

FOI_1661_2023-24 – FOI Request concerning AI in Service Management

Please can I seek responses to the following queries as part of research into the adoption of AI functionality in service provision.

1. **Are you currently using AI functionality within your IT Service Management function?**
No

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?**

 - c) **e.g. reduced MTTR, increased ticket handling (from X to Y), First Call Resolution (FCR) etc**

 - d) **What statistics can you share? E.g FCR went from 60% to 80% and/or MTTR reduced by 10%**
N/A

3. **If no**
 - a) **Do you have plans to introduce AI capability within your Service Management function within the next 12months?**
No

 - b) **If no, what is your key rationale for this decision?**
Solent NHS Trust is currently in the transition process to the new organisation. Our immediate priorities are ensuring a safe transition for the next 12 months, prioritising the digital experience of our staff and developing an interim digital strategy.

 - c) **If yes, what are the key benefits you are looking to drive (see above examples).**
N/A