Ref. No:	0875
Date:	22/04/24
Subject:	Artificial Intelligence

REQUEST

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

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

   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 mean time to repair (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%.**

   If no:

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

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

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

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

1. **Are you currently using AI functionality within your IT Service Management function?**

   No

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

      We are currently exploring the Sunrise option of implementing AI to interface between MS Teams and our IT Service Management (ITSM) solution.

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

      N/A

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

      Improved communication, more informative ticket management for users e.g. escalations, viewing status of exiting tickets.