

SUS+ Service Summary Report

Reporting Month - July-2026



Management Summary

Business Activity

- ◆ 16,576 interchanges processed - comprising 203 million records.
- ◆ 2,671 extracts processed - comprising 332 million records.
- ◆ -

Highlights

- ◆ Service Availability 100% (silver service 99.50%)
- ◆ All inclusion extracts SLA completed by 20/07/2026 (1 whole working day)
- ◆ -

Lowlights

- ◆ -
- ◆ -

Key activities over the next 3 months

- ◆ -
- ◆ -

CDS schemas supported

- ◆ Providers submitting CDS interchanges, CDS6.2 - 41, CDS6.2.0 - 69, CDS6.3.1 - 175 (61%)
- ◆ 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	3	3	0	0
Totals	3	3	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	15	15	0	4
Totals	15	15	0	4

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	5	0
Extracts	1	3	0
Inbound Processing	0	1	0
Outbound Processing	1	2	0
Other (SR1)	0	4	0
Totals	3	15	0

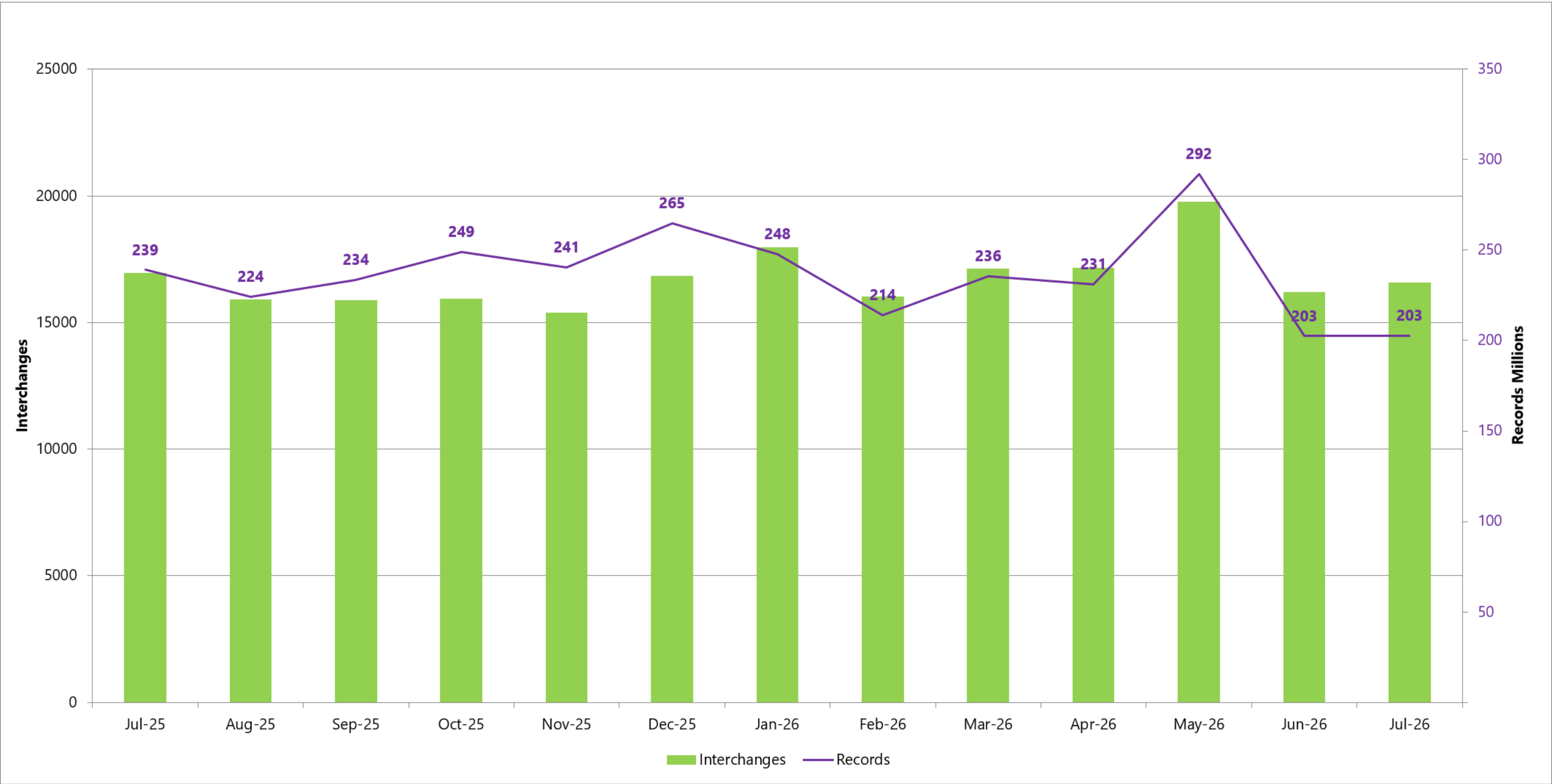
Changes

	Backed Out	Failed	Partially Complete	Successful
Totals	0	0	0	3

Interchange Errors

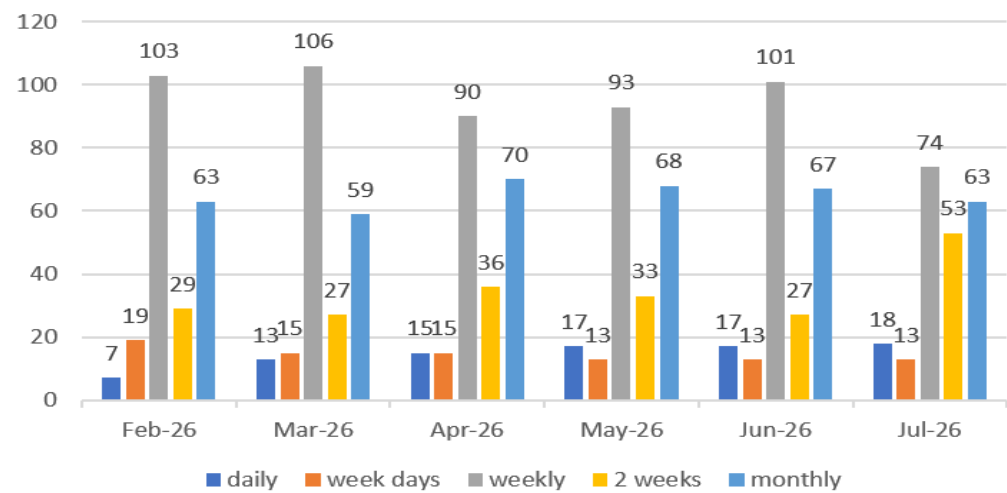
	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jun-26
Rejections	120	137	164	171	94	148
Deadletters	0	1	0	0	0	1

