

Acceptable use policy

Multitenancy

The main purpose of the multitenancy functionality released in Totara 13 is to allow subscribers to publish learning content for a 3rd party ensuring isolation and allowing for delegation of capabilities within the tenant context. This functionality ensures Totara is a great choice for complex organizations and training providers. This document defines the acceptable Use Cases for the multitenancy functionality.

Examples of acceptable use of multitenancy

Child organizations of one parent organization

A number of child organizations with different learning and user administration requirements share a single parent organization. These might be separate business units operating under the same parent company but have different business functions, management and operating budgets. This Use Case is also applicable to franchise groups (e.g Starbucks).

A single site would be shared by all users, with a mix of shared and tenant-only visible learning content. Courses might be created by site administrators or by content specialists/course managers within a team/department.

Administrators for each 'child organization are able to see and administer users from their own organization. An overall site administrator is able to administer all users where required.

Extended Enterprise installation

One organization and multiple external organizations and individuals with different learning and user administration requirements share a single site. The 'Extended Enterprise' model might be used within an organization that has an internal team and external stakeholders e.g. distributors or a reseller network.

The site uses a mix of shared and tenant-only visible controlled learning catalog items. Courses are created by the site administrators or as part of a centralized L&D function.

User administrators for each external organization see and administer users from their own organization. An overall site administrator is able to administer all users, including those within the internal organization, all external organizations and any individual learners. Learners do not see the details of learners from other organizations within any shared courses.

Training Provider / Academy

A company or professional association provides a catalog of training material to external organizations which may have different learning and user administration requirements. All courses are created/provisioned by the training provider. There is no distributed provision.

A single site is shared by all organizations and users, with strictly applied tenant-only visible learning catalog items. Administrators for each tenant organization see and administer users from their own organization. An overall site administrator is able to administer all users if required. Learners are only enrolled in those courses associated with their organization so learner information visibility does not need to be controlled within a course context.

Misuse of multitenancy

- SaaS Reseller - A Totara Partner or Customer that hosts a single instance of Totara and sells tenant space to different organizations.
- Grouping different organizations - Replacing multiple existing subscriptions from different organizations with a single subscription