Best Practices for Scaling Your Operations

Featuring City of Columbus

Sam Akulli, Ph.D.
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Hi there!

I’m Molly.

- I joined Smartsheet in 2018.
- I love supporting my state and local government customers!
- I’m based in Boston, Mass.

Today we’re diving into how the City of Columbus is leveraging Smartsheet and Smartsheet Control Center to drive transparency and scale their operations.

Molly Chabot
Customer Success Manager, Smartsheet
Hi there!

I’m Sam.

- I started using Smartsheet in 2018.
- I love serving our great city!
- I’m based in Columbus, Ohio.

Sam Akulli, Ph.D.
IT Project Manager,
City of Columbus
City of Columbus

Who we are:

- 14th-biggest city in the country
- One of the fastest growing economies
- The city won the Global Award as the Smartest City in 2015.
- The city has over 6,000 employees working in over 20 departments.
- Our Department of Technology serves all the city departments and other elected officials.

THE CITY OF
COLUMBUS
ANDREW J. GINThER, MAYor
Scaling your operations

Best practices for the public sector
Scaling operations

Creating value through operations

- Operations in service industries
- Smartsheet and best-ops practices
  - The Lean Methodology

The Five Lean Principles

1. Define Value
2. Map Value Stream
3. Create Flow
4. Standardize
5. Strive for perfection
The business need

Challenges faced

- Automation and consolidation
- Transparency and standardization
- Collaboration

Smartsheet solutions

- Automation with forms, sheets, and self-populating dashboards
- Transparency with dashboards
- Online collaboration capabilities
Visual of the problem

Customer survey
Visual of the problem

Customer survey
Our solution

- Define our processes
- Intake
- Control Center
- Primary sheets
- Visualization
  - Reports and dashboards
Our solution: Intake

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<th>Projected PMO Hours</th>
<th>Project Size</th>
<th>Executive Sponsor</th>
<th>Project Sponsor(s)</th>
<th>Business Sponsor</th>
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<th>ITAM</th>
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<th>Work Type</th>
<th>BSA Assignment Category</th>
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</table>
Our solution: Control Center
Our solution: Primary sheets
Our solution: Visualization
Results

Benefits:

- Ease-of-use
- Transparency and real-time updates
- Consolidation of artifacts (documents, communication, and reports)
- Reporting

Opportunities:

- Smartsheet is a SaaS platform, not a process
- Consistency helps with training and adoption
- Flexibility fosters continuous improvement
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 is dedicated to Smartsheet customers in the government sector.