

S40 (2)

Reply by email: S40 (2)

Telephone: 01636 655216/7

Email: freedom@nsdc.info

Your ref:

Our ref: **RFI-2016-1485**

22 December 2016

Dear S40 (2)

Request for information: RFI-2016-1485

Your request for information has now been considered. The information held by the Council relevant to your request is set out below:

- What software does your organisation use for Customer Relationship Management? **ESB**
- Is your computer data held onsite or do you use cloud based storage? **Cloud based storage**
- Who are your implementation partners for IT software? **For CRM it is Meritec**
- Who is leading on your Digital Transformation? Sharon Parkinson, Business Manager ICT sharon.parkinson@nsdc.info and Jill Baker, Business Manager Communications & Customer Services jill.baker@nsdc.info

This request has been handled under the Freedom of Information Act 2000.

This response refers to information held by Newark & Sherwood District Council and does not include information relating to the Council's housing stock or the management of that stock. This information is held by a wholly owned arm's length company, Newark and Sherwood Homes Ltd, which for the purposes of Freedom of Information, is classed as a separate public body. Newark and Sherwood Homes Ltd can be contacted via their website at www.nshomes.co.uk

Where provided, the direct contact details of individual Council officers must not be used for the purposes of direct marketing.

If you have any further queries or concerns about the information provided please do not hesitate to contact us. If we do not hear from you within 40 days, starting the day after the date of this letter, we will consider the request closed.

If following our response to your query you are still dissatisfied you have the right to request an internal review. This will be conducted by the Director of Safety or the Deputy Chief Executive who have not been involved with the request or complaint until this point. Should you wish to proceed to this stage please advise us quoting the reference number at the top of this page.

Should you be dissatisfied with the outcome of any internal review to the Council you have a further right of appeal to the Information Commissioner's Office, details of which can be found on the Information Commissioner's website www.ico.org.uk/

More details of this complaints process are available to view on our website at the following link: www.newark-sherwooddc.gov.uk/yourcouncil/makingarequestforinformation/accesstoinformation-complaintsprocedure/

Yours sincerely

David Clarke

S40 (2)

Information Governance Officer