

Trust Headquarters  
 Russell's Hall Hospital  
 Dudley  
 West Midlands  
 DY1 2HQ

**Ref:** FOI-042024-000816

**Date:** 23/04/2024

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

**Request**

Please complete table below in relation to AI service management within your organisation.

**Response**

	Questions	Responses
	<b>Are you currently using AI within your ITSM?</b>	<b>No</b>
<b>If yes</b>	<b>What functionality?</b>	
	<b>What benefits have you realised?</b>	
	<b>What statistics can you share?</b>	
<b>If no</b>	<b>Do you have plans to introduce AI within your ITSM in the next 12 months?</b>	<b>No</b>
<b>If no</b>	<b>Why not?</b>	<b>The introduction of AI is part of the long-term plan for our ITSM however is not in scope within the next 12 months</b>
<b>If yes</b>	<b>What are the key reasons / benefits</b>	

Thank you for requesting information under the Freedom of Information Act 2000.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**