

BT SPINE

	Access Control Framework / Personal Spine Information Service	Personal Demographics Service	Transaction and Messaging Service	Spine Directory Services	Electronic Prescription Service	Card Management System	Secondary Uses Service	Clinical Spine Application	Transaction Messaging Service Event Service	Demographic Spine Application	Authentication / Portal	Quality Management and Analysis System	NHS Numbers for Babies
Availability March 2012 (%)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	100.00	100.00	100.00
Target monthly availability (%)	99.90	99.90	99.90	99.90	99.90	99.00	99.50	99.90	99.90	99.90	99.90	99.70	99.50
Variance against monthly availability target (%)	0.10	0.10	0.10	0.10	0.10	1.00	0.50	0.09	0.10	0.10	0.10	0.30	0.50

	ACF / PSIS	PDS	TMS	SDS	EPS	CMS	SUS	CSA	TES	DSA	A/P	QMAS	NN4B
Availability February 2012 (%)	100.00	99.92	99.84	100.00	100.00	99.61	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability January 2012 (%)	100.00	100.00	100.00	100.00	100.00	99.59	99.92	100.00	100.00	100.00	100.00	100.00	100.00
Availability December 2011 (%)	100.00	100.00	99.97	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.59	100.00
Availability November 2011 (%)	100.00	100.00	100.00	100.00	100.00	99.87	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability October 2011 (%)	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00	100.00	99.96	100.00	98.27
Availability September 2011 (%)	100.00	99.99	100.00	100.00	99.96	100.00	99.49	100.00	100.00	100.00	100.00	100.00	100.00
Availability August 2011 (%)	100.00	99.96	100.00	100.00	100.00	99.97	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability July 2011 (%)	100.00	100.00	99.96	99.95	100.00	99.14	99.97	100.00	100.00	100.00	100.00	100.00	99.97
Availability June 2011 (%)	100.00	100.00	99.94	100.00	100.00	100.00	99.72	100.00	100.00	100.00	100.00	100.00	100.00
Availability May 2011 (%)	100.00	99.99	100.00	100.00	100.00	99.93	99.94	100.00	100.00	100.00	100.00	100.00	100.00
Availability April 2011 (%)	100.00	100.00	99.99	100.00	100.00	99.27	100.00	100.00	100.00	100.00	99.98	100.00	100.00
Availability March 2011 (%)	100.00	100.00	100.00	100.00	100.00	99.88	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability February 2011 (%)	100.00	100.00	99.99	100.00	100.00	99.83	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability January 2011 (%)	100.00	100.00	99.97	100.00	100.00	99.61	100.00	99.94	100.00	100.00	100.00	100.00	100.00
Availability December 2010 (%)	100.00	100.00	100.00	100.00	99.71	99.66	98.62	99.99	100.00	100.00	100.00	100.00	100.00
Availability November 2010 (%)	100.00	100.00	99.98	100.00	100.00	100.00	99.96	100.00	100.00	100.00	99.93	100.00	100.00
Availability October 2010 (%)	100.00	100.00	100.00	100.00	100.00	99.74	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability September 2010 (%)	100.00	100.00	99.97	100.00	99.87	99.92	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability August 2010 (%)	99.94	100.00	99.99	100.00	99.94	99.12	100.00	100.00	100.00	99.96	100.00	100.00	99.98
Availability July 2010 (%)	100.00	100.00	99.87	100.00	100.00	100.00	100.00	99.90	100.00	99.96	100.00	100.00	100.00
Availability June 2010 (%)	100.00	100.00	100.00	100.00	100.00	99.92	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability May 2010 (%)	100.00	100.00	100.00	100.00	100.00	100.00	99.92	100.00	100.00	100.00	100.00	100.00	99.94
Availability April 2010 (%)	99.72	99.80	100.00	100.00	100.00	99.72	99.00	99.87	100.00	100.00	100.00	100.00	100.00
Availability March 2010 (%)	100.00	100.00	100.00	100.00	100.00	98.70	100.00	100.00	100.00	100.00	99.94	100.00	100.00
Availability February 2010 (%)	100.00	100.00	100.00	100.00	100.00	98.87	99.70	100.00	100.00	100.00	100.00	100.00	100.00
Availability January 2010 (%)	99.89	99.80	100.00	100.00	99.64	99.63	100.00	99.89	100.00	99.92	100.00	98.60	100.00
Availability December 2009 (%)	100.00	99.93	100.00	100.00	100.00	99.80	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability November 2009 (%)	100.00	99.97	100.00	100.00	99.99	99.41	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability October 2009 (%)	100.00	100.00	99.97	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.99	100.00	100.00
Availability September 2009 (%)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.98	100.00	100.00
Availability August 2009 (%)	99.79	99.95	100.00	100.00	100.00	99.14	100.00	99.83	100.00	100.00	100.00	100.00	100.00
Availability July 2009 (%)	100.00	99.98	100.00	100.00	99.94	99.68	99.55	100.00	100.00	100.00	100.00	99.93	100.00
