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Executive Summary

This document outlines the work being requested in support of the Slack Migration effort of Disney Entertainment and ESPN Product & Technology. This organization may be referred to within this document and by its participants as 'Product & Technology', DEEP&T, or DEE&T.

This document outlines the support required of the system integrator for all members of the Product & Technology community during their migration from Slack to Teams. We anticipate particular business segments of Product & Technology may approach the system integrator with additional asks for only their segment. Any additional scope will be addressed as change requests.

The system integrator is responsible for:

- 1) Analysis, Documentation, Development, Migration of Bots, Custom Integrations, Webhooks and Workflows
- 2) Enablement and Training around migrated code and on development in Teams and associated tools to the Product & Technology community
- 3) Migration of channel history
- 4) Slack knowledge extraction
- 5) Teams team design, configuration, and population according to Product & Technology best practices and business requirements
- 6) Support for the central program management of Product & Technology's Slack Migration effort

Metrics on Engagement Scope

The overall migration involves approximately 16,000 Slack users. The users have already received Teams access with Enterprise Gold licences.

Within the current tenant there are 52,000 Slack channels. Between 3,000 and 6,000 channels are estimated to require migration of the most recent two years of history and attachments to Teams. At least 40% of those channels will be migrated by Enterprise Technology and their third party Cyclotron; those parties have committed to migrate history through June 2025. The remaining history migrations will occur after June and will fall to the system integrator.

Based on the analysis completed by Enterprise Technology and Cyclotron 377 bots, custom integrations and webhooks have been identified as either being owned by members of the Product & Technology organization or having no discernable owner. We anticipate the total number of bots, custom integrations and webhooks in need of migration will not exceed 110% of that number. Similarly, Enterprise Technology and Cyclotron have identified 1833 workflows identified as either being owned by members of the Product & Technology organization or having no discernible owner. Again, we anticipate the total number of bots, custom integrations and webhooks in need of migration will not exceed 110% of that number.

The bots, custom integrations, webhooks and workflows in need of migration are referred to collectively as 'integrations' in the document. All integration logic will be migrated in a 'lift and shift' manner with no significant functionality enhancements.

The timeline targets completion of all channel, integration and history migration by December 31, 2025, with training and knowledge extraction extending into Q1 2026.

In this engagement Enterprise Technology is the authority on the details of the available Microsoft Tooling, providing security controls and access policies for the Azure tenant in general. It should be noted that not all Teams, Power Automate, etc. functionality is available as Enterprise Technology retains the right to structure access to functions that do not meet TWDC's security, legal, etc standards. The system integrator will need to engage directly with Enterprise Technology to understand, navigate and provide clear training and communication around these limitations. In addition, the system integrator is to support Product & Technology in identifying organizational limitations that may bear reconsideration.

Training services will be provided by the system integrator, covering the migration process, Microsoft Teams development tools, and best practices. Training is to complement and incorporate the fundamental training materials provided by Enterprise Technology. The training must reflect all restrictions, security controls and access policies provided by Enterprise Technology. Training will be appropriate for the primary Product & Technology audience of engineers as well as the secondary non-technical audience.

The system integrator will also support knowledge extraction and migration from 2,000 to 5,000 channels - either those not nominated for history migration or for content more than two years old.

The system integrator will work with segments of the business community to support the design, configuration and user population of their core channels. The design component will consider Product & Technology best practices, attached.

The system integrator will provide a full time near shore technical program manager to supplement the Product & Technology program management office, this resource requires product knowledge in Slack and Teams Development as well as familiarity with the TWDC organizational structure.

