

Information Governance

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10th September 2019

Our reference: FOI DA223

I am responding to your request for information received 9th September 2019. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Ayomide Adediran
Information Governance Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Request:

I am writing to make an information request regarding Robotic Process Automation solutions used at your organisation. Please complete the FOI questions below. Robotic Process Automation (RPA) is software which can automate manual, computer-based tasks by using virtual workers which mimic the way humans interact with applications on a computer. As a result, RPA can drive efficiencies in corporate services by increasing productivity, reducing staff workload and generating cost savings.

RPA Budgets

1a. Does your organisation have a dedicated budget for investing in RPA? If yes, please provide your organisation's RPA budget for 19/20

1b. To date, how much has the organisation invested in RPA solutions?

RPA Supplier

2a. Does your organisation use a third-party to provide an RPA software solution? If yes, please provide the name of the supplier (e.g. Thoughtonomy, Automation Anywhere, UiPath, Blue Prism etc.)

2b. Please provide a brief description as to the project the RPA provider is undertaking/has undertaken at the organisation (e.g. reporting, system integration, tax management etc.) including which departments within the organisation this is/has been implemented

2c. How many employees (headcount) are involved in the operationalisation of the RPA solution at your organisation post-implementation?

2d. Please state the start and end date of the contract with the supplier

2e. Did the organisation use a framework to procure these services? If yes, please provide the name of the framework

2f. Please provide detail on how the RPA provider has charged the organisation? (e.g. costing by development and consultancy day rates, annual/monthly license fees, additional fees for bespoke services)

2g. What was the annual cost to the organisation for the provision of the RPA solution in 18/19?

2h. Has your organisation seen any quantifiable benefits through the use of your RPA solution provider? Please provide details on the benefits achieved (e.g. reduced time spent on task by X%, saved X amount of hours per task per month, achieved savings of X amount)

Answer:

The Trust does not use any robotic process automation solutions and does not have any plans for this at present.