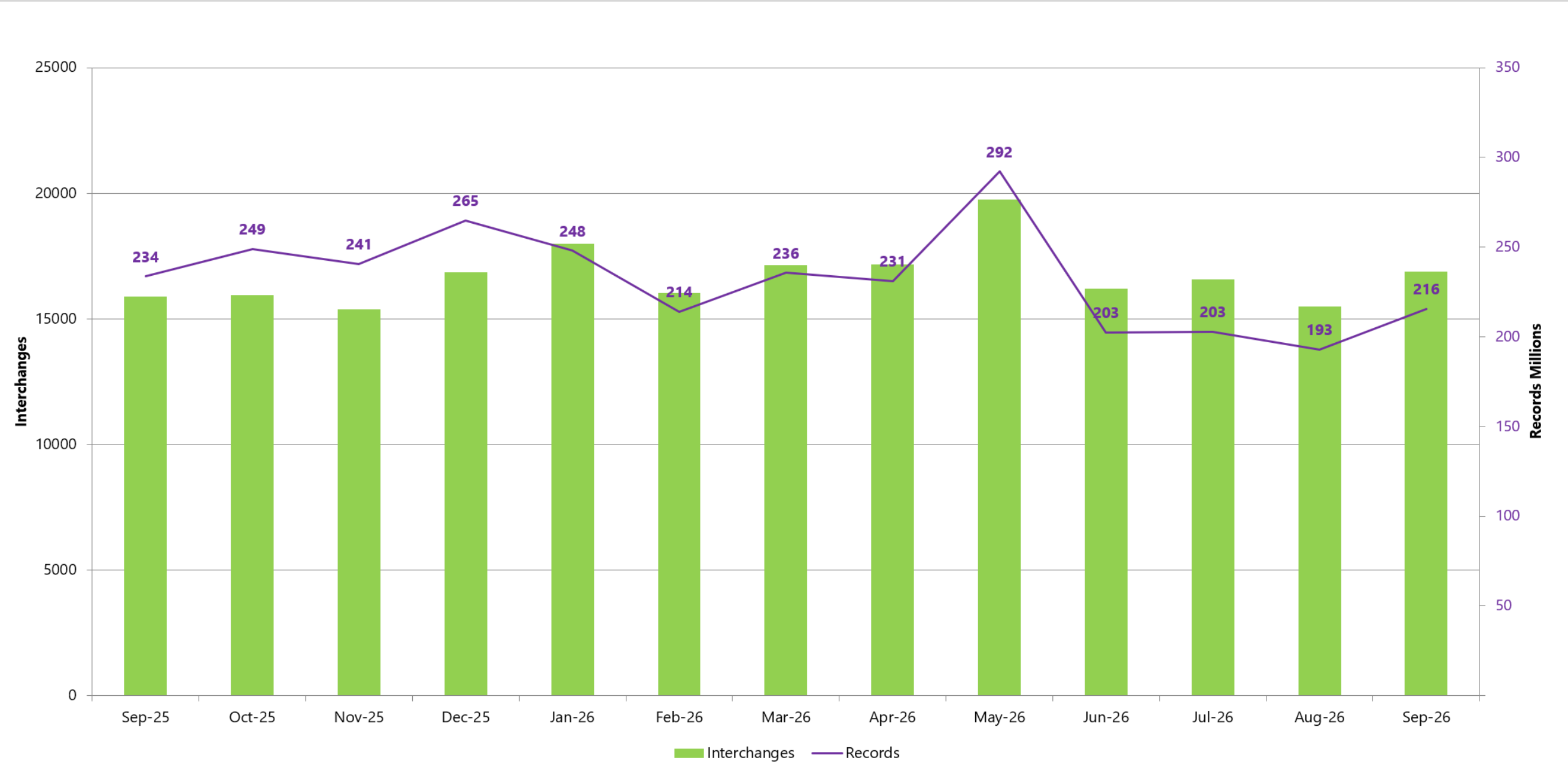
Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