Availability June 2009 (%)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability May 2009 (%)	100.00	100.00	100.00	100.00	100.00	99.81	99.60	100.00	100.00	100.00	100.00	100.00	100.00
Availability April 2009 (%)	100.00	100.00	100.00	100.00	100.00	99.42	93.33	100.00	100.00	100.00	100.00	100.00	100.00
Availability March 2009 (%)	100.00	99.94	100.00	100.00	99.84	99.60	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability February 2009 (%)	100.00	100.00	100.00	100.00	100.00	99.15	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Availability January 2009 (%)	100.00	99.96	99.98	100.00	100.00	100.00	100.00	99.96	100.00	100.00	99.90	100.00	100.00
Availability December 2008 (%)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	99.92	100.00	100.00	99.97	100.00	100.00
Availability November 2008 (%)	100.00	99.87	99.98	100.00	100.00	100.00	100.00	99.82	100.00	99.98	100.00	100.00	100.00
Availability October 2008 (%)	99.46	99.40	99.45	99.46	99.46	100.00	100.00	98.96	99.46	99.46	99.77	100.00	
Availability September 2008 (%)	100.00	99.90	100.00	100.00	99.74	98.45	99.17	100.00	100.00	100.00	99.96	100.00	
Availability August 2008 (%)	100.00	99.99	100.00	100.00	100.00	100.00	98.91	99.88	100.00	100.00	99.96	100.00	
Availability July 2008 (%)	100.00	99.85	100.00	99.95	100.00	99.51	99.97	100.00	100.00	100.00	100.00	100.00	
Availability June 2008 (%)	100.00	96.53	100.00	100.00	99.95	100.00	96.48	90.30	100.00	100.00	99.90	100.00	
Availability May 2008 (%)	100.00	99.83	100.00	100.00	100.00	97.91	99.96	100.00	100.00	100.00	99.96	98.53	
Availability April 2008 (%)	100.00	100.00	100.00	100.00	100.00	98.28	99.67	100.00	100.00	100.00	99.99	99.98	
Availability March 2008 (%)	99.98	100.00	100.00	100.00	100.00	100.00	97.74	100.00	100.00	100.00	100.00	100.00	
Availability February 2008 (%)	100.00	100.00	99.93	100.00	99.95	98.82	86.53	99.97	100.00	100.00	99.96	100.00	
Availability January 2008 (%)	100.00	100.00	100.00	100.00	100.00	98.99	99.03	100.00	100.00	100.00	100.00	100.00	
Availability December 2007 (%)	100.00	99.51	99.91	100.00	99.96	98.92	95.40	100.00	100.00	100.00	99.90	100.00	
Availability November 2007 (%)	100.00	99.91	99.98	100.00	99.92	99.83	99.99	100.00	100.00	100.00	99.93	100.00	
Availability October 2007 (%)	100.00	100.00	100.00	100.00	100.00	99.61	98.07	100.00	100.00	100.00	100.00	99.08	
Availability September 2007 (%)	100.00	100.00	100.00	100.00	99.94	100.00	98.38	100.00	100.00	100.00	100.00	100.00	
Availability August 2007 (%)	99.62	99.46	100.00	100.00	100.00	99.83	100.00	100.00	100.00	100.00	100.00	100.00	
Availability July 2007 (%)	100.00	100.00	100.00	100.00	100.00	99.90	100.00	100.00	100.00	100.00	100.00	100.00	
Availability June 2007 (%)	99.97	100.00	100.00	99.97	100.00	99.58	99.68	100.00	100.00	100.00	100.00	100.00	
Availability May 2007 (%)	100.00	99.93	99.99	100.00	100.00	100.00	98.82	100.00	100.00	100.00	100.00	100.00	
Availability April 2007 (%)	100.00	99.93	99.95	100.00	99.87	98.96	99.96	100.00	100.00	100.00	99.94	99.97	
Availability March 2007 (%)	100.00	99.96	99.85	100.00	100.00	100.00	99.90	100.00	100.00	100.00	99.95	100.00	
Availability February 2007 (%)	100.00	99.98	99.98	100.00	100.00	100.00	99.90				100.00	100.00	
Availability January 2007 (%)	100.00	99.98	99.96	100.00	100.00	100.00	98.63				100.00	92.00	
Availability December 2006 (%)	100.00	99.99	99.98	100.00	100.00	99.65	100.00				100.00	100.00	
Availability November 2006 (%)	100.00	100.00	99.94	100.00	100.00	100.00	100.00				100.00	100.00	
Availability October 2006 (%)	100.00	99.36	99.99	100.00	100.00	100.00					100.00	75.60	
Availability September 2006 (%)	100.00	99.99	99.99	100.00	100.00	99.94					99.99		
Availability August 2006 (%)	100.00	100.00	100.00	100.00	99.07	100.00					100.00		
Availability July 2006 (%)	100.00	99.97	100.00	100.00	100.00	100.00					99.95		
Availability June 2006 (%)	100.00	100.00	99.98	100.00	100.00	100.00					100.00		
Availability May 2006 (%)	100.00	100.00	99.99	100.00	100.00	99.87					100.00		
Availability April 2006 (%)	100.00	99.74	100.00	100.00	98.85	99.88					99.83		
Availability March 2006 (%)	100.00	100.00	100.00	100.00	100.00	100.00					100.00		
Availability February 2006 (%)	100.00	99.71	100.00	100.00	99.71	99.87					99.96		
Availability January 2006 (%)	100.00	99.64	100.00	100.00	100.00	100.00					99.77		
Availability December 2005 (%)	100.00	98.69	100.00	100.00	100.00	100.00							
Availability November 2005 (%)	100.00	99.95	100.00	100.00	100.00	99.96							
Availability October 2005 (%)	100.00	100.00	100.00	100.00		99.75							
Availability September 2005 (%)	99.98	99.94	99.70	100.00		99.78							
Availability August 2005 (%)	100.00	100.00	100.00	100.									