



## Foreword, Copyright and Acknowledgements

## Foreword

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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,

*Elisa Liberatori Prati*

Elisa Liberatori Prati  
WBG Chief Archivist  
Director, Knowledge & Information Services  
Information & Technology Solutions

*April Miller*

April Miller  
Manager, Library and Archives  
Information & Technology Solutions

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1818 H Street NW, Washington, DC 20433  
Telephone: 202-473-1000;  
Internet: [www.worldbank.org](http://www.worldbank.org)

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