Interchange Errors

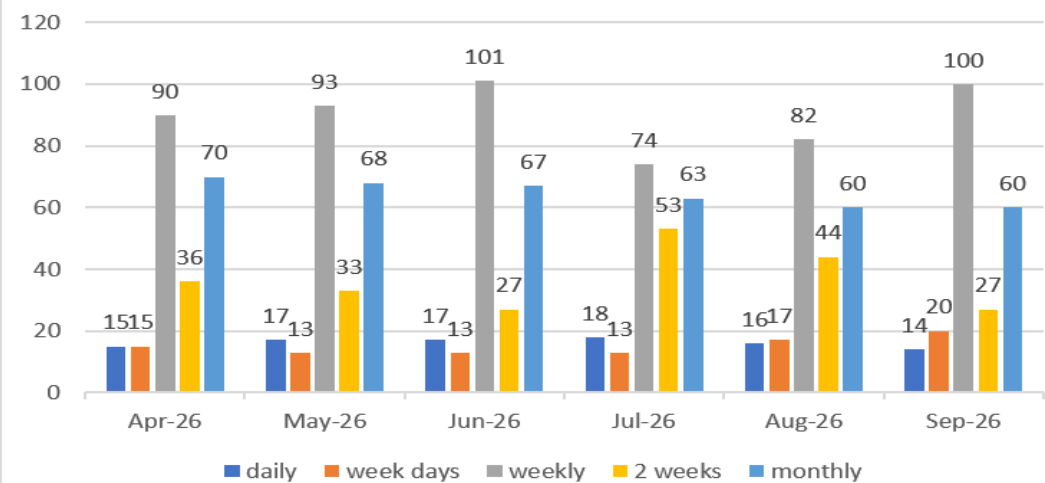
	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26
Rejections	164	171	94	148	116	131
Deadletters	0	0	0	1	0	0

