

**BUSINESS DIRECTORATE**  
Democratic Services

J Smith  
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The Business Centre, Futures Park, Bacup, OL13  
0BB

This matter is being dealt with by:  
Name: Jenni Cook  
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Email: [foi@rossendalebc.gov.uk](mailto:foi@rossendalebc.gov.uk)

Our reference: JKC/FOI/765

Date: 5<sup>th</sup> July 2010

Dear Sir or Madam

**RE: FREEDOM OF INFORMATION ACT REQUEST**

Thank you for your Freedom of Information request.

I have reviewed your request under the Freedom of Information Act 2000, and my response is as follows:

**Please supply copies of all business cases, functional specifications and business process documents relating to the implementation of Microsoft Dynamics CRM within Rossendale Council.**

Rossendale Borough Council has not implemented the Microsoft Dynamics CRM and as such we have no business cases, functional specifications or business process documents relating to the implementation of the application.

Right to Review

If you wish to have this decision reviewed please write to the Director of Business outlining the points of your review.

If you are still not satisfied with the Council's decision following any review you may appeal the Council's decision to the Information Commissioners Officer, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

If you wish to discuss this matter further please do not hesitate to contact me directly on 01706 252438.

Yours faithfully,



Clare Birtwistle  
Principal Legal Officer



INVESTOR IN PEOPLE

