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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 / 1042

10 January 2017

Mr

Email: @nethelpdesk.com

Dear Mr

**Freedom of Information Act 2000 Request IT Infrastructure**

I refer to your FOI request as above. Please note that Derry City and Strabane District Council was formed under the Local Government Act (Northern Ireland) 2014 effective 1 April 2015 following a Review of Public Administration and replaces the former councils of Derry City Council and Strabane District Council. Requests made to the legacy councils since 1 April 2015 are being handled by Derry City and Strabane District Council and duplicate requests made to the legacy councils are being treated as one request.

1. Do you currently have an IT service desk in place?  
Response: Yes
2. What software tool is in place?  
Response: Webhelpdesk from Solarwinds
3. What is the cost for this service charged by the provider (including any maintenance fees)  
Response: £604 per year
4. When is the contract due to be reviewed?  
Response: July 17
5. Who is the contact responsible for your IT Service Desk Software  
Response: Paul Jackson  
Digital services Manager  
028 7137 6610 Email: [Paul@derrystrabane.com](mailto:Paul@derrystrabane.com)



**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

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**



**Derry**

C/o Council Offices  
98 Strand Road  
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**Strabane**

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