

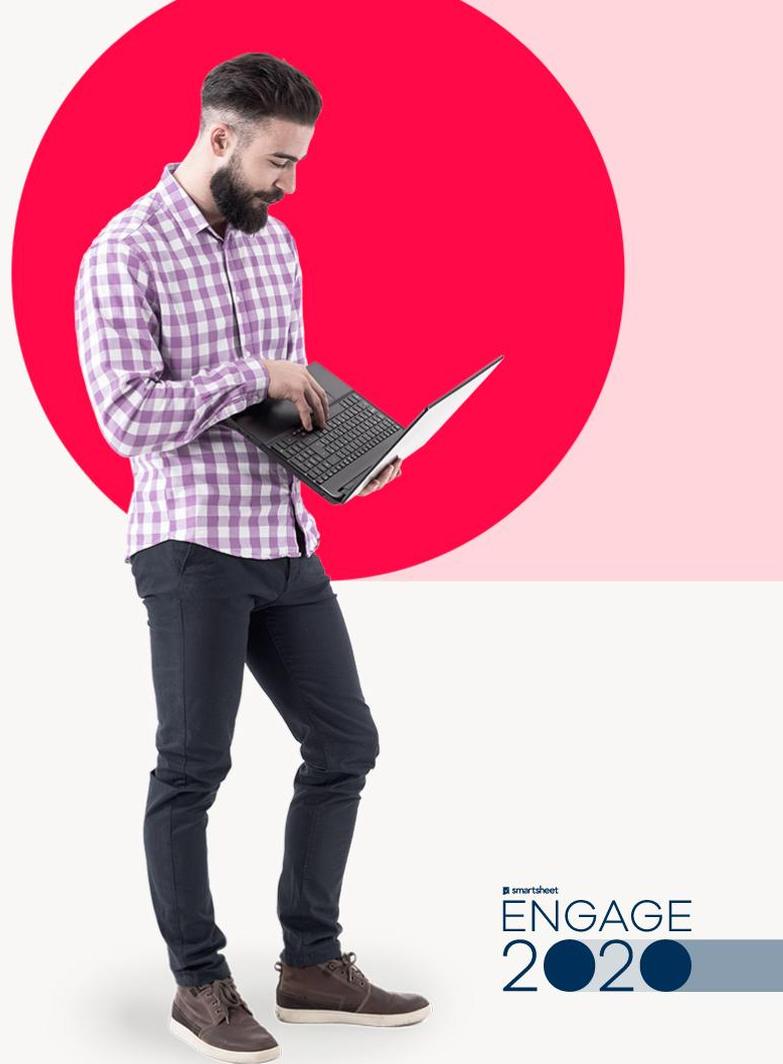


smartsheet

# 2020 ENGAGE 2020

# Leveling Up: How to Streamline IT Projects and Operations

Featuring Roy Varghese  
NOAA Fisheries, CIO  
October 1, 2020



smartsheet  
ENGAGE  
2020

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# Welcome!

## I'm Alicia.

- Joined Smartsheet in 2019
- Main focus: Federal government
- Washington, DC

Today, we're diving deep into NOAA's digital transformation, fueled by Smartsheet.



**Alicia Dickerson**  
Strategic Customer  
Success Manager,  
Smartsheet

## Roy Varghese, NOAA Fisheries Chief Information Officer (CIO)

- Joined NOAA Fisheries in 2009
- Launched project management Smartsheet program in 2019
- Silver Spring, Maryland





# NOAA

SCIENCE. SERVICE. STEWARDSHIP.

**Understand** and predict changes in climate, weather, oceans, and coasts.

**Share** that knowledge and information with others.

**Conserve** and manage coastal and marine ecosystems and resources.



**NOAA**  
FISHERIES

## NOAA Fisheries mission

NOAA Fisheries is responsible for the **stewardship** of the nation's **ocean resources** and their **habitat**. We provide vital services for the nation: **productive and sustainable** fisheries, **safe sources** of seafood, the **recovery and conservation** of protected resources, and **healthy ecosystems**—all backed by **sound science** and an **ecosystem-based approach** to management.

# Rapid transition to remote work

33%

Amount of people  
encouraged/mandated  
to telework prior to  
COVID-19\*

88%

Amount of people  
encouraged/mandated  
to telework due to  
COVID-19\*

100%

Amount of NOAA  
workforce mandated  
to telework due to  
COVID-19

\*On average according to Forbes.