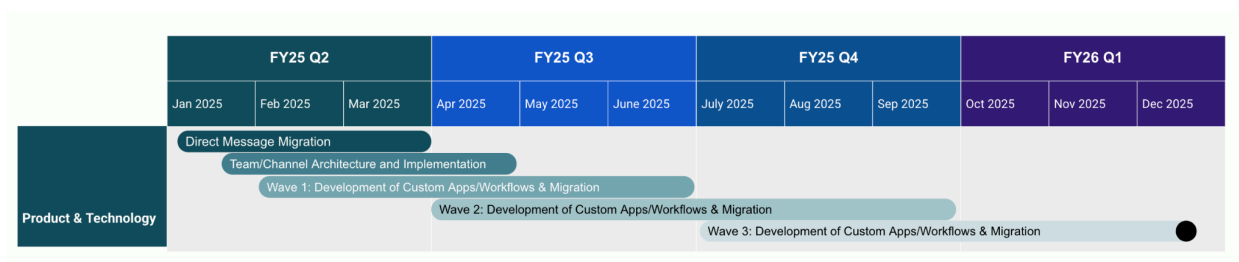
Program Structure and Timeline

This section provides context on the current proposed timeline of activities of the Product & Technology Slack Migration. The plan is tentative based on information to date and is subject to change. A key tenet of the program is to minimize business impact, and the timeline was created around critical delivery milestones for each segment of our business community, these delivery milestones are subject to change.

Overall Timeline

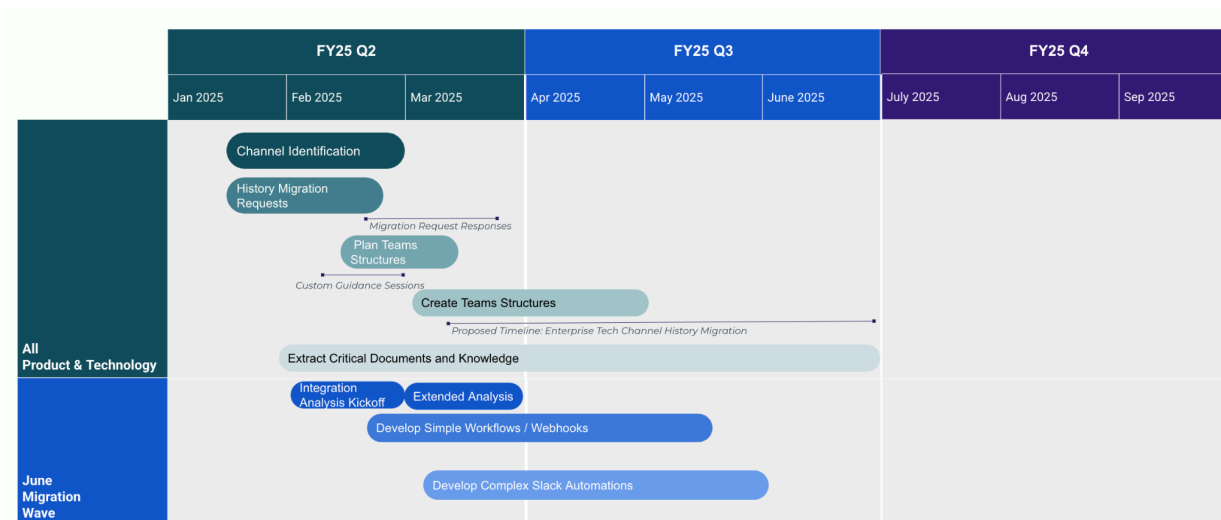
The current migration timeline is below. Note that the organization will be moving in multiple work segments, but these work segments may be loosely grouped as shown below: targeting June, September and December completion dates. We currently anticipate 10-20% overall migration completion by June, 65-80% overall completion by September and 100% of migration activities completed by December 31, 2025. These dates are driven both by a need to fully transition communication to Teams and other tools by that date and also by the financial structure of our program relative to our fiscal year - the expectation is that two thirds of the costs will be incurred by the end of Fiscal 2025 on September 30, 2025.

There are additional details on migration activities below, but note that we anticipate calendar Q1 2026 to include the completion of knowledge extraction and training activities.



Detailed Timeline

The image below provides additional details on the program, where green activities are being driven across the entire organization and blue activities are being driven only with those groups targeted migration completion in the May / June timeframe.



