Solution Guide
IT & OPERATIONS .01

Audit, Compliance & Security

Find it online: smartsheet.com/it-ops-solutions/audit-compliance-security

Coordinate Anything
About Audit, Compliance & Security

IT audit, compliance, and security ensures the perimeter of your organization is highly secure. Whether you are overseeing a vendor audit, confirming IT compliance, or protecting against the latest security threats, you’ll need to manage hundreds of tasks and track countless security updates so your company data is never at risk. This guide is built to help you use Smartsheet to make sure no detail is overlooked.

Maximize audit efficiency
Prepare and plan professional audits to help protect your data and stay compliant with industry standards.

Ensure your organization is secure
Identify the threats, prioritize tasks, assign ownership, and track status related to rolling security updates.

Build repeatable processes
Build repeatable checklists and manageable processes to ensure nothing is overlooked.
Who should use this guide

Whether you are a seasoned security and compliance lead or an IT team member taking on new responsibilities, you’re in the right place. Common roles/titles who benefit from this solution include:

- IT Manager
- IT Security Manager
- IT Compliance Auditor
- Chief Security Officer
- Chief Technology Officer
- Partner/Vendor Manager
- Systems Engineer
- Developer
- Help Desk Manager

Purpose

This guide is designed to help you manage common audit, compliance, and security tasks using Smartsheet. We have a wealth of specific how-to resources in our Help Center, so the focus of this guide is:

1. An overview of the solution
2. A tour of the individual sheets
3. How to get going
4. Helpful resources and cheat sheets
Components

1. **AUDIT**
   - Pre-Audit Checklist
   - Project Plan for Audit
   - Plan and execute external audits so no detail is overlooked.

2. **COMPLY**
   - PCI Compliance Checklist
   - Stay in compliance with industry standards, such as PCI DSS.

3. **PROTECT**
   - Security Patch Management
   - Security Patch Report
   - Track rolling security patches to help protect your sensitive data.

Audit, Compliance & Security Solution Guide
Pre-Audit Checklist

Compliance auditing can be complicated, intense, and often time-sensitive for both parties. Smartsheet helps you start the audit process with a flexible checklist to ensure your team has clear objectives and that stakeholders have been notified of all upcoming activities.

A. Use hierarchy to organize project tasks to ensure every detail is tracked.

B. Set alerts to trigger notifications based on dates in the sheet to remind others of next steps.

C. Easily update and view progress on each item with convenient icons, like flags, symbols, and checkboxes.

D. Send update requests to surface status without inefficient email back-and-forth.

E. Manage the team’s preparation by highlighting recent changes made by other members.
Project Plan for Audit

Auditing a vendor can make even the most seasoned professionals uneasy. Professionalism is a must, and using Smartsheet to plan and execute all the moving parts of the audit will ensure your team, leadership, and who you are auditing are always in sync. As a result, you can reaffirm contractual requirements and security measures are being met to keep your data safe.

- Attach any type of file directly to the sheet so you have all project documentation in one place.
- Revise task duration (number of days, hours, weeks etc.) and let Smartsheet automatically adjust start and end dates.
- Toggle to Gantt view to see how tasks stack up, who is assigned and task progress.
- See task dependencies and the critical path to ensure the plan stays on schedule.
- Easily update progress from any device.
PCI Compliance Checklist

Complying with an industry standard or regulation involves mundane repetition that opens the door to mistakes. Smartsheet helps your team stay focused through any compliance or regulatory accreditation process by alerting, reporting, and automating many key tasks. This template focuses on the Payment Card Industry Data Security Standard (PCI DSS) as an example of how you can manage the tasks necessary to maintain a compliant environment.

- **A** Track routine and recurring tasks to ensure nothing is overlooked.
- **B** Set alerts and reminders for upcoming or delinquent tasks.
- **C** Use simple checkboxes to easily mark tasks as completed.
- **D** Send the sheet as a PDF report, directly from Smartsheet, to keep leadership in the loop.
Security Patch Management

Security patches are never-ending and the effort to deploy a patch can span simple automated processes to complex custom installations. For IT, the ongoing routine of scoping, testing, and evaluating patches and threats can be burdensome. With Smartsheet, you can build solid processes to help you quickly add, assess, report, and track the history of the security patches applied to your systems.

