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Access
Provide high quality access to ICT services. Accommodate increasing collaboration between institutions.

Build
Strive to build an exemplary student experience through improving research and learning outcomes. Our goal to constantly improve the student experience must be at the forefront of our decision making.

Conservation
Raise awareness among staff and students regarding the conservation of resources while implementing sustainable and environmentally sound practices. Continue to engage in sustainable ICT initiatives.

Direction
Strong direction, engaged leadership and continuous feedback is critical. The development and implementation of this plan must be owned by the entire university community and continually improved in response to feedback.

Equity
Ensure all students have equal access to educational technology and their benefits. Students and staff require a minimum level of access to ICT resources to successfully complete their tasks.

Flexibility
Flexibility is critical to allow for innovation and facilitate change. While the university needs a standard operating environment, it must be ‘user focused’ and balance the support of innovation with an environment conducive to efficient work practices.

Summary of ICT actions

Goal—Research
Use ICT to support research that reflects RMIT’s global engagement with industries and communities.

Actions
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2. Support quick implementation of research hardware
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7. Implement appropriate ICT infrastructure to support e-research

Goal—A global university
Build a global university of technology with its heart in Melbourne and connected to communities across the world.

Actions
1. Establish the Melbourne and Vietnam campuses as twin IT hubs
2. Investigate tools for students and staff to simplify communication, e.g. Skype and instant messaging
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Goal—Student experience
Use ICT to create a stimulating and satisfying experience for students while providing the necessary access to educational resources.

Actions
1. Implement an integrated student portal that offers a single access point
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Goal—Sustainability and support
Ensure our ICT infrastructure provides a high level of network and application support to maintain RMIT’s excellence in education and research.

Actions
1. Define how applications are selected for trial and subsequently accepted by the university
2. Broaden the constituent base for feedback on ICT planning
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## Guiding principles of ICT

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### Build
- Strive to build an exemplary student experience through improving research and learning outcomes.
- Our goal to constantly improve the student experience must be at the forefront of our decision making.

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## Summary of ICT actions

### Goal—Research

**Use ICT to support research that reflects RMIT’s global engagement with industries and communities.**

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**Continue to support excellence in education and promote lifelong learning through work-relevant learning opportunities for our diverse community of students.**

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