- Channel Identification - organic (bottoms up) effort to identify all Slack channels that need to migrate to Teams

- History Migration Requests - for any channel with critical content, submit to Enterprise Tech for history migration. More details on history migration in the Slack History Migration section.
- Plan Teams Structures / Create Teams Structures - Work by both the program management and individual business units to plan and create Teams teams and channel structures. When engaged, this work will be transitioned to the system integrator. Note that Slack is used for program communication, as well as communication within both our organization and delivery structure models. These steps are aimed at creating an organized, well thought out and well documented structure for these channels in Teams that will be reasonably easy to navigate
- Extract Critical Documents and Knowledge - Business units work to extract documents and knowledge from Slack. This work is encouraged to begin now but will continue through Q1 2026 and the effort will be supplemented by the system integrator once engaged.

Note that the blue steps focus on migration of bots, custom integrations, webhooks, and workflows, collectively referred to as 'Integrations'.

- Integration Analysis Kickoff - This activity includes the review of spreadsheets of integrations extracted by Enterprise Technology and linked to members of our organization, as well as those linked to no members of the TWDC organization. Business units will 'claim' individual integrations for a given engineering group / migration group and provide details on required migration timeline, associated channels, etc.
- Extended Integration Analysis includes:
 - Identify additional integrations which were not found on the extract file;
 - Program work to identify owners of any integrations not already 'claimed'.
 - Additional meta data on all claimed integrations

We anticipate completing this activity in March or shortly after for all integrations targeting migration before June. We are estimating that 10 - 30% of the migrating bots may not have clear technical owners positioned to provide requirements. In these cases we will gather information as available from the user community.
- Develop Simple Workflows / Webhooks - create and test in the Sandbox account before migrating to the Production account for handoff, training and final validation
- Develop Complex Slack automations - create and test in the Sandbox account before migrating to the Production account for handoff, training and final validation

Application (Bots, Custom Integrations, and Webhooks)

There are currently 377 applications identified as active in our Slack workspaces. Applications are categorized into a Level of Effort to rebuild based on how many permission scopes they have as reported by Slack. For example, a high has 11+ scopes meaning it has access to 11+ permissions in Slack. An application that is a medium or high is most likely a custom app or bot.




An application that is low is likely a webhook. The majority of applications based on initial analysis are webhooks. It is possible that the same application is listed more than once if it is installed in multiple workspaces.

Level of Effort	Count of Level of Effort
High (11+ Scopes)	36
Medium (4-10 Scopes)	55
Low (0-3 Scopes)	286
Grand Total	377

Examples of Applications

High

An example of a high complexity application is a bot built with a custom code base in Ruby that has 100s of yaml configuration files in GitHub. These files define a set of forms for capturing fields in Slack that are then sent to various integrations (ServiceNow, Jira, etc) to create tickets. It is launched via a slash command in Slack or through emoji reactions. It connects to several systems of record to pull service IDs and other metadata automatically via API. This application is hosted in AWS.

 **Support Request Form**  




To properly triage and expedite your Support request, you can select from our Support Catalog.

Search (Select 1 and wait):

AD-TECHOPS	<div>Select</div>
AD-TECHOPS-BI	<div>Select</div>
AD-TECHOPS-DATA	<div>Select</div>
AD-TECHOPS-DCM	<div>Select</div>
ADD	<div>Select</div>
ADPLATFORM	<div>Select</div>
ADS-DATA-INFRA	<div>Select</div>
ADVISOR	<div>Select</div>
AMDS	<div>Select</div>

Cancel

Submit

 **DisneyStreaming Pager...**  

Here you can submit any issues you have with DisneyStreaming Pagerduty and the ODS team will respond ASAP!

