

12 November 2020

Information Rights & Compliance Team
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL

Tel: 01727 804954
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Our Ref: FOI/03721

Thank you for your request concerning Robotic Process Automation Procurement.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

- 1. Please kindly advise whether your Trust has procured at any point a technology platform called Robotic Process Automation, also known as RPA. This is a new technology and therefore I am only asking the Trust to check its procurement and/or IT records as far back as 01/01/2016.**

No we have not procured RPA.

All our IT services are outsourced to Hertfordshire, Bedfordshire and Luton ICT (HBLICT) (hosted by East and North Hertfordshire Clinical Commissioning Group) in an internal NHS shared service. You may wish to contact them directly at the below address.

Hertfordshire, Bedfordshire and Luton ICT
Charter House
Parkway
Welwyn Garden City
Hertfordshire
AL8 6JL

- 2. If you have procured RPA, have you calculated how many Full-Time Equivalent hours have been saved as a result of the automation doing administrative tasks, which were otherwise carried out by human members of staff working for the Trust**

Please see the response to question 1.

- 3. Name of your CIO / CTO and the email address.**

Hakan Akozek is our Chief Information Officer and can be contacted via hakan.akozeck@nhs.net

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