Data Submission - Rolling 13 Month View

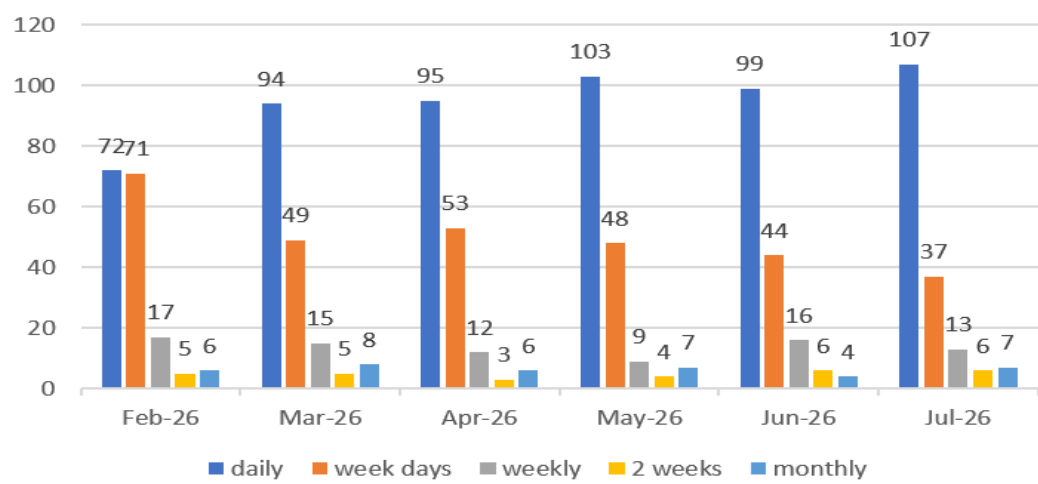


Data Submission - Frequency

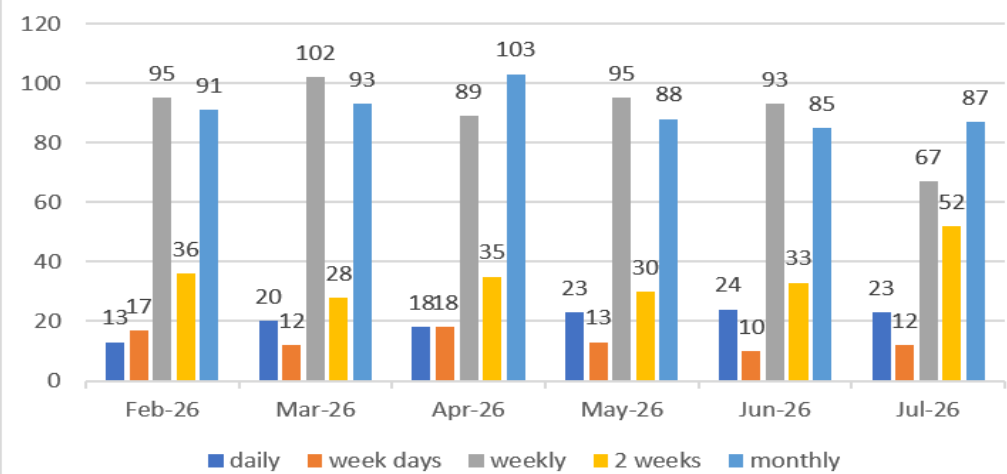
