Foreword, Copyright and Acknowledgements
We are excited to share with you the World Bank Group Archive’s Records Management Roadmap for governments and public-sector organizations!

As part of its Open Development goals, the World Bank Group has opened its data, knowledge, and research to foster innovation and increase transparency in development, aid flows, and finances. A variety of tools, programs, and policies facilitates these goals.

The Records Management Roadmap is one of the World Bank Group’s Archives contributions to the Open Development objectives. It was developed by records management specialists at the World Bank Group with the help of expert consultants and advisors. The goal of the Roadmap is to support governments and public-sector organizations in the planning and designing of effective records management programs. The Roadmap emphasizes the value of records management for accountability, transparency and efficiency, which are central to good governance and to strengthening public agencies to deliver high-quality services and support for citizens.

While the primary audience includes public-sector agencies, we believe that the Roadmap is useful for any type of organization, anywhere. Effective and accountable records management is important in all aspects of public and private life, and we hope that the Roadmap will prove useful for anyone who needs advice and guidance to support the care of records as sources of authentic and reliable evidence.

The eight parts that make up this Roadmap are a set of tools to help your organization assess the strengths, gaps, and weaknesses in current records management practices, set targets for change and continuous improvement in those practices and plan strategic actions to enhance operations. The Roadmap also provides an overview of key records management principles and practices and a list of resources to help your organization locate best-practice examples and guidance in records management planning and development.

The Roadmap aims to be a practical tool in a variety of contexts, and we would greatly benefit from your input and suggestions for improvement, so please share your feedback with us! We also look forward to answering any questions on this Roadmap and to supporting you in ensuring that your organization keeps well-managed, authentic, and reliable records.

We truly hope that you find Roadmap useful and inspirational as you plan your records management journey.

With kind regards,

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