ACCEPTABLE USE OF MULTITENANCY

POLICY STATEMENT
This Policy operates in conjunction with the Totara Alliance Partner Agreement (the 'Agreement') to define the acceptable use of available multitenancy functionality within the Totara platform, to ensure Totara customers are covered by the appropriate subscriptions.

POLICY DEFINITIONS
'Multitenancy" – functionality that facilitates the secure isolation of users into separate tenants within a single instance of the Totara platform, as well as the delegation of administration capabilities within a tenant.

THE POLICY
The guiding principle for acceptable use of multitenancy is to ensure organisations have an efficient way to use Totara as far as multiple audiences are concerned, rather than reducing the number of applicable subscriptions.

ACCEPTABLE USE OF MULTITENANCY

1. **'Parent and child' organisations.** Separate business units operating under the same parent company (e.g., in different regions).
2. **Extended enterprise.** One organisation using a single site for its internal audience (staff) and external audience (e.g., a reseller network). Courses are created/added centrally, not at the tenant level.
3. **Franchise group** (e.g., a retail restaurant or coffee shop chain).
4. **Training provider.** An organisation uses a single site to create and distribute content to external organisations / individuals. All courses are created by the training provider. External organisations are only able to consume existing content, perform basic user administration and report on course completion within their tenant.

UNACCEPTABLE USE OF MULTITENANCY

1. SaaS reseller. A Totara Partner or Customer that hosts a single instance of Totara covered by a single subscription and sells tenant space to different organisations.
2. Grouping unrelated organisations. Unrelated organisations sharing a single site under a single subscription where multiple subscriptions should be in place.

POLICY BREACHES
If you are not sure whether your use case aligns with the acceptable use of multitenancy, please speak to your Channel Partner Manager.