CDS 130 (APC) submission frequency



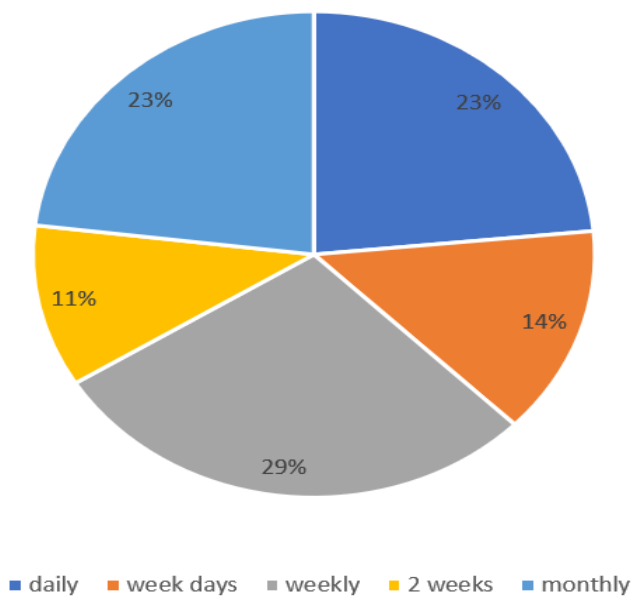
CDS 011 (ECDS) submission frequency



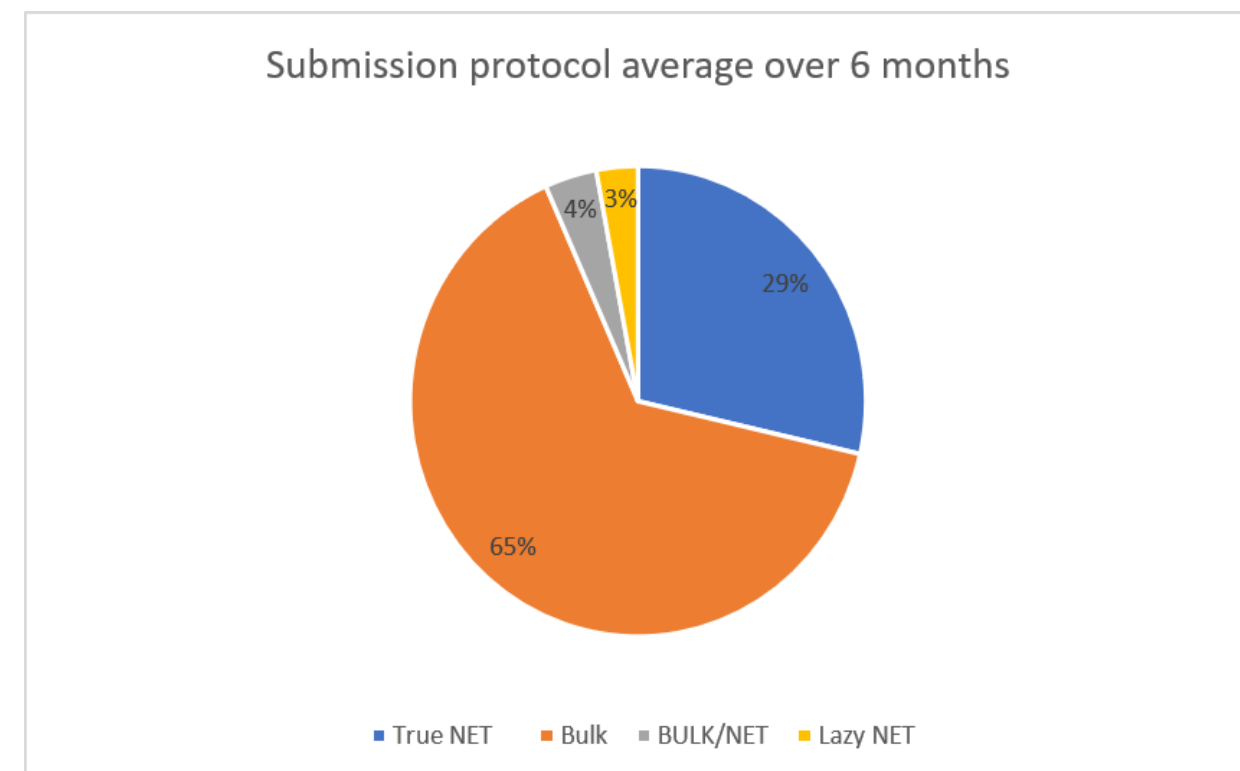
