



**REPORT ON SMARTSHEET INC.'S CLOUD
BASED PLATFORM RELEVANT TO SECURITY,
AVAILABILITY AND CONFIDENTIALITY FOR
THE PERIOD SEPTEMBER 1, 2017 TO
AUGUST 31, 2018**

SOC 3® - SOC for Service Organizations: Trust Services Criteria for General Use Report

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SECTION 1

INDEPENDENT SERVICE AUDITOR'S REPORT

INDEPENDENT SERVICE AUDITOR'S REPORT

To: Smartsheet Inc. ("Smartsheet")

Scope

We have examined Smartsheet's accompanying assertion titled "Assertion of Smartsheet Inc. Management" (assertion) that the controls within Smartsheet's Cloud Based Platform (system) were effective throughout the period September 1, 2017 to August 31, 2018, to provide reasonable assurance that Smartsheet's service commitments and system requirements were achieved based on the trust services criteria relevant to security, availability and confidentiality (applicable trust services criteria) set forth in TSP Section 100A, *Trust Services Principles and Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy* (2016).

Service Organization's Responsibilities

Smartsheet is responsible for its service commitments and system requirements and for designing, implementing, and operating effective controls within the system to provide reasonable assurance that Smartsheet's service commitments and system requirements were achieved. Smartsheet has also provided the accompanying assertion about the effectiveness of controls within the system. When preparing its assertion, Smartsheet is responsible for selecting, and identifying in its assertion, the applicable trust service criteria and for having a reasonable basis for its assertion by performing an assessment of the effectiveness of the controls within the system.

Service Auditor's Responsibilities

Our responsibility is to express an opinion, based on our examination, on whether management's assertion that controls within the system were effective throughout the period to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform our examination to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.

Our examination included:

- Obtaining an understanding of the system and the service organization's service commitments and system requirements.
- Assessing the risks that controls were not effective to achieve Smartsheet's service commitments and system requirements based on the applicable trust services criteria.
- Performing procedures to obtain evidence about whether controls within the system were effective to achieve Smartsheet's service commitments and system requirements based on the applicable trust services criteria.

Our examination also included performing such other procedures as we considered necessary in the circumstances.

Inherent Limitations

There are inherent limitations in the effectiveness of any system of internal control, including the possibility of human error and the circumvention of controls.

Because of their nature, controls may not always operate effectively to provide reasonable assurance that the service organization's service commitments and system requirements were achieved based on the applicable trust services criteria. Also, the projection to the future of any conclusions about the effectiveness of controls is subject to the risk that controls may become inadequate because of changes in conditions or that the degree of compliance with the policies or procedures may deteriorate.

Opinion

In our opinion, management's assertion that the controls within Smartsheet's Cloud Based Platform were effective throughout the period September 1, 2017 to August 31, 2018, to provide reasonable assurance that Smartsheet's service commitments and system requirements were achieved based on the applicable trust services criteria is fairly stated, in all material respects.

Coalfire Controls LLC

Westminster, Colorado
November 6, 2018

SECTION 2

ASSERTION OF SMARTSHEET INC. MANAGEMENT

Assertion of Smartsheet Inc. Management

We are responsible for designing, implementing, operating and maintaining effective controls within Smartsheet Inc.'s (Smartsheet's) Cloud Based Platform (system) throughout the period September 1, 2017 to August 31, 2018, to provide reasonable assurance that Smartsheet's service commitments and system requirements relevant to security, availability and confidentiality were achieved. Our description of the boundaries of the system is presented in Section 3 of this report and identifies the aspects of the system covered by our assertion.

We have performed an evaluation of the effectiveness of the controls within the system throughout the period September 1, 2017 to August 31, 2018, to provide reasonable assurance that Smartsheet's service commitments and system requirements were achieved based on the trust services criteria relevant to security, availability and confidentiality (applicable trust services criteria) set forth in TSP Section 100A, *Trust Services Principles and Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (2016)*. Smartsheet's objectives for the system in applying the applicable trust services criteria are embodied in its service commitments and system requirements relevant to the applicable trust services criteria. The principal service commitments and system requirements related to the applicable trust services criteria are presented in Section 3 of this report.

There are inherent limitations in any system of internal control, including the possibility of human error and the circumvention of controls. Because of these inherent limitations, a service organization may achieve reasonable, but not absolute, assurance that its service commitments and system requirements are achieved.

We assert that the controls within the system were effective throughout the period September 1, 2017 to August 31, 2018 to provide reasonable assurance that Smartsheet's service commitments and system requirements were achieved based on the applicable trust services criteria.

Smartsheet Inc.



