

85PUBSEC - Best Practices for Scaling Your Operations

Top 20 Questions & Answers

- 1. Q: Can people outside of my department use Smartsheet? Sounds like the City of Columbus had to interface with customers, who I imagine aren't on his Smartsheet plan. How can I do this?**

A: Yes! One of the biggest benefits of Smartsheet is that [free users](#) can log in and use Smartsheet. That means you can collaborate with people outside of your organization. If you are worried about security, our [Enterprise plan](#) allows you to choose which domains you share with.

- 2. 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.

- 3. Q: So what exactly is Control Center? Is it different from the Smartsheet core app? How much does it cost?**

A: Control Center is a portfolio and project management solution that builds on the core functionality of Smartsheet. Control Center delivers consistent, visible projects and business processes at scale. To learn more about the product itself and pricing, check out [this page](#).

- 4. Q: How do you get Smartsheet Control Center up and running?**

A: You will work with a member of our [Consulting Team](#) to design, build, and get trained on your solution. Connect with your account team today to learn more.

- 5. Q: What Multi-tier is Smartsheet Control Center?**

A: Control Center is a project and portfolio management solution that builds on the core value of Smartsheet to deliver consistent, visible projects and processes at scale. [Multi-tier](#) is a capability in Control Center that allows you to build hierarchical relationships between projects and portfolios. This allows you to create granular reporting at both the parent and child program levels, control access to data between programs, and deliver

better performance for large portfolios. Multi-tier requires a minimum of two blueprints dedicated to the program and three total per customer.

6. Q: I want to use Smartsheet but my team is resistant to change and accustomed 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.

7. 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.

8. Q: How did you know what formulas to use to set-up your metric sheet and dashboard widgets?

A: A list of commonly used Smartsheet formulas can be found, [here](#). Additionally, the session, "The Only Two Formulas You Need to Become a Data Ninja" from this year's ENGAGE breakout sessions discussed key formulas for building out your dashboard. You can access that content, [here](#).

9. 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.

10. 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.

11. 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.

12. Q: How do you get something built very quickly? Especially if you're facing an unexpected deadline or mission objective change.

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.

13. Q: Is there a way to trigger a reminder email to someone that a task is assigned to, or are they reminded based on their own settings within Smartsheet?

A: Yes, you can set up an Automation either based on a sheet action or date, or on a recurring basis. For example, you can set up a weekly 'here are all your open tasks' in the sheet reminder. To learn more, [check out this link](#).

14. Q: Is Smartsheet hard to use for those who are not tech-savvy?

A: The beauty of Smartsheet is that you don't have to be a tech expert to utilize all of its functionality. Many customers have said how easy and intuitive it is to get started. And even building a dashboard doesn't require any coding skills. For more detailed training though, ask your Account Team about [Smartsheet's Center of Excellence](#).

15. 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. This will take you through Smartsheet functionality one at a time. We also offer activity-based, instructor-led training at smartsheet.com/training

16. Q: How could I build out a solution like Sam's? I see a lot of overlap with my job.

A: We have a team ready to help you with specific solutions of your own. Please reach out to your account team to get started. You might also consider purchase design desk sessions with our consulting team to do some 1:1 work with you.

17. Q: What if my process changes? How do I make changes to Smartsheet Control Center?

A: You can make changes to Smartsheet Control Center on your own, but it is advised to allocate resources to purchase [consulting](#) hours for a yearly Control Center refresh. This also allows Smartsheet experts to advise you on how to implement new Smartsheet Control Center features and ensures you are designing your Control Center solution the best way possible!

18. Q: Can a row on one sheet be shown on another sheet? I want the same source info shown in two places.

A: Yes, you can use cell linking between sheets to pull data from one sheet to another. You can also use cross-sheet formulas to do aggregation and calculation across sheets. Explore the [Smartsheet Learning Center](#) to see how to put this in practice.

19. 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.

20. 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.