ICT Plan to 2010 – mid point update

• **ICT Plan to 2010** was developed to guide the future implementation and management of RMIT’s ICT (Information and Communication Technology) services

Half way through the 3 year cycle

• 83% of the activities are underway
• 78% are complete or in-hand
ICT Plan – activities underway by goal

ICT goal

- Research
- Learning and teaching
- A global university
- Student experience
- Staff experience
- Sustainability

ICT Plan to 2010 actions

- Green: completed/addressed
- Blue: underway
- Yellow: total target actions
Goal - Research

Actions addressed/completed include:

- RMIT was the recipient of a grant awarded by Sun Microsystems to establish an HPC (High Performance Cluster) to which ITS also contributed funds.
- Two staff members who report to both Research and ITS have been hired to run and maintain Unix Research infrastructure.
- Exploring the ARCS (Australian Research Collaboration Service) cloud computing environment. A project to use this facility is underway.
- Process has been simplified for the purchase of non-standard desktop hardware for researchers.
- To improve ICT decision making for Research the RTAG (Research Technology Advisory Group) has been established.

Research

ICT Plan to 2010 actions

[Bar chart showing completed/addressed, underway, total target actions]
Goal – Learning and teaching

Actions addressed/completed include:

- Audiovisual standardisation project is currently underway
- Blackboard system in Vietnam was successfully upgraded to V8.0
- Expansion of Lectopia across RMIT – by June 2009 there were 2361 recorded lectures and 84,060 downloads (and/or streaming) by students from the 51 Lectopia installations (same as entire 2008 usage)
- PebblePad and Elluminate e-portfolio tool were successfully trialled by RMIT staff guided by the Educational Technology Advisory Group (eTAG)
- Access to Second Life was simplified so it could be used as a learning and teaching tool across RMIT
Goal – A global university

Actions addressed/completed include:

- Developed 2-year ICT strategy paper for Vietnam
- Backup and storage infrastructure improvements underway
- Significant improvement to bandwidth speeds between Melbourne, Saigon South and Hanoi
- Simplified communications for staff and students by enabling Skype and allowed usage of instant messaging applications
- Investigating videoconferencing facilities for Vietnam linking Saigon South, Hanoi and Melbourne
Goal – Student experience

Actions addressed/completed include:

• The Student Card project is aiming to use new software by end of 2009
• myRMIT launched – students no longer required to login to email, learning hub, EOL, library, web publishing system, and course guides
• ITunes U site complete and has been submitted to Apple for publishing
• Default Blackboard shell established that incorporates accessibility recommendations and the new branding guidelines
• Trial underway of student laptop program in School of Media and Communication – 115 students have signed up
Goal – Staff experience

Actions addressed/completed include:

- Reviewing LMS options including a potential upgrade to Blackboard V9
- Integrated Blackboard Gradebook and Results Processing Online (RPO) so final results can be transferred automatically
- Staff administration of enrolment program structures including the ability to publish to the RMIT web site was made available this year as part of Program Guides project
- 20 Australian School-Base Apprenticeships students are provided with employment in ITS annually
Goal – Sustainability and support

Actions addressed/completed include:

• Trialling thin clients (alternative to PC’s) that use substantially less power, and are easier/cheaper to maintain
• Proposal to ‘out source’ Data Centre operations with a potential return of data centre space in B5 and B57
• Installed remote management of AV lecturing space to improve service and aid problem resolution
• Completed CAUDIT staff and student surveys
• Ongoing refurbishment of the ICT network to keep pace with increasing bandwidth capability and demand
• Phased implementation of remote monitoring systems