



Further to your information request FOI/EIR 24/25-040, please find your question and our response below.

Request:

- 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).

Response:

- No
- n/a
- No:
 - No
 - Information Not Held
 - n/a

This concludes your request FOI/EIR 24/25-040.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.