

**Client.** Any member of the Haverford College, or by extension the Tri-College, community who is authorized to use IITS Services. This includes but is not limited to students, faculty, staff, alumni, members of the Board of Managers, official visitors, and others granted temporary or permanent credentials for authentication.

**Consensus.** A decision model that seeks agreement and unity, regardless of unanimity.

A member of the group may propose a decision that clearly has the support of the "weight of the group." Remaining dissenters may withdraw their disagreement and stand outside of consensus to achieve unity. If consensus among all members cannot be reached after lengthy discussion, then, with the agreement of all members, consensus can be declared with any dissenters being recorded as standing outside of it. There can be no more than two dissenters.

If the disagreement is fundamental and becomes a matter of conscience, a dissenter may block consensus and discussion must continue with the object of finding a new formulation that is satisfactory to all.<sup>1</sup>

**Outage.** See [Service Outage](#).

**Service.** Any electronic resource or element of the computing infrastructure that is provided and maintained by IITS and used by Clients. This includes but is not limited to the wired and wireless networking infrastructure; servers providing mass storage, web sites or applications; client-server systems (including keyed software); installed classroom or other presentation technology; computing lab facilities; support services and equipment loan and repair services.

**Service Level Agreement (SLA).** The defined and agreed upon normal performance of an IITS service as measured by delivery schedule (24/7 minus X, 9-5 Mon-Fri, etc.), quality (10 Mbps, resolutions up to XSGA, etc.) and capacity (100 concurrent users, 50GB storage space, etc). An SLA may be either formally documented or established by ongoing practice.

**Service Outage.** Any planned or unplanned client-detectable temporary decrease or total interruption in performance as defined by standing practice, common experience or Service Level Agreement for an established, regularly delivered IITS Service.

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<sup>1</sup> This definition of consensus is based on the definition of the Honor Council of Haverford College, <http://www.students.haverford.edu/code/code.html>.