Data Submission - Rolling 13 Month View

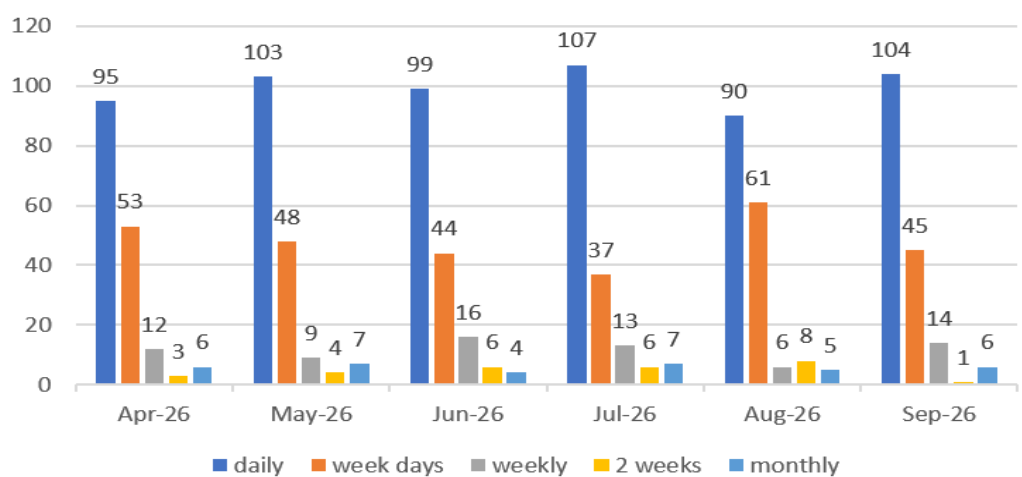


Data Submission - Frequency

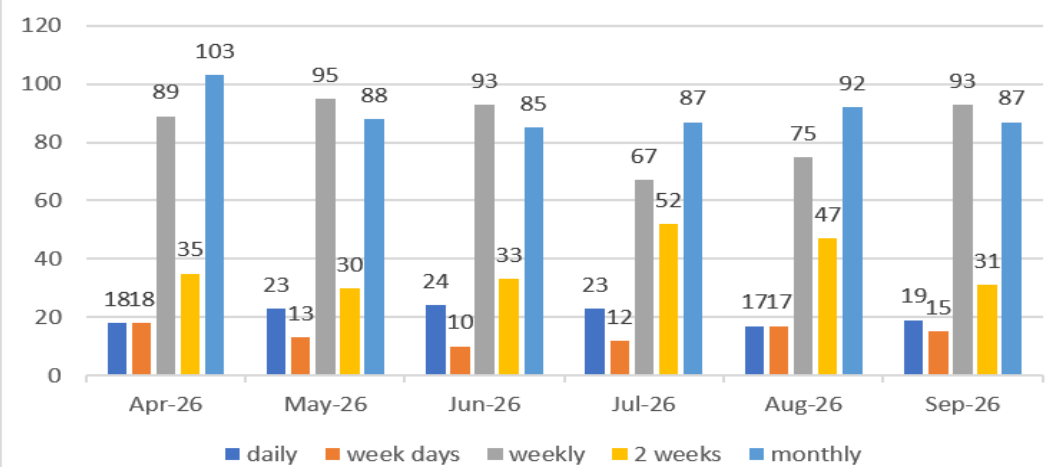
