

# Managing the Workload

A Poll of Government Officials on Collaborative Work Management Software

## Introduction

Overseeing multiple tasks across multiple personnel can be a challenge, which is why some see Collaborative Work Management (CWM) software as valuable to their organization. But exactly how helpful is it? Between March and April 2022, Government Business Council (GBC) polled a random sample of government employees to gauge sentiment surrounding CWM. In this poll, GBC surveyed 259 federal and defense employees.

## Findings

Government personnel overwhelmingly report that CWM software could increase efficiency

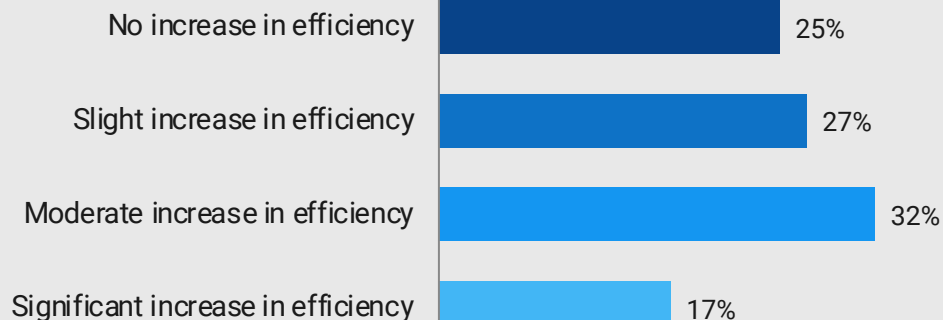
**76%**

of respondents estimate that using CWM software could increase their organization's efficiency.

**22%**

of DoD respondents anticipate a significant increase in efficiency using CWM compared to 15% of federal civilians. A majority of both groups think CWM software could increase efficiency within their organizations.

*By how much do you estimate using CWM software could increase efficiency within your organization?*



Percentage of respondents, n=202

Note: Percentages may not add to 100% due to rounding

## Smartsheet's Perspective

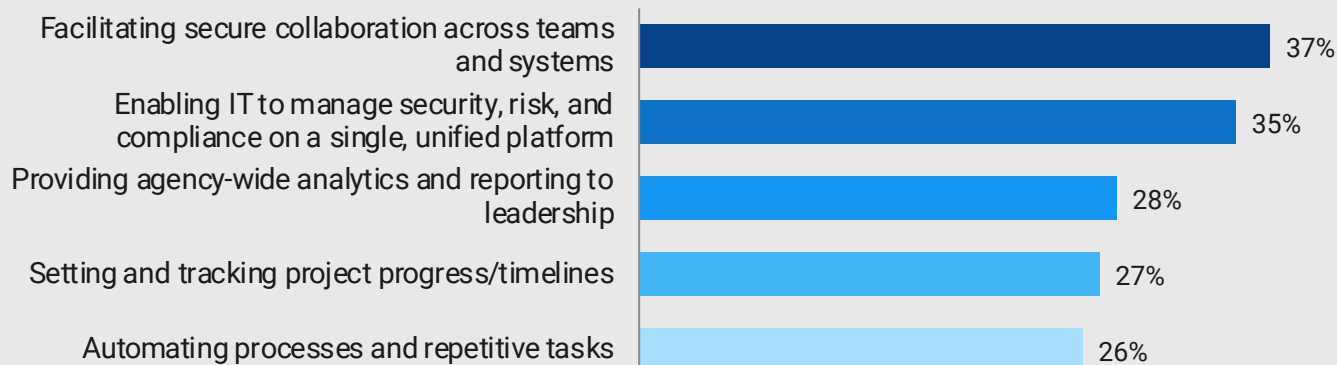
Driven by global pressures and the President's Management Agenda, federal leaders are looking for ways to transform government work and empower teams to move quickly, more efficiently, and with better, measurable results. This presents an opportunity for Collaborative Work Management (CWM) platforms to unlock innovation, bridge silos, and deliver a single source of truth to federal leaders.

CWM platforms are moving government agencies to a world where teams can easily plan, manage, automate, and track their work, while real-time analytics and reporting are informing better decision making. But not all CWM platforms are created equal. Federal agencies also need a safe solution that doesn't compromise key security standards.

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**Respondents care most that their CWM software can facilitate secure collaboration across teams & systems**

*When thinking of CWM software your organization might use, which of the following capabilities would you consider to be critical?*

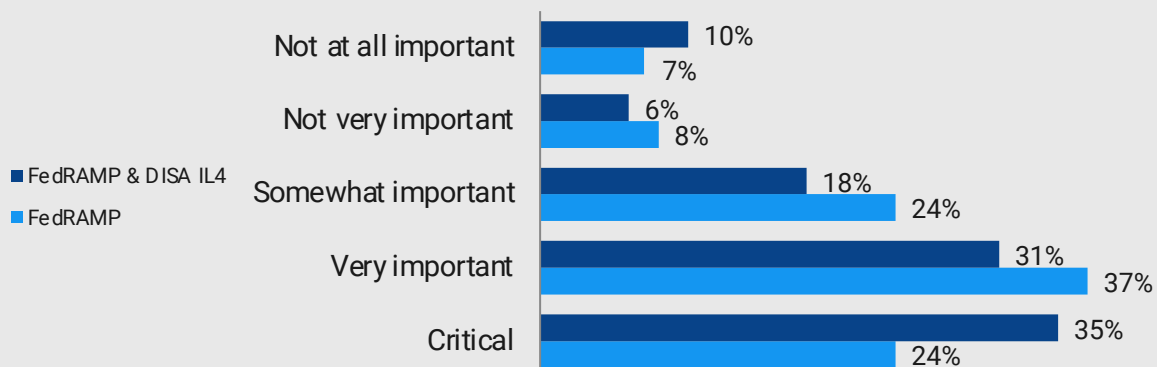


Percentage of respondents, n=130  
Note: Respondents were asked to select all that apply. Only the top five capabilities as indicated by respondents are shown above.

**A majority think that CWM software FedRAMP compliance is either very important or critical****24%**

of federal civilian respondents think that it's critical that their CWM software be FedRAMP compliant. This compares with 35% of Department of Defense (DoD) respondents who rate both FedRAMP and DISA IL4 compliance equally "critical."

*When thinking of CWM software your organization might use, how important is it that this software be \_\_\_ compliant?*



Percentage of respondents, n=130 (FedRAMP), n=51 (FedRAMP & DISA IL4)  
Note: Percentages may not add to 100% due to rounding

**Methodology**

GBC deployed a 3-question poll to a random sample of 259 federal and defense employees. The poll was fielded in March and April 2022.

**About Government Business Council**

As GovExec's research division, Government Business Council (GBC) is dedicated to advancing the business of government through analysis, insight, and analytical independence. An extension of *Government Executive's* 50 years of exemplary editorial standards and commitment to the highest ethical values, GBC studies influential decision makers from across government to produce intelligence-based research and analysis.

**About Smartsheet**

Smartsheet is the enterprise platform for dynamic work. By aligning people and technology so organizations can move faster and drive innovation, Smartsheet enables its millions of users to achieve more. Smartsheet Gov provides federal agencies with a FedRAMP and DoD IL4 authorized Collaborative Work Management platform to share data, track and automate tasks, empower teams, and provide real-time visibility to make better decisions faster. For more information visit: <https://www.smartsheet.com>.



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