Information Governance
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10 May 2024

Our reference: FOI DA5344

I am responding to your request for information received 22 April 2024. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: **Are you currently using AI functionality within your IT Service Management function? Yes/No**

Question 2: **If yes**
  a) **What functionality are you utilising? (e.g. co-pilot, incident/ticket summarisation, chatbot, ticket routing, knowledge creation etc)**
  b) **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).**
  c) **What statistics can you share? (E.g FCR went from 60% to 80% and/or MTTR reduced by 10%)**

Answer: Please see table below:

	Question	Response
1	Are you currently using AI within your ITSM?	No.
2a	If yes: What functionality? E.g. Incident summarisation / Auto ticket routing	Not applicable.
2b	What benefits have you realised? E.g. Increased FTF	Not applicable.
2c	What statistics can you share? E.g. FTF went from 78% to 85%	Not applicable.

Question 3: **If no**
  a) **Do you have plans to introduce AI capability within your Service Management function within the next 12months?**
  b) **If no, what is your key rationale for this decision?**
  c) **If yes, what are the key benefits you are looking to drive (see above examples).**

Answer: Please see table below:

	Question	Response
3a	If no: Do you have plans to introduce AI within your ITSM in the next 12 months?	No
3b	If no, what is your key rationale for this decision? E.g. No budget / Solutions aren't mature enough / Cannot see benefit	The Trust does not have a budget in this financial year for new projects such as this.
3c	If yes: What are the key reasons / benefits? E.g. Improved service and outputs	Not applicable.

We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.

The ELFT Promise

We care . We respect . We are inclusive

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