CDS 130 (APC) submission frequency



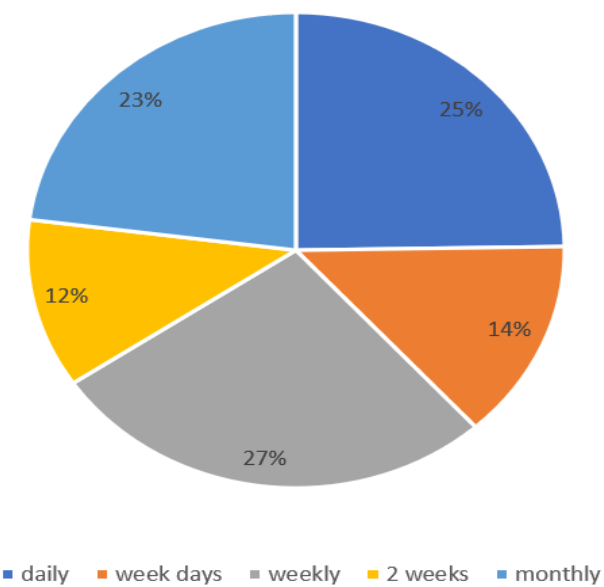
CDS 011 (ECDS) submission frequency



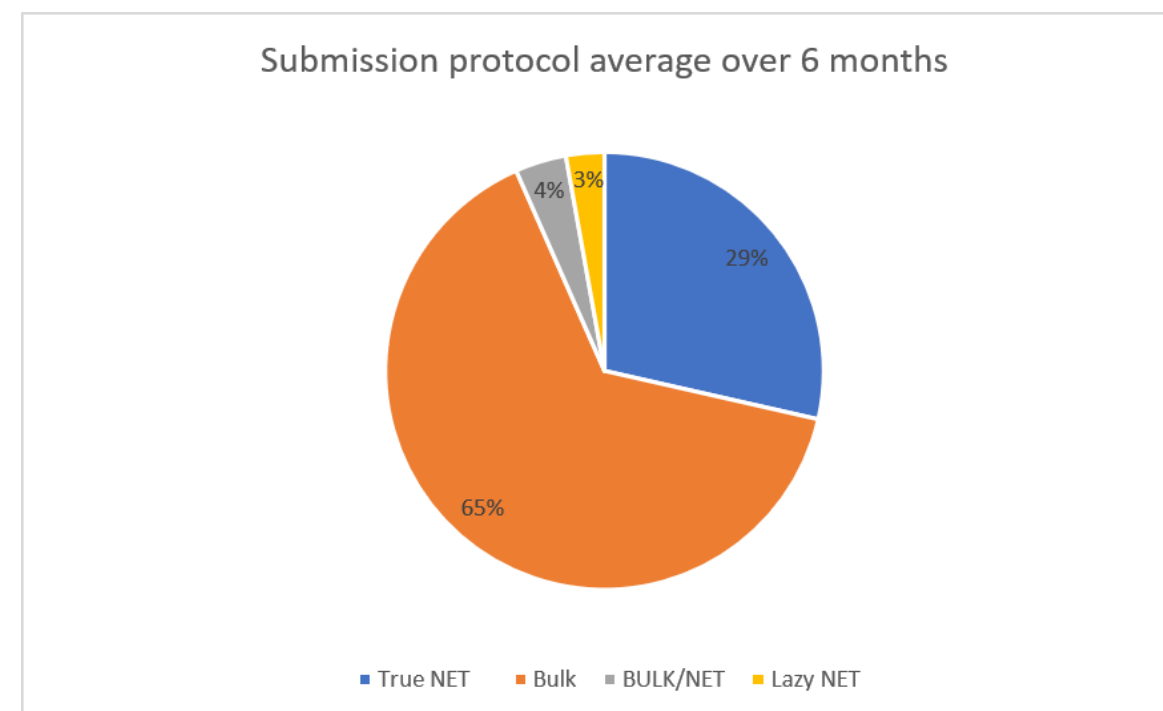
