

Archived: 21 May 2024 10:30:18

From: [Freedom of Information Requests](#)

Subject: FOI Request Response

Importance: Normal

Sensitivity: None

Dear

Thank you for your Freedom of Information request dated 22nd April for information about AI in Service Management. Please find below City of Doncaster Council's responses to the questions you have raised.

- Are you currently using AI functionality within your IT Service Management function? Yes
- If yes
 - o What functionality are you utilising? Category and Sub Category suggestions
 - o What measurable benefits have you achieved since implementation of AI functionality? No measurable benefits however we have seen more accuracy in call categorisation.

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: 22 April 2024 09:07

Subject: FW: FOI Request - AI in Service Management - GOV

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Greetings FOI team, please can I seek responses to the following queries as part of research into the adoption of AI functionality in service provision.

If it helps, your IT dept would likely be best placed to provide answers to the below.

- Are you currently using AI functionality within your IT Service Management function? Yes/No
- 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%
- If no
 - Do you have plans to introduce AI capability within your Service Management function within the next 12months?
 - If no, what is your key rationale for this decision?
 - If yes, what are the key benefits you are looking to drive (see above examples).

----- **EXAMPLE RESPONSE BELOW** -----

	Are you currently using AI within your ITSM?	YES / NO	Example
If yes	What functionality?		Incident summarisation / Auto ticket routing
	What benefits have you realised?		Increased FTF
	What statistics can you share?		FTF went from 78% to 85%
If no	Do you have plans to introduce AI within your ITSM in the next 12 months ?	YES / NO	
If no	Why not?		No budget / Solutions aren't mature enough / Cannot see benefit
If yes	What are the key reasons / benefits		Improved service and outputs

Thanks in advance,