- Leverage symbols to indicate relative effort or threat level. You can even sort or filter on symbol columns.
- Use web forms to quickly and consistently log updates so you can react to new threats as they are identified.
- Have discussions within the sheet so the team always has the necessary context.
Security Patch Report

It’s easy to spend more time creating reports for different people than doing actual work. When multiple stakeholders want certain information, you usually have to track down the details across multiple tools. Smartsheet’s reporting capabilities let you create custom reports that are easy to share and that will automatically update based on your source information.

A Use the Report Builder to select the source information and what you want to display, like patches that address threats levels deemed “high.”

B Add comments, change information or attach files to the report.

C Control your data and who can view it by securely sharing the report with permission levels that you assign.
Jump-Start Your Audit, Compliance & Security Efforts with Smartsheet

- **Read through the solution guide**
  You've had an overview of the solution – now try Smartsheet for yourself.

- **Sign up or log in to Smartsheet**
  Sign up at [smartsheet.com/it-ops-solutions/audit-compliance-security](http://smartsheet.com/it-ops-solutions/audit-compliance-security). You can also use this with your existing account by logging in.

- **Open the Getting Started Sheet**
  Once you're in Smartsheet, click on the “Getting Started” sheet in the pane on the right. This sheet will orient you to everything you need to start working in Smartsheet.

- **Customize the sheet**
  The sample data and structure is only there to help you get going. You can type over things, insert or delete rows or columns, rename columns, change column types etc.

- **Start working and sharing**
  To open another sheet in the solution, simply return to the home tab, select the folder, and then the sheet. You can invite others to collaborate by clicking the sharing tab on the bottom of the sheet.
<table>
<thead>
<tr>
<th>Other Recommended Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Delete sheets you don’t need</strong></td>
</tr>
<tr>
<td>Deleting a sheet is easy! You can learn how to <a href="#">here</a>.</td>
</tr>
<tr>
<td><strong>Build your own sheet</strong></td>
</tr>
<tr>
<td>We know you have unique needs – that’s why we built Smartsheet. Click the + tab at the</td>
</tr>
<tr>
<td>top of the sheet so you can build your own solution from a blank sheet.</td>
</tr>
<tr>
<td><strong>Use the “cheat sheets” in this guide</strong></td>
</tr>
<tr>
<td>To help you get the most out of Smartsheet, we’ve included cheat sheets for formulas and</td>
</tr>
<tr>
<td>shortcuts at the end of this guide.</td>
</tr>
</tbody>
</table>
Have questions or want to learn more about Smartsheet?

**Smartsheet Help Center** - help.smartsheet.com
Everything you need to help you get the most out of Smartsheet.

**Smartsheet Community** - community.smartsheet.com
Ask questions, share best practices, and get help.

**Submit your question** - solutions@smartsheet.com
Want personalized help? Our design and services teams have you covered!

**Send us your feedback** - help.smartsheet.com/customer/portal/emails/new
Share your thoughts or suggestions about Smartsheet or our Solutions.

**Plans and Pricing** - smartsheet.com/pricing
Enjoy your 30-day free trial.
**Smartsheet Cheat Sheet**

**Keyboard Shortcuts**

**Basics**

- **Enter edit mode on selected cell:** F2 / Fn + F2
- **Saves all unsaved information:** Ctrl + S
- **Undo the previous action since last save:** Ctrl + Z
- **Redo the previous action since last save:** Ctrl + Y
- **Inserts a row above the selected row:** Ins

To insert multiple rows at once, press Shift and select multiple row headers, then click Ins.

