███████████████

(By email)

Our Ref: MGLA190718-8096

15 August 2018

Dear ███████████████

Thank you for your request for information which the GLA received on 18 July 2018. Your request has been dealt with under the Freedom of Information Act 2000.

Please find below the information we hold within the scope of your request

Has the Authority published a plan for using Robotic Process Automation (RPA)?

No

Has the Authority published a plan for using Artificial Intelligence?

No – but the Mayor has recently published Smarter London Together – which aims to make London the smartest city in the world. Read more here. The GLA is interested in AI but considers this to be different from RPA.

How many areas in the Authority are considering using RPA?

None

If applicable, where is the Authority on its journey with RPA?

N/A

If applicable, what Automation products are you considering reviewing?

N/A

What areas within the Authority are currently using RPA? (Please select as many areas as appropriate)?

None

What RPA benefits have been realised (& details)?

N/A

How much RPA/AI budget for this Financial Year do you have?

The GLA does not have a separate AI budget

How much budget has been invested on the RPA investments to date?

None

How much money has been returned on the RPA investments to date?

None

If RPA has been deployed, has Robotic Process Automation enabled the means to provide more services with the same or less staff?

N/A

If RPA has been deployed, has Robotic Process Automation enabled the Authority to do more work for less monetary expenditure?

N/A

If RPA has been deployed, has Robotic Process Automation enabled the means to redeploy staff to other value add activities?

N/A

If applicable, what challenges to Automation have you experienced?

The GLA has undertaken experiments in using Chatbots for public communication – but not RPA

Does the Authority have an RPA partner and if so who?

N/A

When does the current RPA partnership arrangement end?

N/A

Are you planning additional RPA projects in the next 3-6 Months?

No

Please provide an email address for the area responsible for Process Automation within the Authority?

David.munn@london.gov.uk

If T-Impact Ltd were to run a series of Local Government RPA 20K Hackathons, would you be interested in learning more? (£20,000 to the Winning Authority?

No

What is your preferred commercial model for deploying RPA?

N/A

What cost size of cost saving do you require from RPA?

N/A

Would a Cloud based - low cost model be of interest?

No

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA190718-8096.

Yours sincerely

Ruth Phillips
Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:
https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information