Support Type

Pick an option

General Support

General Support (Urgent)

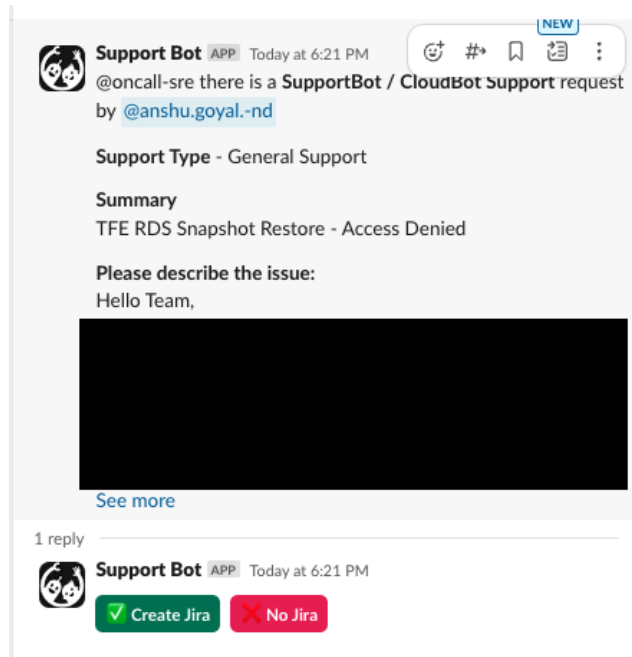
Bug

Feature Request

Write something

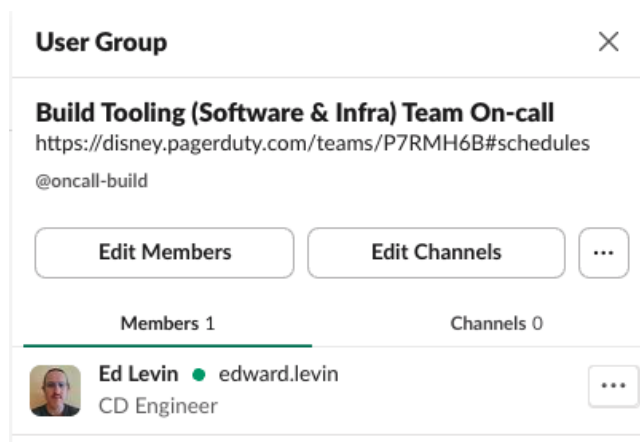
Cancel

Submit



Medium

An example of a medium complexity application is a custom application that connects Slack to PagerDuty to understand the current on-call rotation and assign the user to a Slack user group. The oncall user group is adjusted to reflect the current oncall engineer in the PagerDuty schedule. This includes multiple configuration files and a custom code base to run the application in AWS.



Low

Low complexity applications are generally webhooks that are tied to various third party systems to send alerts to channels.

Application Data Report

The attachment [DE&ET - Custom-Apps-To-Recreate \(local copy\).xlsx](#) contains an example report of the Applications that have been provided by Slack. The grey columns that are populated come from a Slack report augmented by analysis performed by a third party to include the Level of Effort to rebuild in Teams. The additional green columns at the end of the sheet are to be populated by the owning teams to claim their ownership and migration disposition.

Workflows

There are currently 1833 workflows created in Slack, which are broken down into active and inactive. Workflows are considered active if they were executed in the past year. Each workflow was categorized into a Level of Effort based on how many steps it executes according to the data reported by Slack. The majority of workflows are considered Low or Medium effort to rebuild.

The majority of inactive workflows can likely be retired, however we anticipate up to 20% will be identified to still be relevant and need to be ported to Teams.

Status	Level of Effort	Count of Level of Effort
Active	High (10+ Steps)	14
	Medium (2-9 Steps)	451
	Low (1 Step)	876
Active Total		1341
Inactive	(Inactive)	492
Inactive Total		492
Grand Total		1833

Examples of Workflows

High

A high-complexity workflow includes a series of actions that occur when a trigger is executed. An example is an onboarding workflow that kicks off when a new hire joins a channel that sends them a message, asks them to fill out a form, and sends data to third party integrated systems like a google sheet.