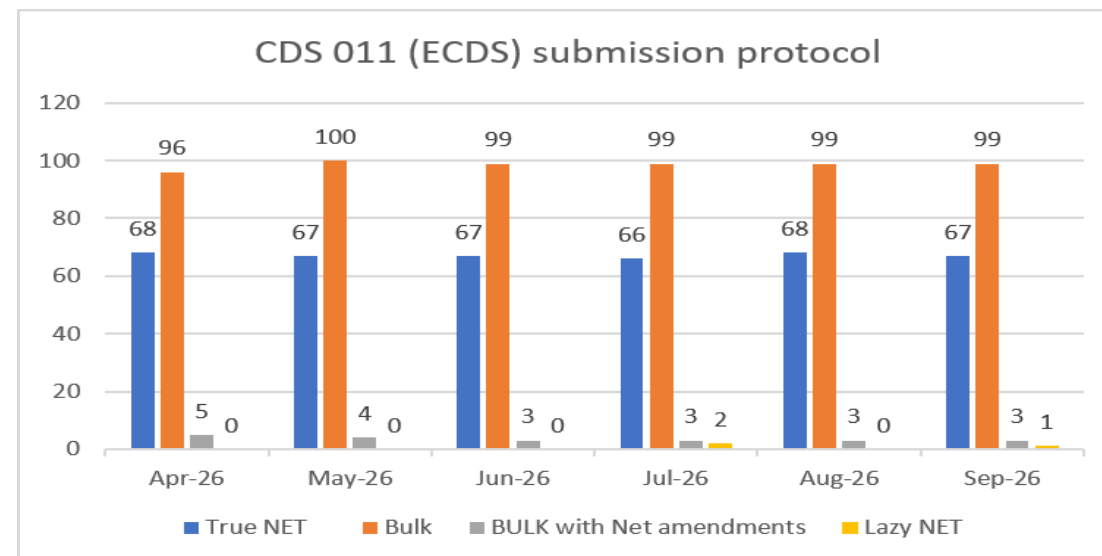
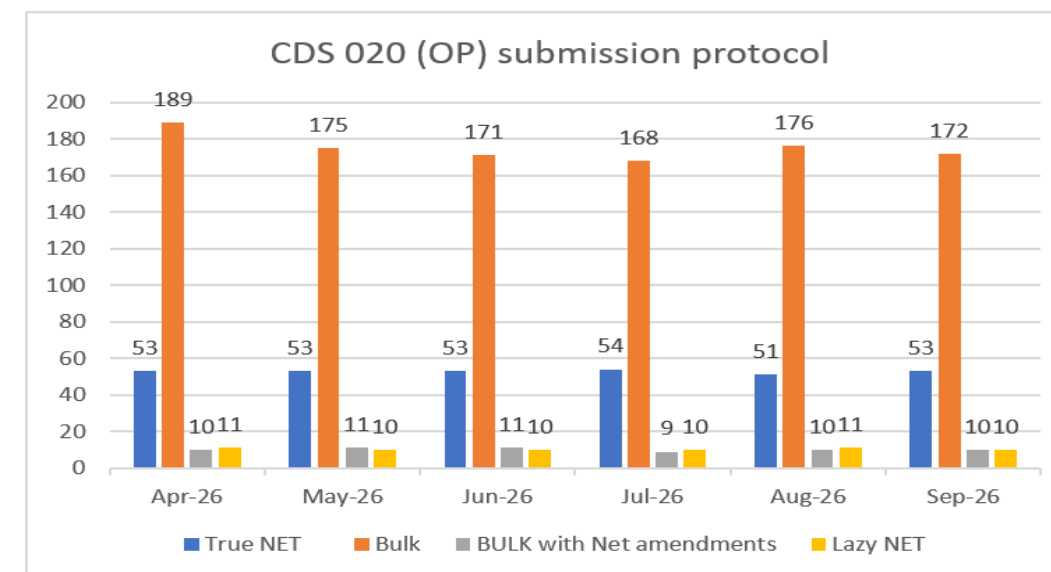
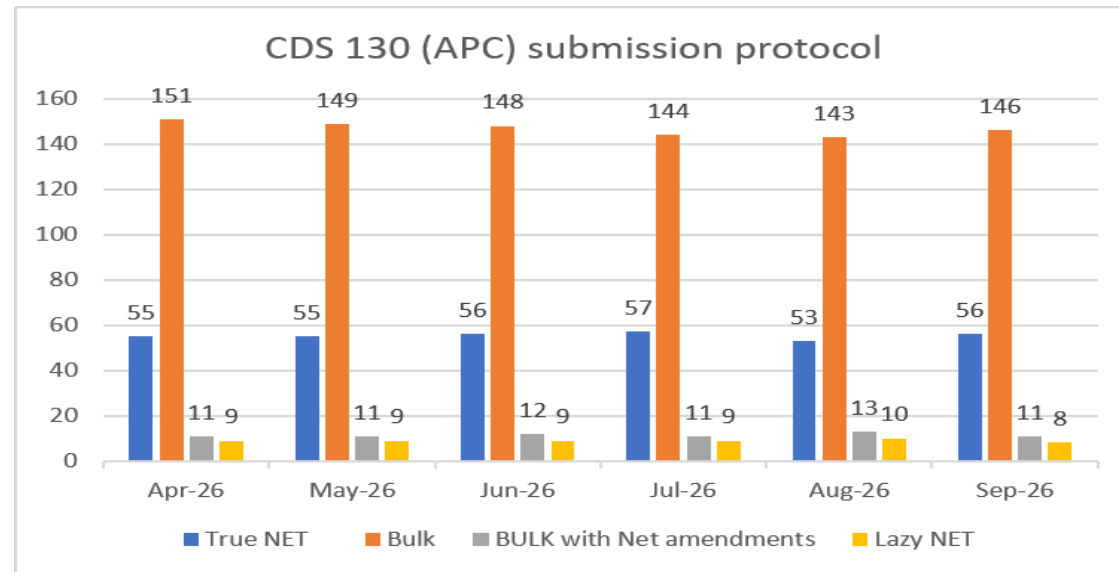
CDS 020 (OP) submission frequency



