ICT Project Guidance

Discovery – Technical:  
Tenancies versus Accounts   
[DRAFT]

Version:

0.1

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## Purpose

The purpose of this document is to provide technical guidance on decisions regarding procuring systems for multiple tenants or accounts as a solution to sufficient security versus functionality.

## Synopsis

This paper documents why using separate databases for different accounts is legacy pattern now correctly understood to be an anti-pattern that defeats common functionality requirements.

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## Background

The SaaS model expects multiple users to use shared services, using shared infrastructure.

Separate databases

A traditional approach to keeping accounts separate was the use of a separate databases, one per account. The thinking

The outcomes were:

* More infrastructure required,
* Higher costs,
* Longer databases backup and restorations durations
* Longer times the system was offline during a disaster recover process (DR)
* An inability for users in two accounts to collaborate on mutual records or resources.

Appendices

Appendix A - Document Information

### Versions

* 1. Initial Draft

### Images

[Figure 1: TODO Image 2](#_Toc144995112)

### Tables

[Table 1: TODO Table 3](#_Toc145048484)

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### References

**There are no sources in the current document.**

### Review Distribution

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### Audience

The document is technical in nature, but parts are expected to be read and/or validated by a non-technical audience.

### Structure

Where possible, the document structure is guided by either ISO-\* standards or best practice.

### Diagrams

Diagrams are developed for a wide audience. Unless specifically for a technical audience, where the use of industry standard diagram types (ArchiMate, UML, C4), is appropriate, diagrams are developed as simple “box & line” monochrome diagrams.

### Terms

Refer to the project’s Glossary.

##### IT

: acronym for Information, using Technology to automate and facilitate its management.

##### ICT

: acronym for Information & Communication Technology, the domain of defining Information elements and using technology to automate their communication between entities. IT is a subset of ICT.