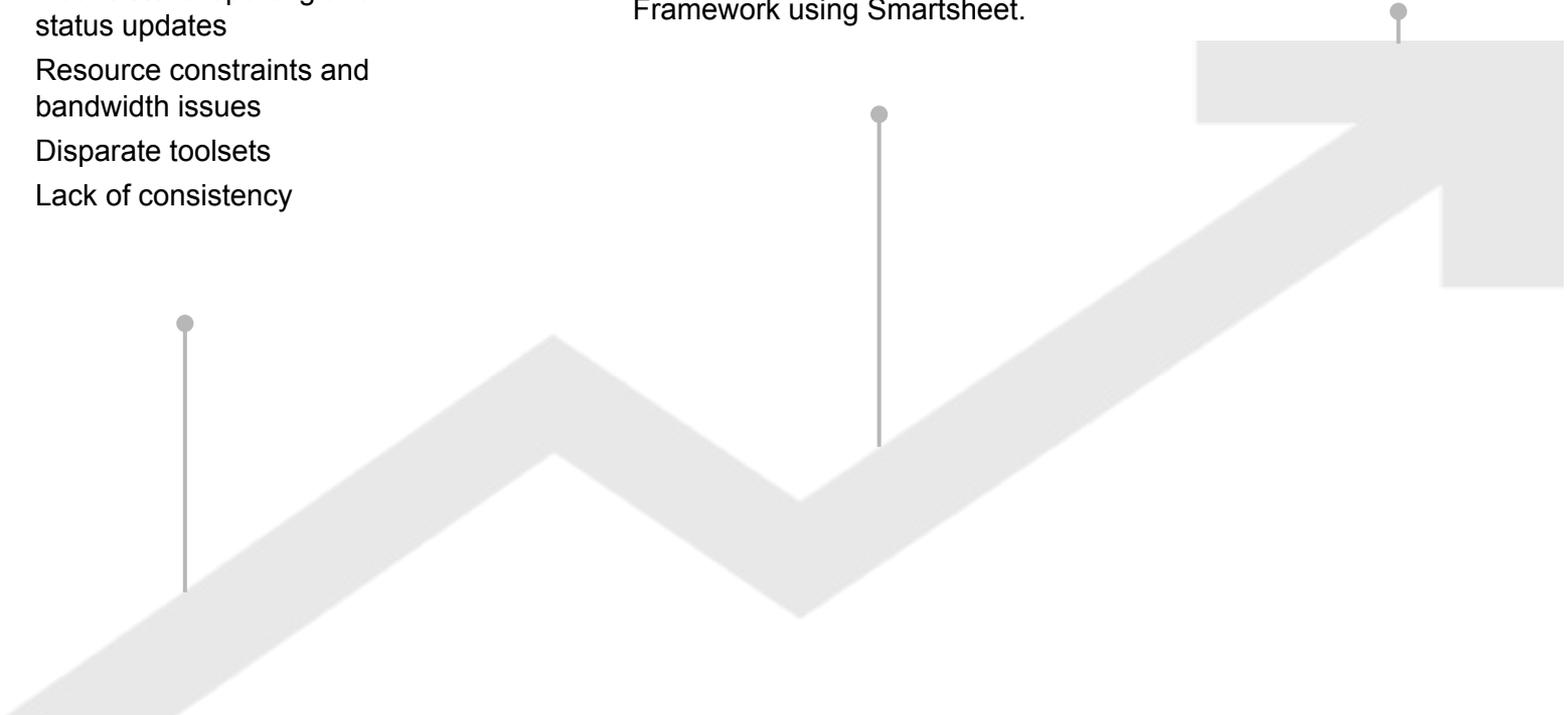
# Pursuing digital transformation across a mobile workforce

In **2018**, Fisheries OCIO recognized:

- Large influx of projects with inconsistent reporting and status updates
- Resource constraints and bandwidth issues
- Disparate toolsets
- Lack of consistency