Workflow



GTE Deployment

GTE Prod Deployment

Starts on a schedule

Share



Information

Managed by [Thanh Do](#)

Steps



Starts on a schedule



Send a message to a channel



Collect info in a form



Send a message to a channel



Send a message to a channel



Send a message to a channel



Send a message to a channel



Reply to a message in thread



Reply to a message in thread



Reply to a message in thread




Reply to a message in thread



Reply to a message in thread

Medium


An example of a medium complexity application is a multi-step workflow that captures data in a form and sends it to a channel.

 **Slack Guest Support**
Workflow to manage Slack Guests, new adds, account changes, extensions, etc.


[▶ Start Workflow](#)

[↗ Share](#)


Information


 Managed by [Chris Atwood](#), [Zach Roth](#), and [2 others](#)


Steps


 When someone clicks the workflow link


↓

 Send a message to a person

 Collect info in a form

 Send a message to a person

 Send a message to a channel

 Reply to a message in thread

Low

A low complexity workflow example is a simple reminder message that pings a channel once a week to join a recurring team meeting.

11



Developer Platform Discussion Channel Description

Developer Platform Discussion Channel Description

🕒 Starts on a schedule

✎ Edit



Information

🔑 Managed by [Nick Horn](#), [Erin Lam](#)

Steps



Starts on a schedule



Send a message to a channel

Workflow Data Report

The attachment [DE&ET - Workflow Owners \(local copy\).xls](#) contains an example report of the Workflows that have been provided by Slack. The grey columns that are populated come from a Slack report augmented by analysis performed by a third party to include the Level of Effort to rebuild in Teams. The additional green columns at the end of the sheet are to be populated by the owning Disney teams to claim their ownership and migration disposition.

Slack History Migration

The migration of history will be supported by Enterprise Technology and their third party vendor through June 2025, after that time the work will be supported by the system integrator engaged by Product & Technology. The expectations of both phases are similar.

- Channel users will nominate either Slack channels or specific direct message discussions for migration. Nominations are tied to a business use case, e.g. product support knowledge. All submissions are tied to a specific owner.
- Enterprise Technology and their legal counterparts will review and approve requests for migration
- Owners of approved channels will be approached by the Product & Technology PMO for the following information:

- Target destination within Teams: For approved Slack channels identify the new name, existing or to-be-created Team
 - Desired migration week/s.
- The history migration will include all discussions and documents within the past two years as of the date of migration. Documents are placed in the Sharepoint of the destination Team.
- User names will be carried to Teams with their posts from Slack, the exception is those users who are no longer with the organization.
- Prior to the scheduled migration a background sync occurs, during this time the channel remains active. During an evening or weekend the final migration occurs - at this time the source channel is locked and the migration team performs a delta sync.
- Migration includes the configuration of the target Team with all members from the originating Slack channel

We have collected requests to migrate 3000 channels and direct messages and anticipate collecting up to 6000 in total.

Slack Knowledge Extraction

In addition, support is required for extracting knowledge and key attachments from Slack channels not being migrated, or from the period greater than two years for those being migrated. We anticipate data extraction needs for 2000 to 5000 existing Slack channels.

Teams Structure Analysis and Implementation

The system integrator will work with segments of the business community to support the design, configuration and user population of their core channels. The design component will consider Product & Technology best practices, attached. It will strive to ensure simplicity and ease of use to reduce the cognitive burden of transitioning from Slack to Teams.

Business segments will identify critical channels to their organizational structure, or delivery structure, or program. The system integrator will propose a structure and naming standards and when approved will implement that structure of teams, users and channels. Note that the user addition will be timed with the business users chosen cutover period to avoid confusion. There is urgency in ensuring this analysis is completed in time to provide target destinations for channel history migration efforts.

We anticipate the need to configure Teams teams that contain a total of 1000 to 2000 channels.

Enablement & Training

Training Services

The system integrator agrees to provide enablement training services (“Training”) to Product & Technology (aka DEET&T, aka DEE&T) specifically for migrating custom applications, webhooks, bots, and workflows from Slack to Microsoft Teams. This training aims to equip [Client Name] with the necessary skills and knowledge to manage the migration, including reconfiguration, rebuilding, or replacing custom integrations and automation in the Microsoft Teams environment.