**Formatting**

- **Inserts a carriage return or line break in Text Number cells. To see the carriage returns in the sheet, apply wrap formatting to the cell by clicking the Wrap icon in the left toolbar:** Ctrl + Enter (or) Alt + Enter
- **Indents Primary Column only:** Ctrl + K
- **Outdents Primary Column only:** Ctrl + M
- **Italic:** Ctrl + I
- **Bold:** Ctrl + B
- **Underline:** Ctrl + U

**NOTE:** Mac users should use Cmd instead of Ctrl unless otherwise noted.
### Formulas

- **Ctrl** + **L**  
  - **x 1**: Inserts $ before column name (horizontal cell reference lock).
  - **x 2**: Inserts $ after column name (vertical cell reference lock).
  - **x 3**: Inserts $’s around column name (full cell reference lock).

### Date Column Cells

- **t**: Inserts today’s date.
- **+**: Enters date x days from today.
- **-**: Enters date x days before today.
- **mon / tue / wed / etc…**: Inserts date of the current week’s Monday, Tuesday, Wednesday, etc.
- **yes**: Inserts yesterday’s date.
- **tom**: Inserts tomorrow’s date.
- **next week**: Inserts date seven days from today.
- **last week**: Inserts date from seven days ago.
- **Dec 15 / Jan 3 / etc**: Inserts date of string entered.

### Additional

- **Ctrl** + **/**: Displays the **Open a Sheet** form.
- **Ctrl** + **G**: Displays the **Go To Row** form. Type in the row number you’d like to scroll to then click OK.
- **Home**: Takes you to the first cell of the row you are currently on.
- **End**: Takes you to the last cell of the row you are currently on.
- **Pg Up**: Moves you up in your sheet.
- **Pg Dn**: Moves you down in your sheet.
- **Space**: Displays or removes a checked box, star or flag in the selected cell. Learn more about checkbox, star and flag columns in our [Column Types] article.
<table>
<thead>
<tr>
<th><strong>Formula</strong></th>
<th>Description</th>
<th>Example</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SUM()</strong></td>
<td>Adds selected values, or a range of cells.</td>
<td>=SUM(Cost1: Cost5)</td>
<td>1125.75</td>
</tr>
<tr>
<td><strong>AVG()</strong></td>
<td>Averages selected values, or a range of cells.</td>
<td>=AVG(Cost1: Cost5)</td>
<td>225.15</td>
</tr>
<tr>
<td><strong>MAX()</strong></td>
<td>Returns the highest numeric value, or latest date.</td>
<td>=MAX(Cost1: Cost5)</td>
<td>425.75</td>
</tr>
<tr>
<td><strong>MIN()</strong></td>
<td>Returns the lowest numeric value, or earliest date.</td>
<td>=MIN(Cost1: Cost5)</td>
<td>100</td>
</tr>
<tr>
<td><strong>INT()</strong></td>
<td>Returns the integer portion of a given number.</td>
<td>=INT(Cost5)</td>
<td>425</td>
</tr>
<tr>
<td><strong>ROUND()</strong></td>
<td>Rounds a given number to the desired # of digits.</td>
<td>=ROUND(Cost5, 1)</td>
<td>425.8</td>
</tr>
<tr>
<td><strong>ABS()</strong></td>
<td>Returns the absolute value of a given number.</td>
<td>=ABS(-85)</td>
<td>85</td>
</tr>
<tr>
<td><strong>COUNT()</strong></td>
<td>Counts non-blank cells in a given range.</td>
<td>=COUNT([Task Name]:[Task Name])</td>
<td>5</td>
</tr>
<tr>
<td><strong>LEN()</strong></td>
<td>Returns the number of characters (length) in a given cell.</td>
<td>=LEN([Task Name])</td>
<td>5</td>
</tr>
</tbody>
</table>

