

FOI Ref

7316

Response sent

10 Jul 20

(CCC) Digital Platform

I wanted to find out more information about your organisations Digital Platform. Please see below a list of questions that hopefully you can help me with

Chatbots

- Do you have any plans to deliver Citizen facing AI chatbot functionality?

If so, when would you want this to be available?

Who is the head of Customer Services or Citizen engagement or equivalent?

Who is the CIO or Head of IT?

- Do you have any plans to deliver Employee facing AI chatbot functionality?

If so, when would you want this to be available?

Who would be responsible for that?

Virtual Appointments

Are you planning on Standardising virtual appointments for all departments, e.g. housing, planning etc?

If so, when would you want this to be available?

Who would be responsible for that?

Thank you for your request for information above, which we have dealt with under the terms of the Freedom of Information Act 2000.

I hope the following will answer your query:

- Do you have any plans to deliver Citizen facing AI chatbot functionality?

If so, when would you want this to be available? [Please see the digital transformation strategy for CCC.](#)

(https://www.cambridge.gov.uk/media/3834/180615_digital_transformation_strategy_final_-_formatted.pdf)

Who is the head of Customer Services or Citizen engagement or equivalent?
[Alison Cole](#)

Who is the CIO or Head of IT? [ICT is currently a Shared Service – the head can be found here - https://www.huntingdonshire.gov.uk/council-democracy/council-open-data-and-information/pay-expenses-and-senior-officer-structure/senior-leadership-team/](#)

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- Do you have any plans to deliver Employee facing AI chatbot functionality?

If so, when would you want this to be available? [Please see the digital transformation strategy for CCC.](#)

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Who would be responsible for that?

Virtual Appointments Are you planning on Standardising virtual appointments for all departments, e.g. housing, planning etc?

If so, when would you want this to be available? [Please see the digital transformation strategy for CCC.](#)

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Further queries on this matter should be directed to foi@cambridge.gov.uk