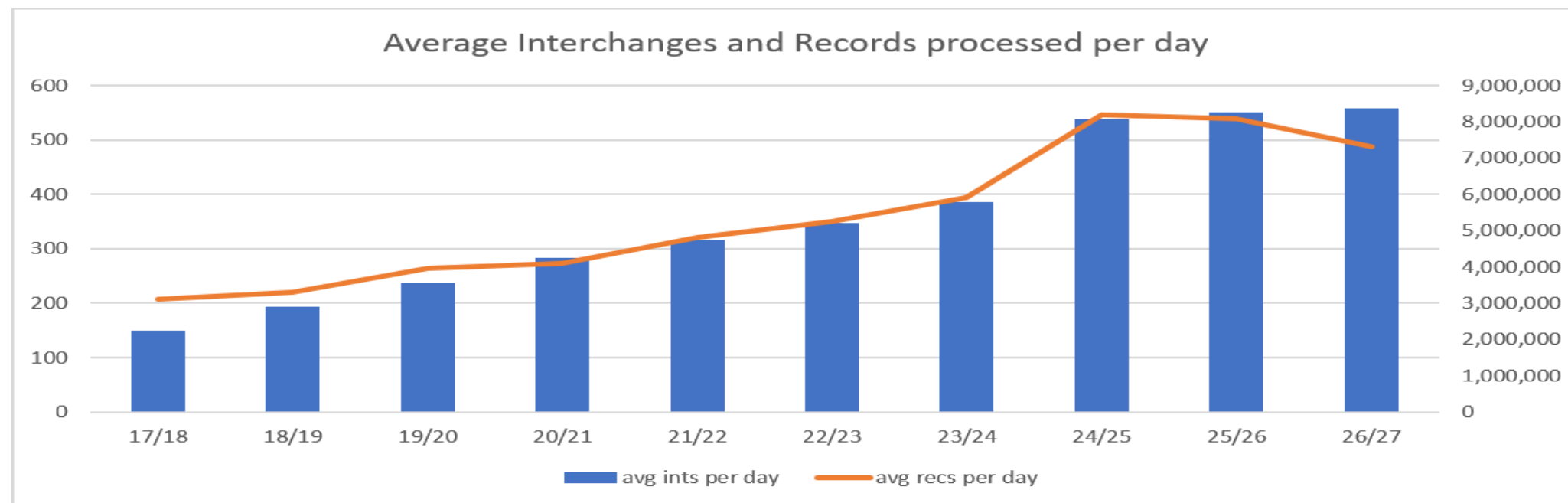
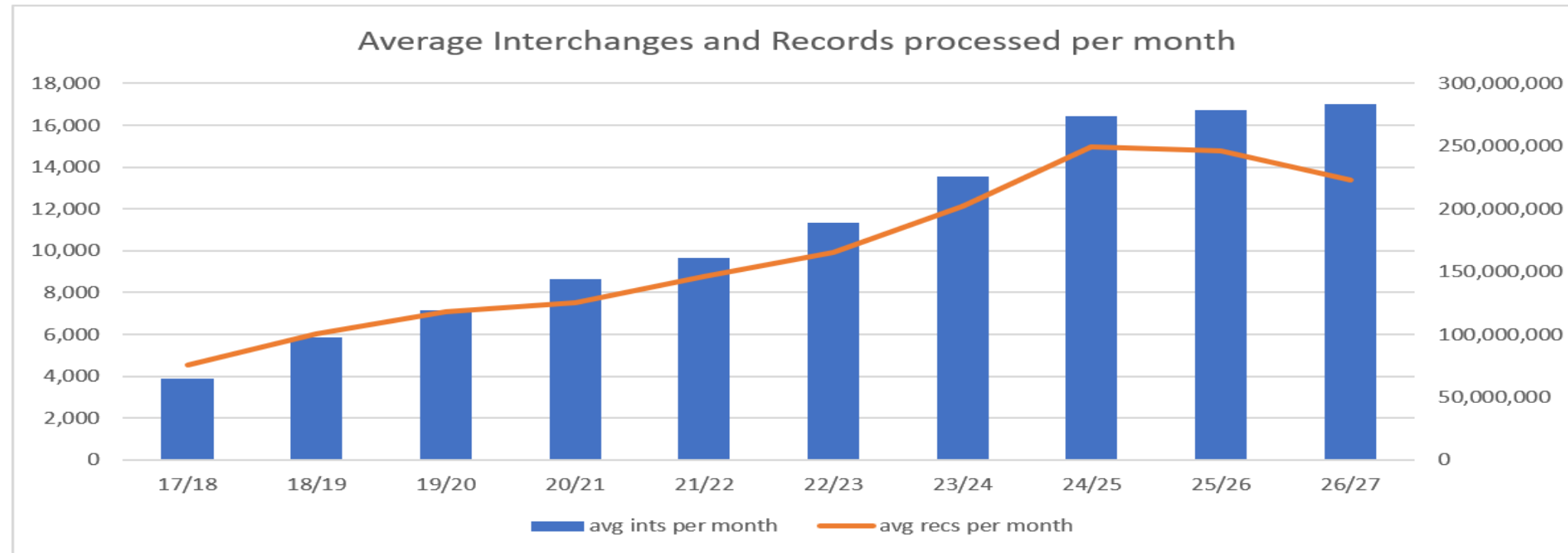
Submission frequency average over 6 months



