

David Godfrey's public response to the IMA report

As part of UK Export Finance's on-going commitment to improving its information management, I invited The National Archives (TNA) to undertake an Information Management Assessment (IMA) against our existing policies and procedures, which took place in January and February 2015.

In response to the IMA report which is being published today, UK Export Finance will be drawing up an action plan that will be submitted to the TNA for publication by the end of July 2015.

The assessment has come at a time when UK Export Finance has committed to increasing the awareness and improving the processes and delivery of its Short-Term products and has also introduced new funding interventions (Direct Lending and the Export Refinancing Facility) in order to increase the flexibility of support we can offer UK exporters.

To reflect and support this increased flexibility UK Export Finance is moving from a more paper based case system to developing an Electronic Case Management System (ECMS). It was therefore extremely useful to have external validation from the TNA of the areas of information management which needed to be addressed.

We were pleased to see that six areas of good practice were identified, and that we were assessed as satisfactory for the majority of areas. However we acknowledge that there is still much to be done, although I'm pleased to say that a number of recommendations have already been addressed. We will continue to work with TNA to make progress against the remaining recommendations.

Key areas highlighted by TNA for us to focus on going forward are:

- To define an overall strategic vision and set of goals for the management, protection and exploitation of its information and records with the move from paper to electronic records
- To support the ECMS project and provide a technology environment that supports the lifecycle management of digital information and records

UK Export Finance recognises the value that effective knowledge and information management provides in delivering operational efficiency and in supporting the Transparency agenda. We continue to be committed to improving knowledge and information management in UK Export Finance and welcome the support of TNA to help us achieve this.