Freedom of Information Request - FOI2024/051

08 May 2024

Thank you for your Freedom of Information request.

- Are you currently using AI functionality within your IT Service Management function? Yes/No
- If yes
  - What functionality are you utilising? (e.g. co-pilot, incident/ticket summarisation, chatbot, ticket routing, knowledge creation etc)
  - What measurable benefits have you achieved since implementation of AI functionality?
    - e.g. reduced MTTR, increased ticket handling (from X to Y), First Call Resolution (FCR) etc
    - What statistics can you share? E.g FCR went from 60% to 80% and/or MTTR reduced by 10%
- If no
  - Do you have plans to introduce AI capability within your Service Management function within the next 12months?
  - If no, what is your key rationale for this decision?
  - If yes, what are the key benefits you are looking to drive (see above examples).

I have considered your request and have set out the Trust's response below:

We do not use any AI functionality within our IT service Management functions and we hold no information to answer the 'if no' section.

Yours sincerely,

Freedom of Information Officer