

86PUBSEC - Customer Panel: Public Sector

Top 20 Questions & Answers

1. Q: What were your greatest challenges from users who had not had any previous exposure to Smartsheet?

A: Within our district the largest challenge has been getting them to let go of old ideas and processes and being open to change. A lot of out of the box thinking is so important and a willingness to learn something new (something people who work for the district are used to).

2. Q: Can the Smartsheet team setup workflows?

A: Absolutely. Please look at [this link](#) for some workflow basics. If you have additional questions, you're welcome to reach out to your customer success manager. Smartsheet also has a robust partner ecosystem that can assist along with our consulting and delivery teams.

3. 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.

4. Q: What is Smartsheet Commercial hosted on?

A: Please go to our [Trust Center](#) for details on our Data Center security.

5. 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.

6. Q: Can I work with people outside of my agency? Can I share information with vendors that I manage even if they don't have access to Smartsheet? (I'm trying to get at the idea of sharing and approved domains)

A: 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.

7. 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.

8. 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](#) (not currently available on Smartsheet Gov).

9. 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.

10. Q: Is Smartsheet approved to handle PII data?

A: Yes Smartsheet can support PII Data.

11. Q: How many rows can a sheet have?

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

12. 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.

13. Q: What are the most common use cases that you see in the Federal Government leveraging Smartsheet?

A: Program Management, IT Project and Portfolio Management, Contracting, Human Resources and Training, Strategic Business Planning, Facilities/ MILCON management, Workforce Management and Allocation, and others.

14. 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.

15. 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](#).

16. 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.

17. Q: Do you have any materials to help me sell my leadership on making the move to Smartsheet?

A: The [Smartsheet Mobilizer Program](#) has some great resources to help you get buy-in from both your team and leadership.

18. 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](#).

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

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

20. 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 Group](#)