

FOI Reference Number: FOI/041/2425

Date: 15 May 2024

Thank you for your information request received by the Policy team at Mid and East Antrim Borough Council (MEABC) on 22nd April 2024 which has been processed under the Freedom of Information Act 2000 (FOIA).

Your request:

'Greetings FOI team, please can I seek responses to the following queries as part of research into the adoption of AI functionality in service provision.

If it helps, your IT dept would likely be best placed to provide answers to the below.

- *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).'*

Our response:

This information is regarded as *not held* for the purposes of the Freedom of Information Act 2000.

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

No.

If no

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

No current plans.

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

As there are no current plans there has been no discussions that have taken place.

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

Not applicable.

Please quote the reference number FOI/041/2425 on any related communications.

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within forty working days of the date of receipt of the response to your original email/letter, and should be sent by email to FOI@midandeantrim.gov.uk or by post to:

Policy Team,
The Braid,
1-29 Bridge Street,
Ballymena,
BT43 5EJ.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. You must make your complaint to the ICO within 40 working days of you receiving your response or the date of your last contact with the Council.

The Information Commissioner can be contacted at:

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

Alternatively, a complaint may be made via the ICO website at:

<https://ico.org.uk/make-a-complaint>

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at:

<https://www.midandeantrim.gov.uk/>

If we publish our response to your request, your personal data will be removed to protect your privacy.