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**Derry City & Strabane**  
District Council

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Comhairle  
**Chathair Dhoire &  
Cheantar an tSratha Báin**

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**Derry Cittie & Stràbane**  
Destrict Cooncil

Ref: FOI / 1000

16 January 2017

Mr  
CognitiveGroup

Email: [chris.hemming@cognitive-group.com](mailto:chris.hemming@cognitive-group.com)

Dear Mr Hemming

### **Freedom of Information Act 2000 Request Customer Relationship Management**

I refer to your FOI request as above.

- What software does your organisation use for Customer Relationship Management?  
Being looked at currently. Covalent Feedback module is used for comments, compliments and requests for information.
- Is your computer data held onsite or do you use cloud based storage?  
Covalent Feedback - Cloud Based
- Who are your implementation partners for IT software?  
None yet
- Who is leading on your Digital Transformation?  
Paul Jackson Email: [Paul@derrystrabane.com](mailto:Paul@derrystrabane.com)

If you are dissatisfied with our response you have rights of review and appeal; these rights consist of two review processes. Firstly our internal review procedure is available by contacting:

John Kelpie  
Chief Executive



**Derry**

C/o Council Offices  
98 Strand Road  
Derry  
BT48 7NN

**Strabane**

C/o Council Offices  
47 Derry Road  
Strabane  
BT82 8DY

+44 (0) 2871 253 253  
[info@derrystrabane.com](mailto:info@derrystrabane.com)  
[www.derrystrabane.com](http://www.derrystrabane.com)

 Derry City & Strabane District Council  
 @dcsdcouncil

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16 January 2017

Mr

Derry City and Strabane District Council  
98 Strand Road  
Derry BT48 7NN  
Tel 028 71253253 or email [john.kelpie@derrystrabane.com](mailto:john.kelpie@derrystrabane.com)

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
CHESHIRE SK9 5AF  
Tel: 0303 123 1113 (local rate) or email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely

**Head of Business**


**Derry**

C/o Council Offices  
98 Strand Road  
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