



HM Passport Office

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Ellie Colvin
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Dear Ms Colvin

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 24 March in which you ask for information regarding implementation of new technologies in Her Majesty's Passport Office.

Your request has been handled as a request for information under the Freedom of Information Act 2000.

In the last 24 months have you attempted to implement any of the following technologies? If so, which ones? Automation - such as RPA, machine learning, chatbots; Wearables; VR; AR; Drones; Tablets; and Apps

In the last 24 months, Her Majesty's Passport Office has not attempted to implement any of these specific technologies.

In the last 24 months, have you been able to decommission any legacy systems as a result of the successful implementation of new technologies?

Our use of new technologies supports us in the evolution of our business as a whole. In some cases, these are complementary to our existing services. For others, they will support the retirement of legacy systems, but they are not the only factors that enable that.

Yours sincerely

C Parsons
Freedom of Information Team