Ignacio Martinez
Vice President –
Security, Risk & Compliance

SECTION 3

SMARTSHEET INC.'S DESCRIPTION OF THE BOUNDARIES OF ITS CLOUD BASED PLATFORM

OVERVIEW OF SERVICE PROVIDED

Smartsheet Inc. (“Smartsheet” or “the Company”) is a Software as a Service (SaaS) company formed in 2006 and headquartered in Bellevue, Washington that offers a Cloud Based Platform for work execution, enabling teams and organizations to plan, capture, track, automate, and report on work at scale, helping to result in more efficient processes. Smartsheet’s Cloud Based Platform is used by thousands of businesses and millions of users in countries throughout the world. Customers range from small and medium-sized businesses, Fortune 500 companies, and academic institutions, as well as local and federal government agencies.

Smartsheet’s Cloud Based Platform provides a number of solutions for customers that strive to eliminate obstacles to capturing information, including a spreadsheet interface as well as customizable forms. The reporting and automation capabilities help reduce time spent on administration and repetitive work, and allows teams to apply business logic to automate repetitive actions using a list of conditions. Business users can configure and modify the platform to customize workflows to suit their needs. Customers access the platform online via app.smartsheet.com, via the mobile applications for Android and iOS, or through integrations with leading web services.

THE COMPONENTS OF THE SYSTEM USED TO PROVIDE THE SERVICES

INFRASTRUCTURE

The Smartsheet Platform is hosted on either dedicated infrastructure managed by third-party hosting provider Equinix or cloud services provider Amazon Web Services (AWS). The Company leverages its providers’ ability to deliver sufficient capacity and availability for its customers’ current and future needs, and to maximize performance and reliability.

SOFTWARE

The main Smartsheet Platform is built on a Linux based platform, utilizing modern ACID compliant relational database management system (RDBMS) backends and a proprietary data access framework. Application processing is built on Java, JavaScript, and other proven open source tools, including Apache tomcat, httpd, and Poor Obfuscation Implementation (POI), among others. All software used in the Cloud Based Platform is vetted by Company security and operations teams to ensure compliance and reliability objectives are addressed.

PEOPLE

Smartsheet maintains multiple discipline-aligned teams to promote secure development practices while minimizing total time to market for approved features. Smartsheet Quality Assurance personnel perform both automated and manual testing of all product releases. The Infrastructure and Operations teams are responsible for product delivery and providing design input as needed. These roles ensure adequate capacity, and approval and implementation of scaling plans. The Architecture Security Team is involved in all stages of application development, testing, and delivery to act as the primary stewards of customer trust and data integrity.

PROCEDURES

The Company has documented policies and procedures to support the operations and controls over its physical and logical environments. Specific examples of the relevant policies and procedures include the following:

- Policy management and communication
- System security administration
- Server security configuration
- Network operations
- Enterprise change management
- Incident / problem management
- Data retention and off-site storage

DATA

Smartsheet processes customer data in one of two categorizations. Customer Relationship Data is data that is provided by customers in order to facilitate the business relationship (e.g. Billing Addresses, Email Addresses, application preferences, etc.). Customer Relationship Data is available to personnel at Smartsheet on a need to know basis, and is governed primarily by corporate IT controls. Protected Customer Data is any data that is uploaded or submitted to the Cloud Based Platform by the Customer and/or collected by the Customer through use of forms or similar features of the Platform. Ownership of Protected Customer Data is dictated directly by the Customer, and any designated system administrators for that Customer. Any access to Protected Customer Data by Smartsheet personnel is governed by one of two mechanisms:

- The primary means of access is for the customer to explicitly share Protected Customer Data with Smartsheet personnel as they would any other collaborator within the Cloud Based Platform. This interaction is then governed by the same controls that would apply to any Smartsheet customer. There is no additional access available to Smartsheet personnel by nature of that sharing action.
- The secondary means of access is extremely rare and limited to Company core team operations specialists who have been specifically trained and approved. Direct access may be granted in order to investigate potential abuse of the Cloud Based Platform and/or to respond to lawful requests for Protected Customer Data such as a subpoena. This secondary means is outlined to customers in the agreements that govern their use.

COMMITMENTS AND SYSTEM REQUIREMENTS

COMMITMENTS

Commitments are declarations made by management to customers regarding the performance of Smartsheet's Platform/subscription services. Commitments are communicated on the Company's website. The Company's commitments include the following:

- Smartsheet employs a broad range of processes and policies to ensure data security, including physical security standards, risk management processes and procedures, access control policies and incident response processes.
- Smartsheet executes processes to maintain the availability of the service, such as the use of redundant components and disaster recovery planning.

- Smartsheet will not disclose, give access to, or distribute any of the confidential information to any third party, except to the extent expressly authorized in a separate written agreement signed by Smartsheet.
- Smartsheet will take reasonable security precautions to keep the confidential information confidential.

SYSTEM REQUIREMENTS

System requirements are specifications regarding how Smartsheet's Cloud Based Platform should function to meet the Company's commitments to customers. Requirements are specified in the Company's policies and procedures, which are available to all employees. The Company's system requirements include the following:

- Employee provisioning and deprovisioning standards
- Logical access controls such as use of user IDs and passwords to access systems
- Risk assessment standards
- Change management controls
- Monitoring controls