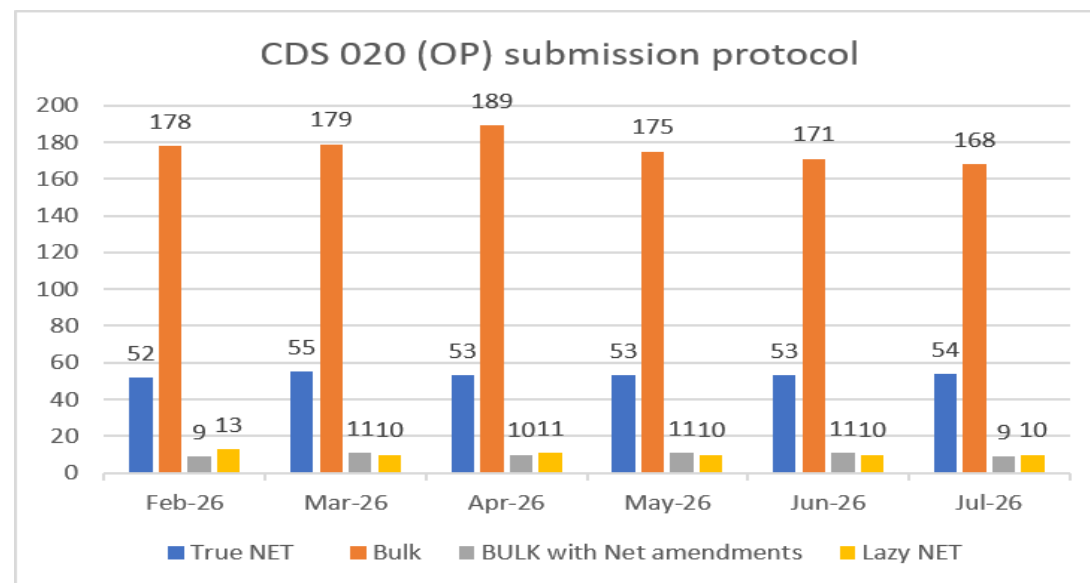
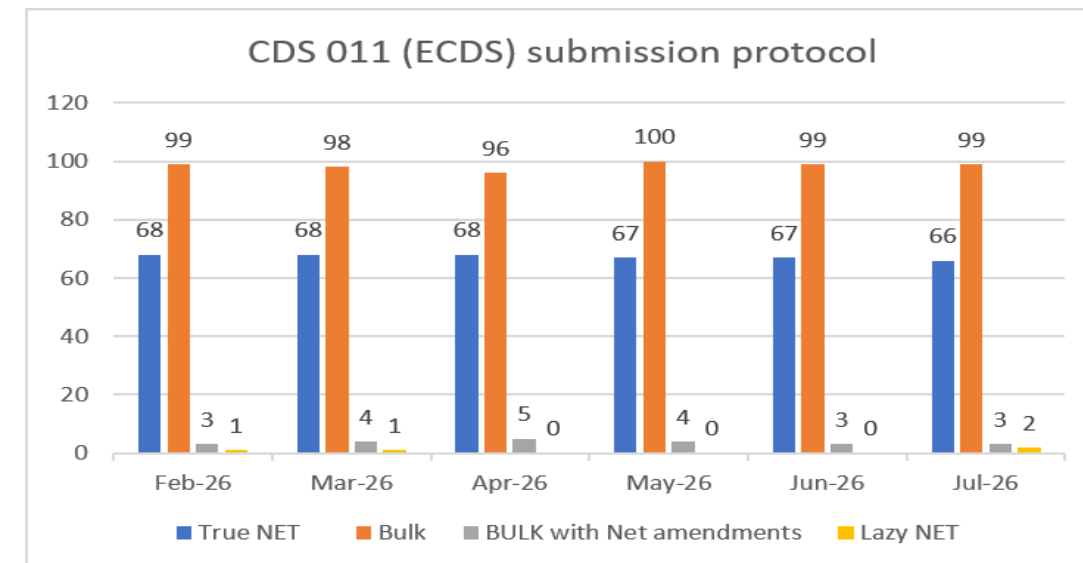
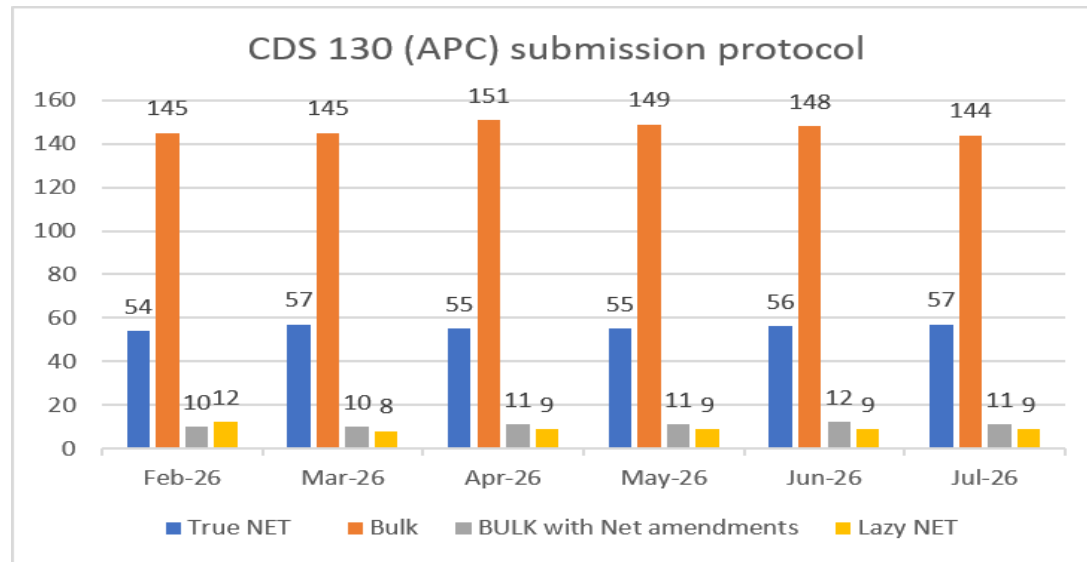
CDS 020 (OP) submission frequency