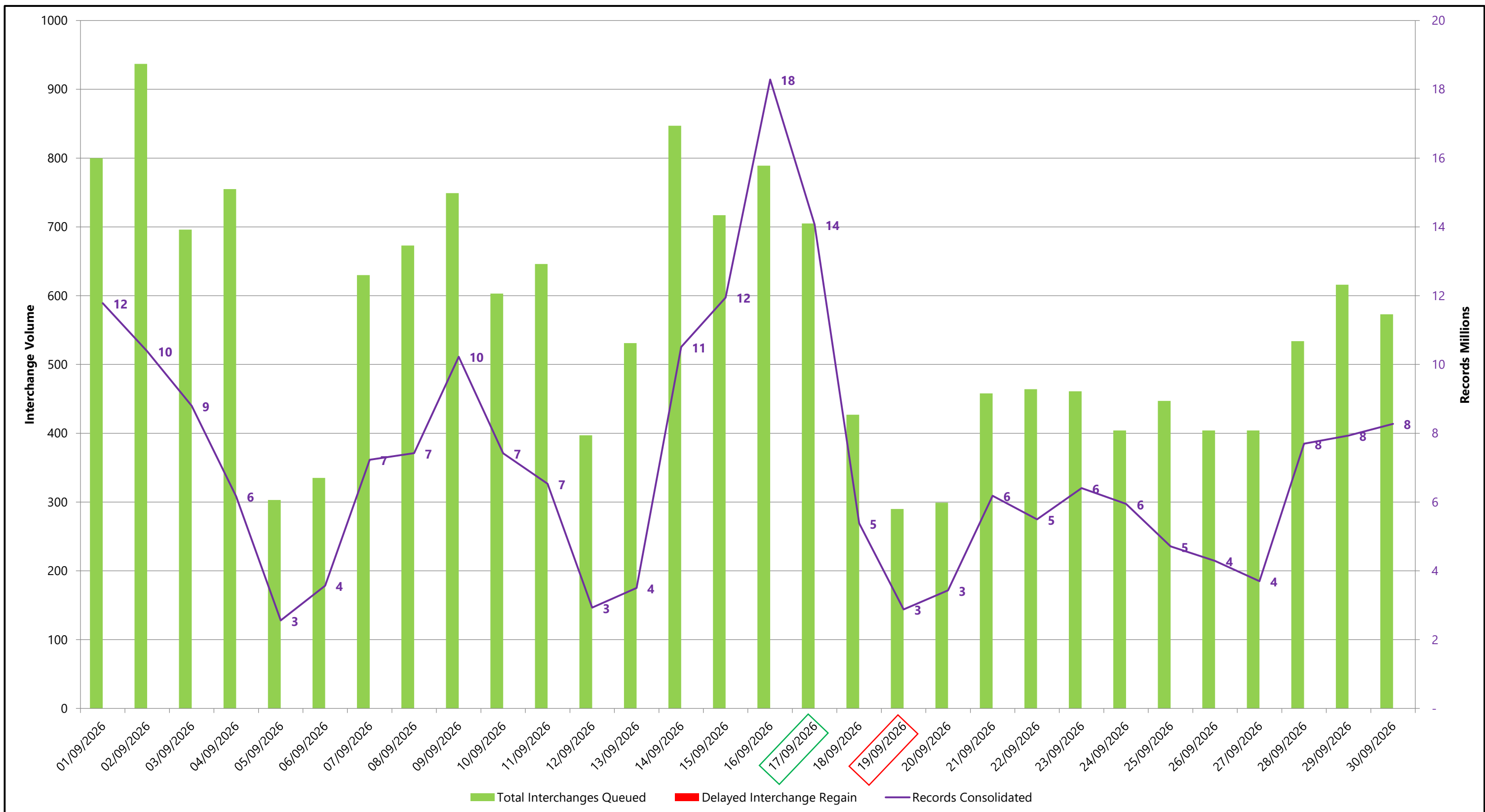
Data Submission - Protocol



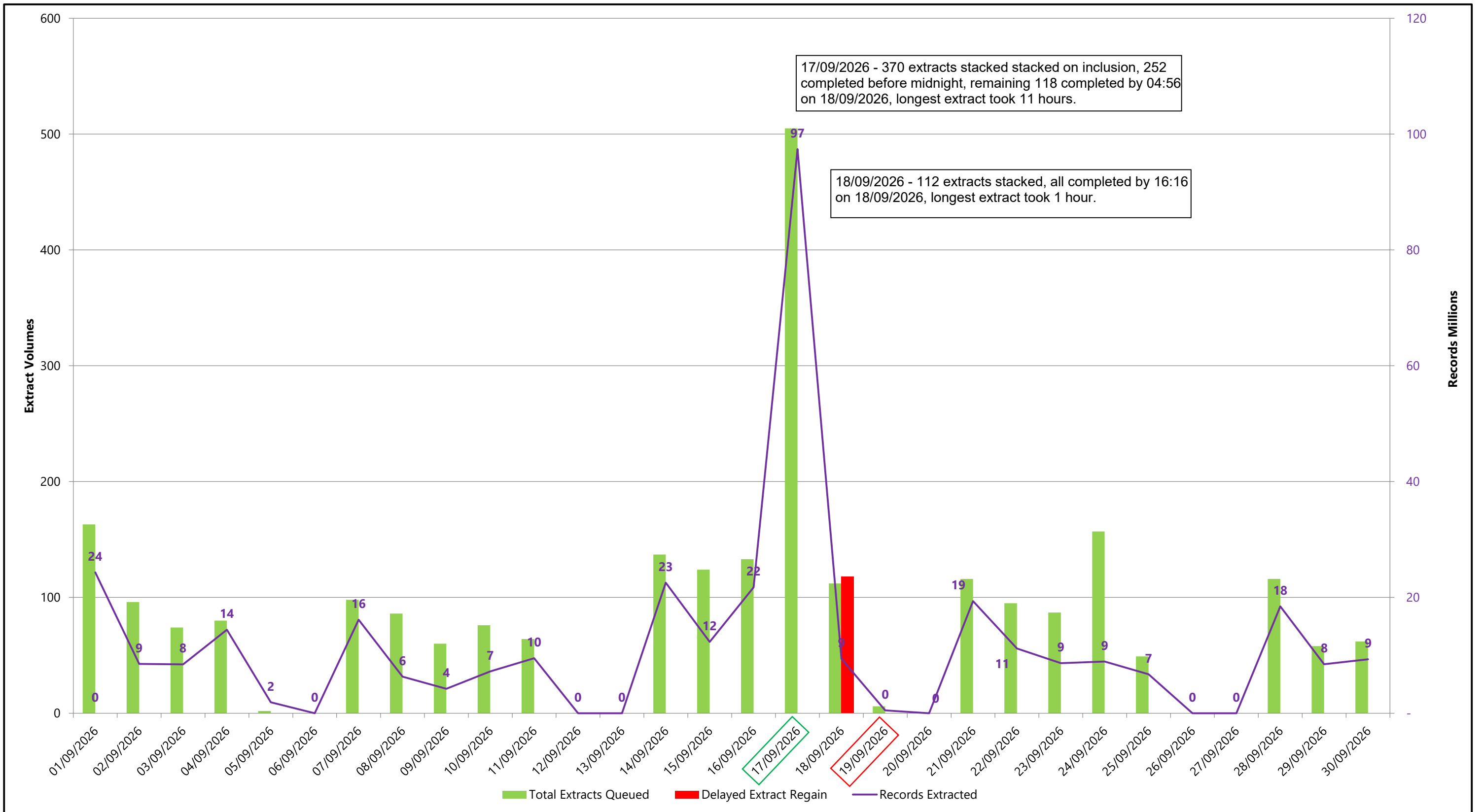
Submitted Data - Historic view



Performance - Inbound Processing Activity



Performance - Outbound Processing Activity



Inbound & Outbound Processing

Inbound Processing

	Jul-26	Aug-26	Sep-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	- 149 minutes
Mean	- 2 minutes
Median	- 0 minutes
Mode	- 0 minutes
Target 95% complete in 5 hours - 100%	
Target 99% complete in 10 hours - 100%	

Target 99% complete in 10 hours - 100%

Outbound Processing

	Jul-26	Aug-26	Sep-26
0 to 5 hours	96.18%	99.04%	94.87%
5 to 10 hours	3.41%	0.96%	4.50%
10 to 24 hours	0.41%	0.00%	0.63%
24 to 48 hours	0.00%	0.00%	0.00%

	Jul-26	Aug-26	Sep-26
Total Extracts	2671	2289	2556
Complete same day	99.1%	99.0%	95.4%
Delayed	0.9%	1.0%	4.6%

SLA breach by 6pm on 2nd working day	Jul-26	Aug-26	Sep-26
Inclusion date	17/07/2026	19/08/2026	17/09/2026
ALL Extracts completed	20/07/2026	20/08/2026	18/09/2026
Completed in (working days)	1	1	1

SLA breach by 6pm on 2nd working day	Jul-26	Aug-26	Sep-26
Inclusion date	17/07/2026	19/08/2026	17/09/2026
ALL Extracts completed	20/07/2026	20/08/2026	18/09/2026
Completed in (working days)	1	1	1

Outbound commentary

Target 90% complete in 5 hours - 94.87%
Target 95% complete in 10 hours - 99.37%

10 to 24 hours
16 extracts on 17/09/2026, Inclusion day demand

24 to 48 hours

Delayed extracts
118 extracts on 17/09/2026, Inclusion day demand

SLA
All extracts completed by 16:16 on 18/09/2026

Target 95% complete in 10 hours - 99.37%

16 extracts on 17/09/2026, Inclusion day demand

118 extracts on 17/09/2026, Inclusion day demand

All extracts completed by 16:16 on 18/09/2026



Thank You
Questions?

