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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

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Ref: FOI / 662

20 July 2016

Mr

Email.foi@gmail.com

Dear Mr

## **Freedom of Information Act 2000 Request Digital Transformation Strategy**

I refer to your FOI request as above and respond as follows:

- 1. Digital Transformation Strategy**
- 2. ICT Strategy**

Response: You may not be aware that Northern Ireland recently underwent a Review of Public Administration and I would inform you that Derry City and Strabane District Council was formed under the Local Government Act (Northern Ireland) 2014 effective 1 April 2015. It replaces the former councils of Strabane District Council and Derry City Council. Requests made to the legacy councils since 1 April 2015 are being handled by the Derry City and Strabane District Council and duplicate requests made to the legacy councils are being treated as one request. Given the early stages of the new organisation I would inform you that many of our policies are being re-written to take on board each legacy council's requirements and unfortunately the Digital and ICT Strategy is one such policy, which is therefore not available at this time.

- 3. Customer Service Strategy**

Response: Please see attached.

### **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  
www.derrystrabane.com

f Derry City & Strabane District Council  
@dcsdcouncil

**4. Can I also ask for a copy of any published case studies, if you hold any, regarding Digital Transformation initiatives undertaken by your authority?**

Response: No published case studies were undertaken.

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 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**

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