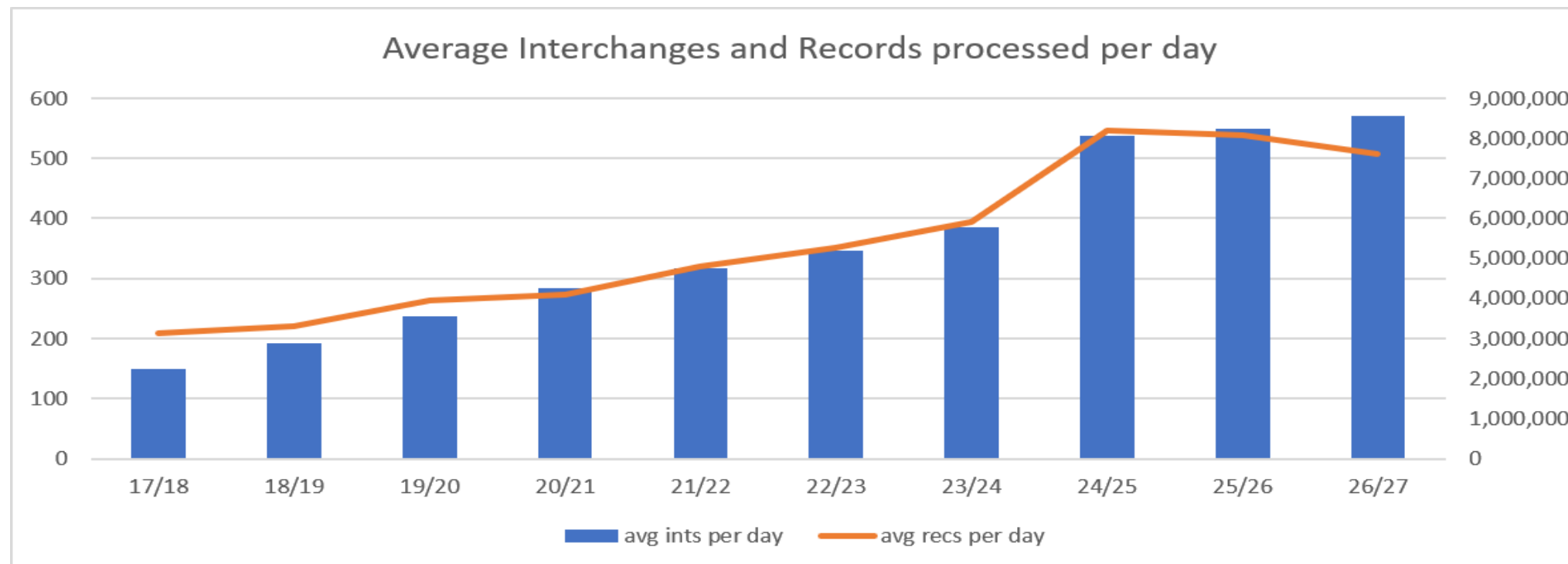
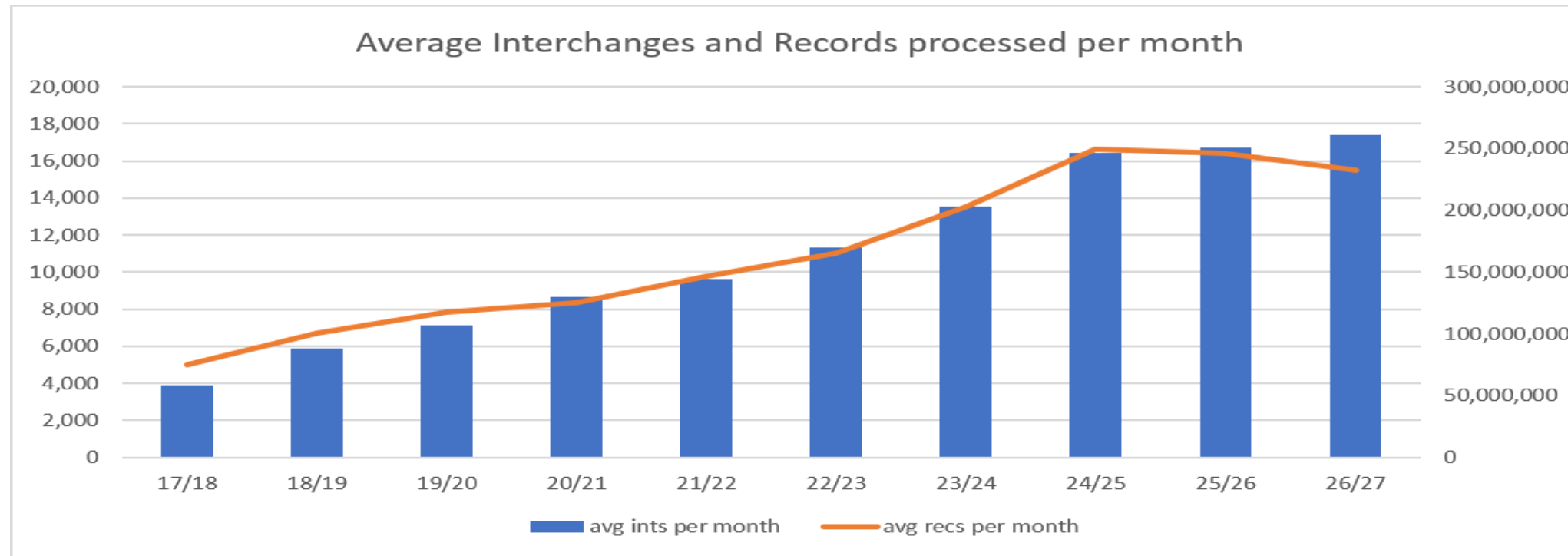
Submission frequency average over 6 months