Scope of Training

- **Topics Covered:**
 - Overview of Slack to Microsoft Teams migration process with a focus on custom applications, bots, webhooks, and workflows.
 - Introduction to Microsoft Teams development environment and tools (e.g., Power Automate, Teams Toolkit, Microsoft Graph API).
 - Migrating custom Slack apps to Microsoft Teams apps.
 - Rebuilding or reconfiguring webhooks in the Microsoft Teams environment.
 - Transitioning from Slack bots to Microsoft Teams bots: functionality, development, and integration.
 - Building and adapting workflows in Power Automate for Microsoft Teams.
 - Using Microsoft Teams connectors and APIs for enhanced functionality.
 - Best practices for Teams app management, security, and compliance.
 - Troubleshooting issues related to custom apps, bots, and workflows post-migration.
- **Training Format:**
 - In-person or virtual workshops
 - Live or recorded sessions
 - Custom documentation and best practices guides
 - Interactive demonstrations of key migration processes
 - Hands-on labs for custom application and bot migrations
 - Q&A and troubleshooting support
 - Access to a sandbox or test environment for real-time learning

Delivery of Training

- The system integrator will provide training sessions according to the mutually agreed-upon schedule. The training will be delivered by experienced instructors with expertise in both Slack and Microsoft Teams, focusing on custom development and integration challenges.
- All training will be hands-on and practical, enabling [Client Name] to practice migrating and configuring applications, bots, and workflows during the sessions.

Duration and Scheduling

The total training duration will be [X] hours/days, split into [X] sessions. A detailed schedule will be agreed upon before the start of the training and can be adjusted as needed based on the pace and complexity of [Client Name]'s migration project.

Customization of Training

- The system integrator will tailor the training content to [Client Name]'s existing Slack custom applications, workflows, bots, and webhooks, ensuring the training is aligned with their specific migration goals.
- If additional customization beyond the initial scope is requested (such as deep integration with proprietary tools), [Client Name] will be billed at an agreed-upon hourly rate.

Training Materials

- The system integrator will provide all necessary training resources, including:
 - Detailed guides and documentation specific to migrating custom Slack applications, webhooks, bots, and workflows to Microsoft Teams.
 - Example code snippets for app and bot migration.
 - Power Automate templates and workflow examples.
 - Configuration templates for Teams apps and integrations.
 - Post-training reference materials for ongoing development and troubleshooting.

All materials will be provided electronically after each session and will remain accessible to [Client Name] for reference.

Cancellation or Rescheduling

- Either party may cancel or reschedule a session with a minimum of [X] business days' notice. If the session is canceled with less than the required notice, a cancellation fee of [amount] will apply.
- If the System Integrator is unable to provide training as scheduled due to force majeure or other circumstances, the Vendor will work with [Client Name] to reschedule the training at no additional charge.

Client Responsibilities

- [Client Name] will provide the necessary access to their Slack and Microsoft Teams environments, including test environments for migration exercises.
- [Client Name] will ensure that all participants have the necessary software, internet access, and tools (e.g., Teams app, Power Automate access) to participate in virtual or in-person sessions.

- [Client Name] will provide relevant documentation for their existing Slack applications, workflows, bots, and webhooks to ensure the training aligns with their specific use cases.

Confidentiality

- Both parties agree to maintain the confidentiality of any proprietary information exchanged during the training. This includes, but is not limited to, custom application code, API integrations, migration strategies, and business-sensitive data shared during the process.
- Any data shared with the Vendor for training purposes will be handled in accordance with [Client Name]'s privacy and data protection policies.

Post-Training Support

- The Vendor will provide post-training support for [X] weeks following the completion of the last training session. This support includes troubleshooting, assistance with the deployment of custom apps, bots, and workflows, and answering any remaining questions.
- Post-training support will be provided via email, phone, or through a designated Microsoft Teams support channel. Any support needed after the designated period will be subject to additional fees based on the Vendor's hourly rate.