

**Reference Number:** FOI202425/043  
**From:** Commercial  
**Date:** 22 April 2024  
**Subject:** Use of Artificial Intelligence (AI) in Service Management

**Q1** Are you currently using AI functionality within your IT Service Management function?

**A1** No

**Q2** 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%

**A2** a-c: Not applicable, as per A1 above

**Q3** If no:

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

**A3** a) No

- b) Service review will be conducted over the next 12 months and our plans will subsequently form from this.
- c) Not applicable as per A3a above