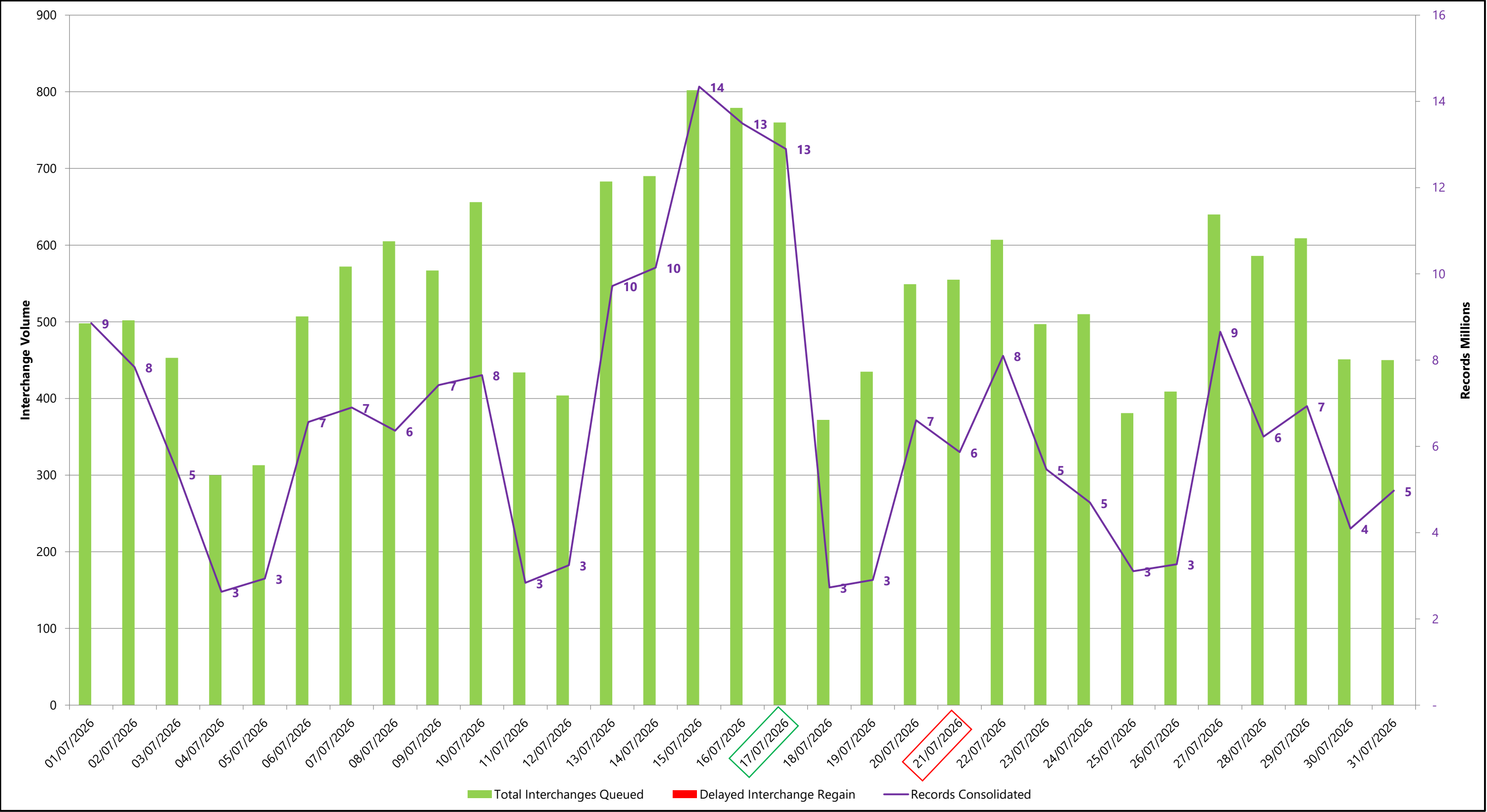
Data Submission - Protocol



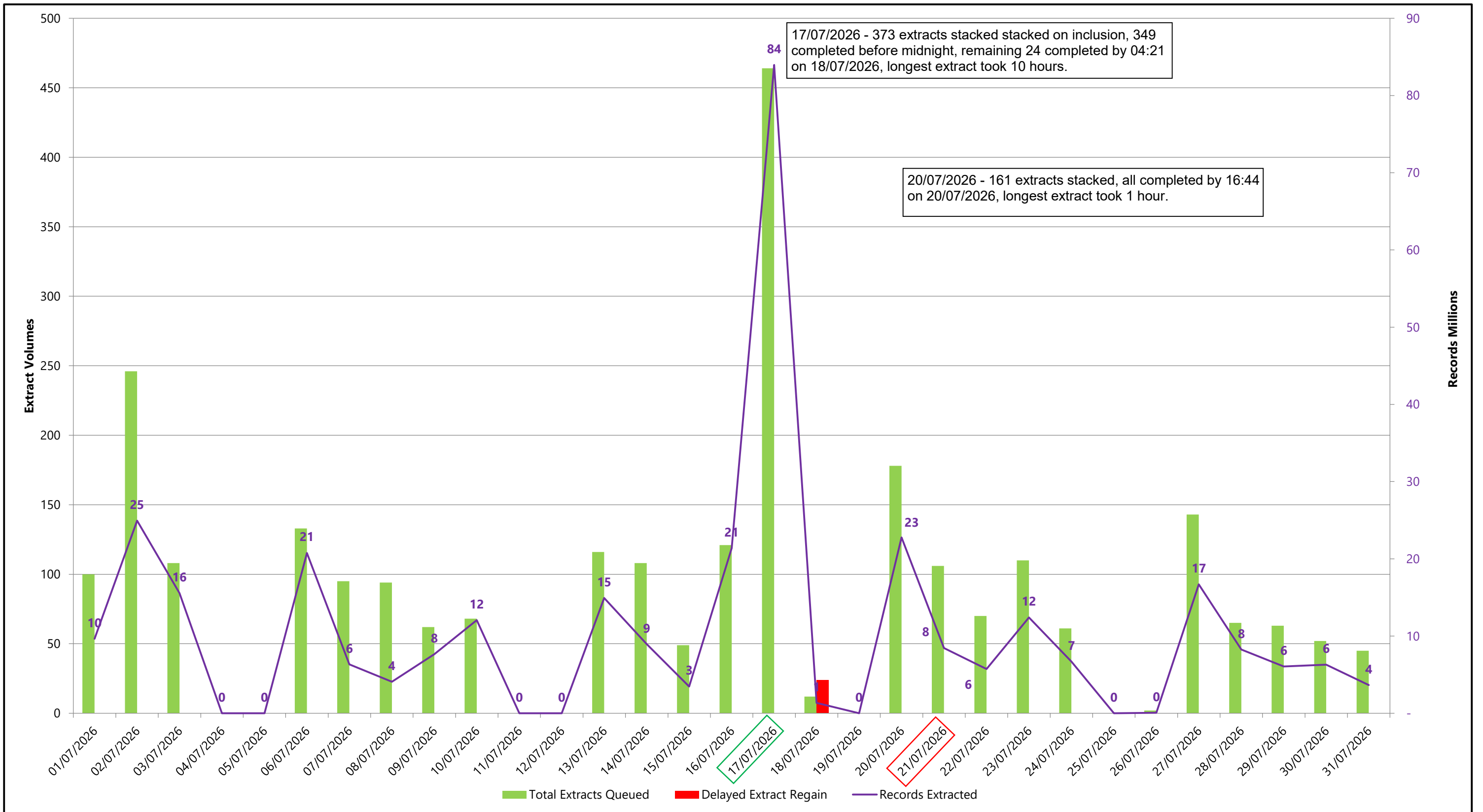
Submitted Data - Historic view



Performance - Inbound Processing Activity



Performance - Outbound Processing Activity



Inbound & Outbound Processing

Inbound Processing

	May-26	Jun-26	Jul-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 -	160 minutes
Mean -	5.1 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

	May-26	Jun-26	Jul-26
0 to 5 hours	87.23%	98.87%	96.18%
5 to 10 hours	12.38%	1.13%	3.41%
10 to 24 hours	0.39%	0.00%	0.41%
24 to 48 hours	0.00%	0.00%	0.00%

Outbound commentary

Target 90% complete in 5 hours - 96.18%
Target 95% complete in 10 hours - 99.59%

10 to 24 hours
11 extracts on 17/07/2026 Inclusion day demand

24 to 48 hours

Delayed extracts
24 extracts on 17/07/2026 Inclusion day demand

SLA
All extracts completed by 16:44 on 20/07/2026

All extracts completed by 16:44 on 20/07/2026

	May-26	Jun-26	Jul-26
Total Extracts	3038	3038	2671
Complete same day	89.2%	98.8%	99.1%
Delayed	10.8%	1.2%	0.9%

SLA breach by 6pm on 2nd working day	May-26	Jun-26	Jul-26
Inclusion date	20/05/2026	17/06/2026	17/07/2026
ALL Extracts completed	21/05/2026	18/06/2026	20/07/2026
Completed in (working days)	1	1	1

SLA breach by 6pm on 2nd working day	May-26	Jun-26	Jul-26
Inclusion date	20/05/2026	17/06/2026	17/07/2026
ALL Extracts completed	21/05/2026	18/06/2026	20/07/2026
Completed in (working days)	1	1	1



Thank You
Questions?

