Dear ███

Thank you for your Freedom of Information request dated 12th April for information about Automation Strategy. Please find below City of Doncaster Council's responses to the questions you have raised.

1. **What is the Council's strategy and roadmap for AI and Process Automation?**
   The Council has outlined its approach and plan for AI and Process Automation, which revolves around enhancing the Customer Experience Strategy. This entails focusing on incorporating RPA and into the development of digital processes.
2. **If neither have yet been adopted, when will they be?**
   RPA and AI are both currently being explored.
3. **Who are/will be the key stakeholders and decision makers for these technologies?**
   ICT & Customer Services
4. **What technologies/vendors are currently in use (eg Blue Prism, Open AI, Druid AI) and which version, and are they on premise or cloud hosted?**
   Prototypes are being explored with Azure OpenAI, Microsoft Co-Pilot, Azure Cognitive Search, AWS certified transcribe solution. For RPA, we use Power Platform and a prototype using UIPath. They are all cloud hosted.
5. **How many processes have been automated and how many licences have been purchased?**
    There are 80 -100 RPA processes in production and development. All licensing is dealt with through stand license model. The licensing information will be on the contract register on <u>Supplying the Council - Procurement - City of Doncaster Council</u> .
6. **How many additional processes does the council expect to have automated in the next 12 months?**
   We don't have that information available at the moment.
7. **What is the typical licence utilisation rate for RPA, where it exists?**
    All licensing is dealt with through stand license model. The information will be on the contract register on <u>Supplying the Council - Procurement - City of Doncaster Council</u> .
8. **What/who does the automation team consist of, who leads it, and who do they report into (if external delivery, which supplier)?**
   An inhouse development team with 2 * senior developers and 2 * developer. They report to Michael Roodt (Development & Deployment Manager).
9. **How are any bots maintained?**
   Continuously update and adapt the processes within AI and RPA tools.
10. **When are any licences due for renewal?**
    All licensing is dealt with through stand license model. The information will be on the contract register on <u>Supplying the Council - Procurement - City of Doncaster Council</u> .

I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £46 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Yours sincerely,

Craig Miller
Information Governance Officer
Information Governance Team
Corporate Resources
City of Doncaster Council

Address Floor Two, Civic Office, Waterdale, Doncaster DN1 3BU Website www.doncaster.gov.uk

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Please treat the content of this e-mail as confidential. If you have received this e-mail and it is not addressed to you please accept my apologies and inform me as soon as possible.

███████████████████████

Sent: 12 April 2024 16:52
To: Freedom of Information Requests <FOI.Requests@doncaster.gov.uk>
Subject: FOI Request - Automation Strategy

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Hi,

Please can you provide the following information as a FOI Request?

1. What is the Council's strategy and roadmap for AI and Process Automation?

2. If neither have yet been adopted, when will they be?
3. Who are/will be the key stakeholders and decision makers for these technologies?
4. What technologies/vendors are currently in use (eg Blue Prism, Open AI, Druid AI) and which version, and are they on premise or cloud hosted?
5. How many processes have been automated and how many licences have been purchased?
6. How many additional processes does the council expect to have automated in the next 12 months?
7. What is the typical licence utilisation rate for RPA, where it exists?
8. What/who does the automation team consist of, who leads it, and who do they report into (if external delivery, which supplier)?
9. How are any bots maintained?
10. When are any licences due for renewal?

Many thanks

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