



Information Governance Team

Postal Address:
Coventry City Council
PO Box 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk

E-mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

24 April 2024

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI608104117

Thank you for your request for information relating to AI in Service Management.

You have requested the following information:

1. Are you currently using AI functionality within your IT Service Management function?

Yes/No

No.

If yes:

a. What functionality are you utilising? (e.g. co-pilot, incident/ticket summarisation, chatbot, ticket routing, knowledge creation etc)

Not applicable.

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
- What statistics can you share? E.g FCR went from 60% to 80% and/or MTTR reduced by 10%

Not applicable.

If no:

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

No.

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

The AI feature is an add-on to the core licence and is deemed not value for money at this stage.

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

Not applicable.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance