



workfront

Expanding Workfront to multiple departments

Best practices on single and multiple instances

When adding new departments to Workfront, you may wonder if you need to purchase a separate instance to support the new department, or use your existing instance. From security concerns, to admin controls, this document will help you navigate the single versus multi-instance question.

Workfront is the most flexible enterprise application platform for modern work management. It is designed to consolidate, track, plan, and monitor, work across multiple departments within a single instance to provide more visibility, increase efficiency, and make better decisions. In order for you to realize these benefits, you need to operate in the same instance of Workfront so teams can seamlessly pass on work to the next teams, collaborate on cross-departmental initiatives, and, most importantly, track all of your data. Workfront has invested in capability to support multiple departments on a single instance by adding Group configuration elements that empower Group Administrators to manage Workfront based on their department's needs.

Expanding to new departments

If you are looking to expand to other departments, we recommend leveraging a single instance since departments can be administered separately within Workfront using Groups.

NOTE: While it can be done, it can be costly and resource intensive to merge multiple instances of Workfront into one. Please engage with Workfront subject matter experts such as Product or Professional Services teams to discuss the situation carefully before deciding if a multi-instance approach is the right approach for you.

Single instance only

You would need to remain on a single instance when you have the following needs:

- Make work assignments to people in other departments or groups
- Report on work and people across multiple departments and/or groups
- Work on tasks from multiple departments
- Requesters need to make requests of work to more than one department
- Integrate Workfront with other platforms/applications

Multiple Instances (not recommended)

You may consider multiple Workfront instances when they meet the following requirements and these requirements outweigh the benefits of a single instance:

- Each department requires a different configuration that is not available at a group level
- Have evaluated and ruled out the common methods of creating information silos within Workfront
- Unavoidable compliance concerns with sharing a single environment
- It is unacceptable to have a single System Administrator who can have access to all data within a single system due to compliance or company security concerns

If you already have Multiple Instances

If you already have multiple instances, we recommend to carefully evaluate the cost, effort, and risks of merging instances before making the decision to do so. We have partners with the skills and experience necessary to undergo a successful merger.

Reference the table below to understand the pros and cons when selecting the single vs multi-instance approach.

	PROS	CONS
Single instance (Best practice)	<ul style="list-style-type: none">• Ability to report in an aggregate manner for executives who need to see reporting across the entire organization• Users require one login and license• One instance for all services and integrations• Scalability• Departments can be administered separately within the single instance and control own settings, templates, workflows, and users at the group level• Easy collaboration and communication across departments and teams within one system• Easily meet Workfront minimum license requirements and qualify more quickly for added services and support	<ul style="list-style-type: none">• A governance committee is recommended on global settings so work management and reporting remains aligned across the organization• Without proper planning and configuration, a department may lose confidentiality if a global system administrator is in place. (Note: A “SysAdmin Lockbox” approach is one alternative where no department has SysAdmin rights, but is owned by a Governance Committee, where such SysAdmin activities becomes a change configuration item.)

	PROS	CONS
Multi-instance	<ul style="list-style-type: none"> • Strong security protocols can be achieved if there is a strong mandate that certain groups are not allowed to share data with another group • A system administrator is not allowed to have access to all data (e.g. for compliance with government regulations) • Settings are configured on an instance level, and thus allow each instance to have true global settings configurability 	<ul style="list-style-type: none"> • Cannot report in an aggregate manner for executives who need to see aggregate reporting • No visibility into the work that spans across departments and instances • Users who need access to multiple instances are required to have a license, which adds to the cost of maintaining each instance • Collaborating between users that work across departments is complex and challenging • Each instance must meet minimum license/cost requirements to be activated • Internal overhead costs to maintain are multiplied by the number of instances purchased • Any integration needs would need to be developed and scaled on a per instance basis, increasing hosting, development and associated costs • Any later decision to merge instances is extremely challenging and often costly

Best Practices for Setting Up Departments within a Single Instance

Each department should be set up as a Group with a Group Administrator. Doing so allows departments to keep their information and configurations separate from the other departments using Workfront. For more details on setting up Groups , please use the following [article](#).

Implementing Groups correctly enables the Workfront Admin to delegate certain administrative responsibilities to the Group Admins and ensures each department/group has control over their own configuration.

Governance Committee

It is a recommended practice to have a governance committee with representatives from different departments. They will have a meeting cadence where they can resolve any conflicting issues around configuration.