smartsheet
ENGAGE 22

73IT - How to Configure Smartsheet for Compliance and Governance

Top 20 Questions & Answers

1. **Q: How do I monitor specific actions around data egress in Smartsheet?**
   A: These actions (export to pdf, export to excel, send) create specific events when these actions occur. These are in the Event Reporting log.

2. **Q: Does Smartsheet offer a Data Loss Prevention app (DLP) or a CASB?**
   A: Smartsheet provides the event data needed by these apps, which are available from third party vendors.

3. **Q: How does the Publish control work?**
   A: This control is configurable in Admin Center and the system administrator can decide whether to allow a sheet to be published and to whom (internal users, publically available). The administrator can decide based on internal data governance policy.

4. **Q: How is Event Reporting accessed?**
   A: The feature is enabled on a specific account and a system administrator can retrieve the feed via the Event API. The administrator specifies a “from date” and retrieves the feed.

5. **Q: What is the format?**
   A: Event Reporting is in JSON format.

6. **Q: Do I need Smartsheet Gov if I work with the US Federal Government?**
   A: Contact your account team for a needs analysis. Smartsheet Gov has passed the rigorous testing and security required for FedRAMP moderate and DISA (Defense Information Systems Administration) Impact Level 4.

7. **Q: I have some specific compliance questions around HIPPA. Can you help?**
   A: The Smartsheet.com website has a Trust Center with details on compliance, but contact your account team with specific questions.

8. **Q: I need to do a security audit with my Infosec team. Can you help?**
   A: Yes, contact your account team for assistance. We work with customer infosec and compliance teams .

9. **Q: How do I find all the reports mentioned in the presentation? Can I download them?**
A: System Administrators have access to the User List, Chargeback Report (if they have Directory Integration enabled) Sheet Access reports. These are available in Admin Center. A sheet owner or administrator has the Activity Log report available. All of these reports may be downloaded in CSV format.

10. **Q: Do you support GDPR or CCPA requests?**
A: Yes, we support our customers with these requests. Please contact your account team for assistance.

11. **Q: With the new Smartsheet student offering, do you support customers in being compliant with FERPA?**
A: Please contact your account team with any questions around FERPA compliance.

12. **Q: What is Directory Integration? How does it enhance governance?**
A: Directory Integration is a feature that will let you manage provisioning and deprovisioning users through Azure AD. If you have an onboarding or offboarding process using Azure AD, you can use this feature with Smartsheet administration. It enables admins to align with established user processes. It also enables the Chargeback Report.

13. **Q: Is Smartsheet investing in data governance?**
A: Yes, this is an important component of our approach to overall data security and we continue to invest in new features for IT and Administrators.

14. **Q: What if there are new compliance issues that arise?**
A: Please contact your account team with questions .

15. **Q: Is Event Reporting only for large customers?**
A: Customers both large and small use Event Reporting to give them visibility and control over their data. It is helpful to have a monitoring system or DLP/CASB to integrate the data with.

16. **Q: Where can I find additional webinars on these topics?**
A: You can find upcoming webinars at smartsheet.com/webinars. You can currently register for webinars about new ENGAGE product releases, Document Builder, and Project Management, but new topics are always being added.

17. **Q: How do I know what type of account plan I'm on and if I have these features?**
A: Your account team will be happy to help you identify the plan that you're on, reach out to them to have a discussion and learn more.

18. **Q: Where can I access this content after today?**
A: Sessions and content will be available on demand on this platform, Evia, through October.

19. **Q: How can I show this session to someone on my team who is not registered?**
A: Registration is open through October, your team member can register after this and watch the session, or you can screen share.

20. **Q: Where can I find the deck for this session?**
A: The deck is in this same session page to the left of the chat window.