

**FOI\_1644\_2023-24 – FOI Request concerning Robotic Process Automation/Intelligent Automation (IA) technology.**

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*I am writing to you with an enquiry under the Freedom of Information act. Please may you answer the below questions:*

1. **Does your organisation currently use Robotic Process Automation (RPA)/Intelligent Automation (IA) technology?**  
No, we do not use this technology.
  
2. **If no**
  - 1.1 **Are you intending on exploring the possible implementation of RPA/ IA 24/25?**  
Yes
  
  - 1.2 **Who would be the best point of contact within the organisation to discuss RPA/AI with, and what are their contact details?**  
Ynez Symonds - Chief Nursing Information Officer  
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2. **If yes, please answer the following questions:**

**Programme Overview**

  - 2.1 **Which RPA/IA technology provider does your organisation currently use?**
  - 2.2 **Who would be the best point of contact within the organisation to discuss Robotic Process Automation/Intelligent Automation with, and what are their contact details?**
  - 2.3 **Which Executive Board member would be responsible for RPA/IA, and what are their contact details?**
  - 2.4 **How many live automations do you have?**
  - 2.5 **How many departments do you have live automations in?**
  - 2.6 **Please list the names of the automations your organisation has live.**
  - 2.7 **Do you plan to expand the use of automation technologies in other areas of your organisation beyond those currently implemented?**
  - 2.8 **Do you develop automations in-house, or do you outsource development? If outsourced, which organisation do you outsource development to?**
  - 2.9 **What have been the main barriers or challenges your organisation has encountered in implementing automation initiatives?**
  - 2.10 **What are the primary reasons for implementing automation within your organisation? Please select from: cost reduction, improved patient care, efficiency improvement, error reduction.**

**Technology / Service Details**

- 2.11 **How many licences are under your contract?**



- 2.12 What is your contract start date?**
- 2.13 What is your contract end date?**
- 2.14 Are your organisation's RPA/IA licences contracted directly with the technology provider, or via a 3rd party intermediary? If via an intermediary, what is the name of their organisation?**
- 2.15 What is your current annual spend with your supplier for RPA licences?**
- 2.16 What is your current annual spend with your supplier on external professional services to deliver RPA/IA?**

### **Systems**

- 2.17 Which EPR does your organisation use?**
- 2.18 What is the contract end date of your EPR?**
- 2.19 Which PAS does your organisation use?**
- 2.20 What is the contract end date of your PAS?**
- 2.21 Which patient comms / appointment management tool does your organisation use?**
- 2.22 What is the contract end date of your Patient comms / appointment management system?**
- 2.23 What is your primary finance system?**
- 2.24 What is your primary inventory management system?**
- 2.25 Which Cancer registry does your organisation use?**