



Ref: FOI / 5660

06th May 2025

Email:

Dear

Freedom of Information Act 2000 Request - Website CMS and Digital Infrastructure

I refer to your FOI request and respond as follows:

I am writing to request information about your council's website infrastructure and content management system. This is part of a broader research effort into how local government bodies manage and deliver digital services. Please could you provide details for the following:

1. Content Management System (CMS):

a. What CMS platform(s) is currently used to manage your main council website(s)?

- **Wordpress**
- **Kentico 13**
- **Squarespace**
- **Umbraco**

b. Has the council changed CMS in the last five years? If so, what was the previous system used?

Yes, but between the CMS's above for different sites which were developed by different suppliers.

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2. Website Management and Content Governance:

a. Which internal teams or third-party providers are responsible for maintaining and updating website content?

Internally we have a web development officer, and support contract with different suppliers for different sites

b. Are there any recurring technical or operational issues with your current CMS?

- **Plugin updates that can cause issues if the website's php isn't updated alongside them.**
- **Bot attacks happening despite having the correct security precautions in place**

3. Procurement and Forward Planning:

a. When was your CMS last procured or reviewed?

Some are reviewed yearly, the main council site was renewed 3 years ago via tender. Will be renewed in the next year (Kentico 13)

b. Are there any planned upgrades or procurement reviews scheduled for the near future?

No, just support renewals for current sites and CMSs used

4. Financial Information (if held):

a. What is the annual spend on CMS-related costs including software licences and support?

- Kentico 13 for main Site £16,199
- WordPress for multiple sites £2400
- Squarespace £140
- Umbarco £432

c. If there has been a recent migration, what was the cost of the implementation project?

None

5. Accessibility:

a. Does the council publish or follow a digital accessibility policy (e.g. WCAG 2.1 compliance)?

Yes, all sites must meet the WCAG 2.1 compliance

b. Has any website user satisfaction or usability research been conducted in the past three years?

No

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

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

I would however advise that the Information Commissioner has indicated that a review will not be undertaken unless the Council has first had an opportunity to re-consider its decision.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Kevin O'Connor', written in a cursive style.

Kevin O'Connor
Head of Business