Please can I seek responses to the following queries as part of research into the adoption of AI functionality in service provision.

1) Are you currently using AI functionality within your IT Service Management function? Yes / No	We have a managed service provider in place that has full responsibility for ITSM. This doesn't reside in the Council
If yes (a) What functionality are you utilising? (e.g. co-pilot, incident/ticket summarisation, chatbot, ticket routing, knowledge creation etc) or (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%	N/A
If no **(a)** Do you have plans to introduce AI capability within your Service Management function within the next 12months? **(b)** If no, what is your key rationale for this decision? **(c)** If yes, what are the key benefits you are looking to drive (see above examples).	N/A