

Date: Monday, 22nd April 2024  
Our Ref: MB/SH FOI 6289

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**Re: Freedom of Information Request FOI 6289**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 22nd April 2024.

Your request was as follows:

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).

Are you currently using AI functionality within your IT Service Management function? - No

- If no
- Do you have plans to introduce AI capability within your Service Management function within the next 12months?  
The Walton Centre NHS Foundation Trust are looking to utilise the AI functionality with Blueprism RPA product, still being investigated and planned.

Please see our response above in [blue](#).

**Re-Use of Public Sector Information**

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being

used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

**Please remember to quote the reference number, FOI 6289 in any future communications.**

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

*Mike Burns*

**Mr. Mike Burns, Executive Lead for Freedom of Information**