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Request for Information Reference: 04.24.60

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

22nd April 2024

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 22nd April 2024 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to AI in Service Management and I am providing the following information in response to your specific questions:

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

No

2. 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%

Not applicable

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

The Trust's current provider is developing AI capabilities within the lifecycle of the product.

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

Not applicable

- **If yes, what are the key benefits you are looking to drive**

The Trust will assess the benefits as the platform is developed and made available to us within the existing Contract.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddffoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator