

## 82PUBSEC - Level Up: How to Streamline IT Projects and Operations

### Top 20 Questions & Answers

**1. Q: How difficult was it to guide change management at your agency around Smartsheet?**

A: We engaged in multiple levels of integration and education. We engaged with a partner to incorporate a number of our critical projects into Smartsheet. We have a large number of team members who have since become very familiar with Smartsheet and now also build out some of our own solutions. We implemented 100 percent training.

**2. Q: How challenging was it to go to full telework due to Covid-19?**

A: 100 percent of NOAA had to transition to telework. We were prepared due to our embrace of Cloud technologies.

**3. Q: How would you describe the general impact Smartsheet has had on your organization?**

A: Bottom line for us is visibility. We have greater visibility all around into the status of our ongoing projects. We have seen a 40 percent increase in the projects we have been able to support even with decreased staffing levels.

**4. Q: What kind of challenges led to your adoption of Smartsheet?**

A: We were overworked and understaffed and we were struggling to respond to internal customer requests and demands. We engaged with a partner company to integrate Smartsheet into our project management.

**5. Q: Is it possible to clone Rose James and bring her to my agency?**

A: While Rose is only attached to NOAA, her spirit of Can Do is available to all. For each of our customers on Smartsheet Gov, we have a number of resources to support you in your Smartsheet journey, including our self paced educational courses in Smartsheet Foundations, our one-on-design and build assistance available via Prodesk appointments, as well as our highest level of phone Support.

**6. Q: Is there an integration between Smartsheet and JIRA? My IT org uses JIRA a lot.**

A: Yes! Please find an overview of the integration [here](#).

**7. Q: If I'm working with different groups, how do I ensure that I'm not accidentally sharing sensitive information?**

A: Smartsheet utilizes a number of different [sharing permissions](#) that allow or prevent users from editing and sharing their work. Additionally, the Smartsheet premium app, [Dynamic View](#), is a great way to maintain control and limit access across multiple groups to ensure sensitive material is not accidentally shared.

**8. Q: Can you print out the cell history? It's helpful for transparency & accountability.**

A: No, you can't print cell history, but you can view the Activity Log (in the right panel) for a view you can export and print.

**9. Q: Is there a Smartsheet for Starters guide that covers all the way from Beginners to advanced users and functions? I am looking for a comprehensive set of training.**

A: The Smartsheet Learning Center has learning tracks, such as Beginner, Intermediate, and Advanced, and can be found at [help.smartsheet.com](https://help.smartsheet.com). This will take you through Smartsheet functionality one at a time. We also offer activity-based, instructor-led training at [smartsheet.com/training](https://smartsheet.com/training).

**10. Q: Roy mentioned that Rose got Smartsheet-certified. How do I get certified?**

A: The Smartsheet Certification Program provides a confirmation of skill proficiency with the Smartsheet platform, enabling certified users to market their abilities both internally to their team, and externally within their networks. Product Certification is offered year-round as part of the [Center of Excellence](#), your ongoing training resource for everything Smartsheet. If you would like to purchase Product Certification a-la-carte, without a subscription to the Center of Excellence, you can do so [here](#).

**11. Q: Is it possible to share information with team members or execs without them**

**having the ability to mess with the data? I want other team members to have visibility without being able to change or edit anything.**

A: There are several ways to accomplish this including, [dashboards](#), [sharing](#) with View-only privileges, and using our [Dynamic View](#) premium app.

**12. Q: Is Smartsheet FedRamp authorized? That's the only way I'll get buy-in from my manager.**

A: Smartsheet Gov, a Smartsheet product, has achieved "FedRAMP Authorized" status as part of the Federal Risk and Authorization Management Program (FedRAMP). Smartsheet

Gov is the only work execution platform listed in the FedRAMP marketplace for federal agencies and government contractors.

**13. Q: Is Smartsheet secure?**

A: Keeping your data secure and protecting your privacy is our most important job. That is why Smartsheet Gov was built from the ground up with strict security requirements and protocols to secure your data, give you control of user access, and provide you with methods to safely share information inside and outside of your organization.

**14. Q: How do you handle the change management involved with adopting a platform like this?**

A: Change is hard. If you're facing pushback, start small. Document your process in Smartsheet vs what it would've looked like on your other systems. People tend to respond to results, so if you can show them how you'll save *them* time, you're likely to get some traction. The [Smartsheet Mobilizer Program](#) has some great resources to help you get buy-in from both your team and leadership.

**15. Q: How do I learn how other government agencies are using Smartsheet?**

A: To learn how other government agencies are using Smartsheet, you can go to the [Smartsheet Customer Stories](#) page and select the '[Government](#)' link at the bottom of the page. Additionally, you can connect with other users on Smartsheet's Government Community.

**16. Q: How do you get something built very quickly? Especially if you're trying to support a team facing an emergency situation.**

A: Smartsheet has a fantastic [Learning Center](#) full of help and how-to articles. There is also the [Center of Excellence](#) where you can find specific training sessions to increase your own knowledge and get Smartsheet Certified. If time and capacity are barriers to building a solution yourself, Smartsheet has a dedicated [Consulting Team](#) that can assist in building a solution. Contact your Account Team if you have more specific questions.

**17. Q: We have a lot of tracking right now on Google Sheets and Excel. Do we have to start from scratch with Smartsheet or is there some way to import this data?**

A: Yes, you can import files into Smartsheet. [Click here](#) to get more information. If you are wanting to update a sheet that exists in Smartsheet already, we recommend using [Data Uploader](#) (please note this is currently only available on Smartsheet and not yet Smartsheet Gov).

**18. Q: What government security ratings does Smartsheet hold?**

A: We are Joint Authorization Board (JAB) Approved - FedRAMP Moderate and DoD Impact Level (IL) 4 Authorized.

**19. Q: How many rows can a sheet have?**

A: Smartsheet currently supports up to 20,000 lines in both Smartsheet Gov and Smartsheet Commercial.

**20. Q: Can more than one person be working in Smartsheet at the same time?**

A: Yes! Smartsheet is a great collaboration tool for that very reason. Additionally, a record of all changes will be available via cell history. To view changes, right-click the cell (Ctrl+click on a Mac) and select 'View History'. To learn more about working in the same sheet together, click [here](#).