

84PUBSEC - Modernize Your Building and Facilities Management Processes

Top 20 Questions & Answers

1. **Q: How did you so successfully get people throughout the City trained on submitting tickets through Smartsheet?**
A: Training sessions were held and the sessions were posted for people to watch when they had questions.
2. **Q: Does Smartsheet have the capability to connect into a backend database**
A: Yes, we typically have two approaches using a Restful API or taking downloaded batch file .CSV's via an add in product called Data Uploader.
3. **Q: Can someone outside of my organization collaborate with my team. Even if they don't have a license?**
A: Yes you can share and collaborate with people outside of your org. You can invite them as a free "collaborator."
4. **Q: How would you suggest I set up an intake process using Smartsheet?**
A: There are several ways to do this. One of the best places to start is with the IT ticketing solution in the [Solution Center](#) to get inspiration on how to set this up. We also recommend using our [Dynamic View app](#). We also have a [Consulting Team](#) that can assist in building out your solution. Please connect with your account team to learn more.
5. **Q: I want to use Smartsheet but my team is resistant to change and accustom to our existing software? How would you recommend I get buy-in?**
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.

6. Q: Is Dynamic View free? How can I learn more and get that implemented at my agency?

A: Smartsheet Dynamic View enables granular sharing control so that business owners can be sure they're sharing the right information to the right people at the right time for viewing or editing. It's one of our premium apps, and you can [learn more here](#).

7. Q: I have heard of the Smartsheet collaboration model. How does it work?

A: Not everyone who uses Smartsheet needs to be a licensed user. In fact, we typically see a 4:1 user ratio (4 free collaborators for every 1 licensed user). To learn more about sharing permissions, check out this [link](#).

8. Q: Is Smartsheet FedRamp approved?

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.

9. Q: Can dashboards be shared?

A: It is quite common to give internal and external personnel within an organization the ability to view a dashboard.

10. Q: How long does it take to build and implement a project using Smartsheet Professional Services Team

A: A typical solution can take anywhere from 6-12 weeks depending on the complexity of the solution being deployed.

11. Q: Can I attach documents to a specific line item for work?

A: You can attach documents and Smartsheet provides version control to each document.

12. Q: What is the limitation of an actual sheet from an actual line perspective

A: Smartsheet currently supports up to 20,000 lines in the FedGovernment instance.

13. Q: Does the mobile application for Smartsheet work in the Government version?

A: Currently today there is no mobile application but it is on our product roadmap for 2021.

14. If I want to see just the most recent form submissions in a sheet to get updates on different facilities during an emergency, what formula should I use?

A: Depending on your use case, you will probably need to create a new sheet and use a [cross-sheet](#) index match formula. [Click here](#) for more details on writing formulas. Here is an example:

=IFERROR(INDEX(COLLECT({Facility Open}, {Facility Name}, \$[Facility_Name]1), MATCH(MAX(COLLECT({Date submitted}, {Facility Name}, \$[Facility_Name]1)), COLLECT({Date submitted}, {Facility Name}, \$[Facility_Name]1), 0)), 1)

15. Q: Does Smartsheet have two factor or CAC authentication?

A: Smartsheet currently enables two factor authentication and can support both CAC and PIV credential management in the Civilian and DoD environment.

16. Q: What premium apps are available in Smartsheet Gov?

A: We now have Control Center and will soon have Data Uploader and Proofing.

17. 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

18. 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.

19. Q: Will Smartsheet integrate with my mapping software to see my various properties or facilities geographically?

A: It depends on the software you are using. [Smartsheet has an open API](#), so if the mapping software has an open API, it may be possible. If you are wanting to move data from your mapping software into Smartsheet, you may also consider [Data uploader](#). Information on all of our integrations can be found [here](#).

20. Q: How do you get something built very quickly? Especially if you're 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.