

**Reference Number:** FOIAH2425/054  
**From:** Commercial  
**Date:** 22 April 2024  
**Subject:** AI in Service Management

**Q1** Are you currently using AI functionality within your IT Service Management function?  
Yes/No

**A1** No

**Q2** If yes:  
o What functionality are you utilising? (e.g. co-pilot, incident/ticket summarisation, chatbot, ticket routing, knowledge creation etc)  
o 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%

**A2** Not applicable as per A1.

**Q3** 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 examples).

**A3** As per A1. Will be scoped in the next 12 months.