



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Wigan
WN1 1XX

Email: foi@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI/2024/9810

Date Received: 22nd April 2024

Response Due: 21st May 2024

Date: 17th May 2024

Dear Sir/Madam

With reference to your request for information received on 22nd April 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

1. **Are you currently using AI functionality within your IT Service Management function?**
 - a. **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%
 - b. **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).**

The questions have been answered in the table you have provided below:

	Are you currently using AI within your ITSM?	No
If yes	What functionality?	N/A
	What benefits have you realised?	N/A
	What statistics can you share?	N/A

If no	Do you have plans to introduce AI within your ITSM in the next 12 months ?	No
If no	Why not?	No budget / Solutions aren't mature enough
If yes	What are the key reasons / benefits	N/A

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Garry Harris
Deputy Director Digital, Chief Technology Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111