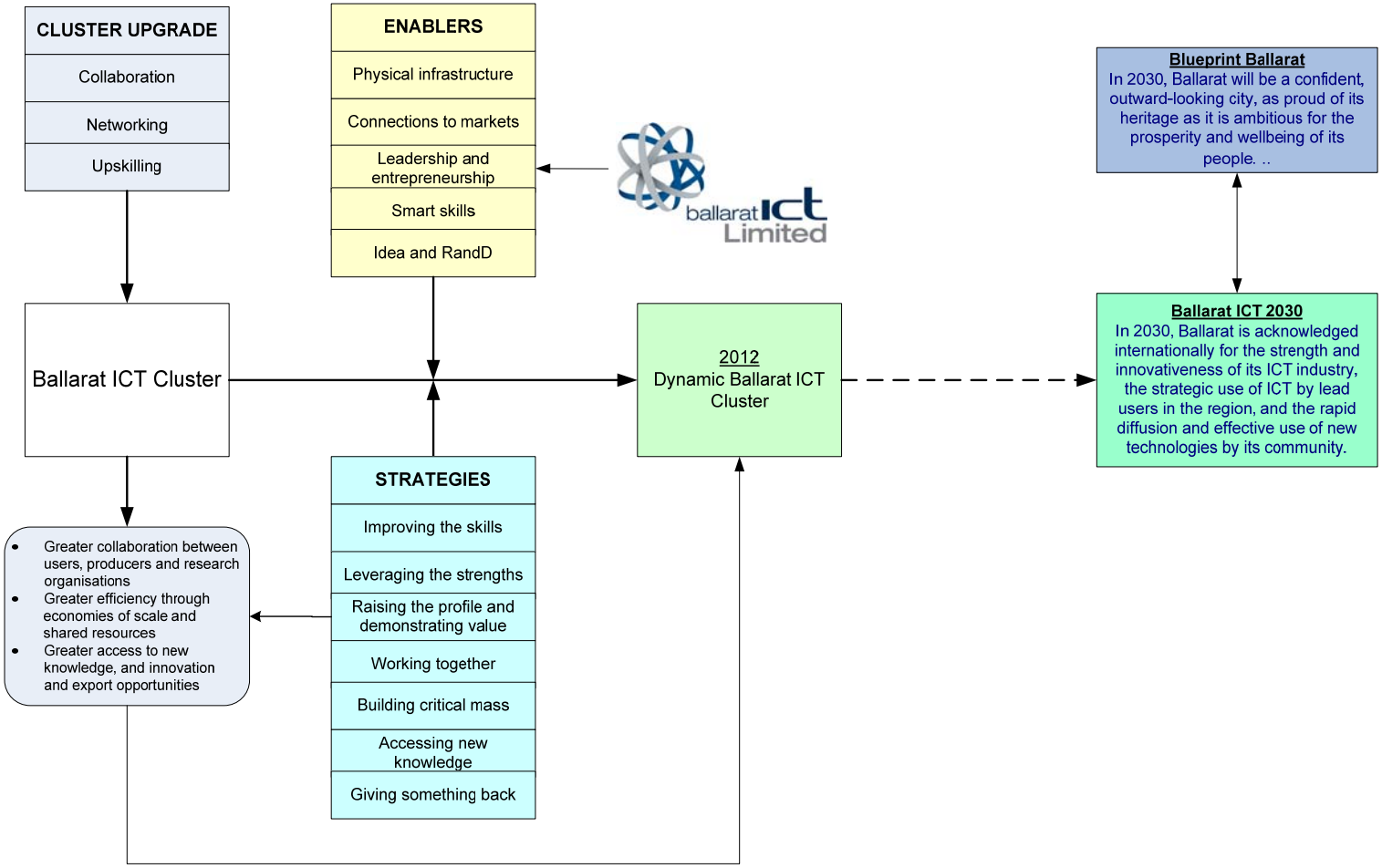Figure 15 - Ballarat ICT 2030: strategic framework