

FOI REF: 24/335

20th May 2024

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

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? (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%)**

Not applicable.

3) If no:

- a) **Do you have plans to introduce AI capability within your Service Management function within the next 12 months?**

No.

- b) **If no, what is your key rationale for this decision?**

East Sussex Healthcare NHS Trust does not have the budget to introduce AI capability within our Service Management function.

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c) If yes, what are the key benefits you are looking to drive

Not applicable.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

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

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net