

IT Spend and Chatbots

Reference Number: F4590
Date of Response: 30th June 2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

Request and Royal Devon's Eastern FOI Office Response

1. Total IT (information technology) budget for your organisation over the last three financial years (April to April) broken down by year.

	19/20	20/21	21/22
Capital £'000	22,704	34,083	8,787
Revenue £'000	23,175	24,385	31,992
Total £'000	45,879	58,468	40,779

2. Does your organisation use chatbots? If so, how many?

The Trust does not use chatbots.

3. How many customer interactions have your chatbots conducted over the last three financial years, broken down by year?

Not applicable. Please see response to question 2.

4. Are you team given training on the use of chatbots? If so, can you provide details?

Not applicable. Please see response to question 2.