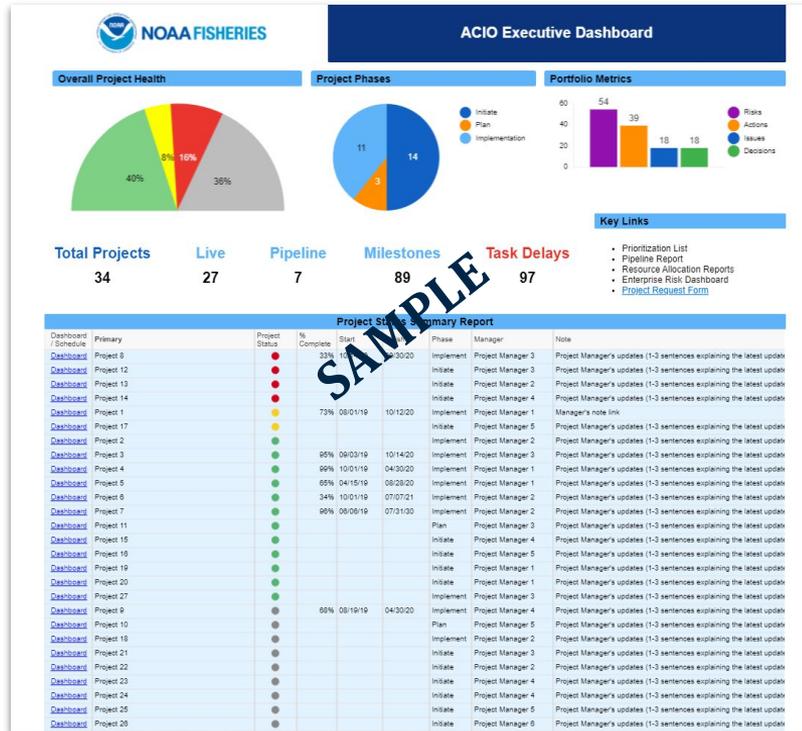
In **2019**, Fisheries OCIO worked with partner, M2 Strategy, to develop a standardized PMO Framework using Smartsheet.

In **2020**, Fisheries OCIO ahead of the curve, already undergone modernization of its PMO.





# NOAA Fisheries enterprise-level results



40% Increase in projects supported ✓

30% Decrease in resources required ✓

100% Visibility into project status ✓

100% of staff trained ✓

Informed management decisions up to the executive level of leadership

# NOAA Fisheries enterprise accomplishments

- ✓ Eliminated the need to create weekly project briefings, as they were available in real time.
- ✓ Reduced the amount of meetings.
- ✓ Reduced redundant tasks and processes.
- ✓ Standardized project deliverables and project management framework.
- ✓ Increased customer engagement.
- ✓ Increased the speed and sharing of information for a matrixed organization.
- ✓ Reduced the amount of time required to approve and initiate projects.
- ✓ Increased the number of processes that were automated.
- ✓ Reduced operational risk due to real-time tracking of project status.



**Thank you!**

# Additional resources

## Smartsheet

### Learning Center

- Self-service help and learning resources
- On-demand webinars

### Mobilizer Program

- Exclusive hub of resources to help you share Smartsheet throughout your organization

### Community

- Online community forum to enable customers to find answers, share their experiences, and connect

## Smartsheet Gov

### Smartsheet Gov Learning Center

- Self-service help and learning resources
- On-demand webinars

### Smartsheet Gov Mobilizer Program

- Exclusive hub of resources to help you share Smartsheet throughout your organization

### Community for Gov

- Online community forum dedicated to Smartsheet users in the Gov sector



# ENGAGE<sup>2020</sup>



**Fisheries**  
OCIO

**4,000-person**  
line office

**35+ mission**  
critical projects

**100% Virtual**  
environment

## Smartsheet enterprise PMO

Developed an enterprise PMO framework using Smartsheet to automate workflows and create dynamic dashboards to manage 35+ projects. Successes include:

**Schedule management:** Developed standardized, collaborative schedules shared across enterprise.

**Notifications:** Automated notifications for data collection to eliminate inefficient meeting time.

**Automation:** Developed end-to-end workflow to automate lifecycle of tasks including: project request form, automated project prioritization scoring, project dashboards, schedules, workbook (risk, action, issue, and decision tracking), and automated weekly reports.

**Dashboards:** Interactive project and enterprise-level dashboards enable decision-making.

**Live lessons learned:** Captured real-time information throughout any point of project lifecycle.



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