**NOTE:** Formatting/currency values aren’t included. Dates have a length of 5.
**Logic Formulas**

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
<th>Syntax</th>
<th>Example</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IF()</strong></td>
<td>Performs a logical test. One value is returned if the test is true, a different value is returned otherwise.</td>
<td><code>IF(logical_test, value_if_true, value_if_false)</code></td>
<td>=IF([Due Date]1 &gt; [Due Date]2, &quot;Date 1 is Larger&quot;, &quot;Date 2 is Larger&quot;)</td>
<td>Date 2 is Larger</td>
</tr>
<tr>
<td><strong>ISBLANK()</strong></td>
<td>Used within an IF formula to test if a cell is blank.</td>
<td><code>IF(ISBLANK([Task Name]1), &quot;Cell is blank&quot;, &quot;Cell isn't blank&quot;)</code></td>
<td></td>
<td>Cell isn't blank</td>
</tr>
<tr>
<td><strong>ISTEXT()</strong></td>
<td>Used within an IF formula to test if a cell contains text (and not checkboxes, dates, numbers, etc).</td>
<td><code>IF(ISTEXT([Due Date]1), &quot;Cell is text&quot;, &quot;Cell isn't text&quot;)</code></td>
<td></td>
<td>Cell isn't text</td>
</tr>
<tr>
<td><strong>ISNUMBER()</strong></td>
<td>Used within an IF formula to test if a cell contains a number (a value which is not text, date, or checkbox).</td>
<td><code>IF(ISNUMBER([Task Name]1), &quot;Cell is a number&quot;, &quot;Cell isn't a number&quot;)</code></td>
<td></td>
<td>Cell isn't a number</td>
</tr>
<tr>
<td><strong>ISDATE()</strong></td>
<td>Used in an IF formula to test if a cell contains a date.</td>
<td><code>IF(ISDATE([Due Date]1), &quot;Cell is a date&quot;, &quot;Cell isn't a date&quot;)</code></td>
<td></td>
<td>Cell is a date</td>
</tr>
<tr>
<td><strong>ISBOOLEAN()</strong></td>
<td>Used in an IF formula to test if a cell contains a boolean value (check box, priority, star or flag).</td>
<td><code>IF(ISBOOLEAN(Done1), &quot;Cell is a boolean&quot;, &quot;Cell isn't a boolean&quot;)</code></td>
<td></td>
<td>Cell is a Boolean</td>
</tr>
</tbody>
</table>
Logic Formulas (cont.)

**AND()**: Used within an IF formula. Evaluates if a set of logical expressions are True or False. If any expression is False it will evaluate as False.

Syntax: `AND(boolean_expression1, boolean_expression2, boolean_expression3, ...)`

Example: `=IF(AND(Done1, Done2, Done3), "All Tasks Complete", "Tasks Incomplete")`

Result: Tasks Incomplete

**NOT()**: Used within an IF formula. Performs a logical NOT on the supplied boolean expression (or cell reference).

Syntax: `NOT(boolean_expression)`

Example: `=IF(NOT(Done1), "Task A Not Complete", "Task A Complete")`

Result: Task A Complete

**OR()**: Used within an IF formula. Performs a logical OR on the supplied boolean expression or cells. Returns true if any are true; otherwise returns false.

Syntax: `OR(boolean_expression1, boolean_expression2)`

Example: `=IF(OR([Due Date]1 > [Due Date]2, [Due Date]1 > [Due Date]3), "Due Date 1 isn't the smallest", "Due Date 1 is the smallest")`

Result: Due Date 1 is the smallest

**NESTED IF()**: Performs multiple logical tests. Smartsheet reads the IF statements in the formula from left to right, displaying a value based on which one evaluates to true.

Syntax: `IF(logical_test, value_if_true, IF(second_logical_test, value_if_true, value_if_all_false))`

Example: `=IF([Task Name]1 = "Task A", "This is Task A", IF([Task Name]1 = "Task B", "This is Task B", "Neither Task A nor Task B"))`

Result: This is Task A
Additional Formulas and Help

**Formula Basics** - smartsheet.com/formula-basics
How to create a formula and reference cells, columns, and ranges in your sheet

**Text Formulas** - smartsheet.com/text-formulas
Find, Replace, capitalizing text, etc

**Date Formulas** - smartsheet.com/formula-basics
TODAY() formula, calculating working days, creating dates, etc

**Advanced Formulas** - smartsheet.com/date-formulas
Weighted average, prorate, countif, countif s, sumif, sumif s

**Using Hierarchy in Formulas** - smartsheet.com/using-hierarchy-in-formulas
How to reference child rows

**Formula Error Messages** - smartsheet.com/formula-error-messages
What they mean, and how to troubleshoot