



Disney Global SRE Shared Service Magic

Jason Cox
Director, Platform & SRE

Amy McCain
Sr. Manager, SRE



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Disney Enterprise Technology - Global SRE

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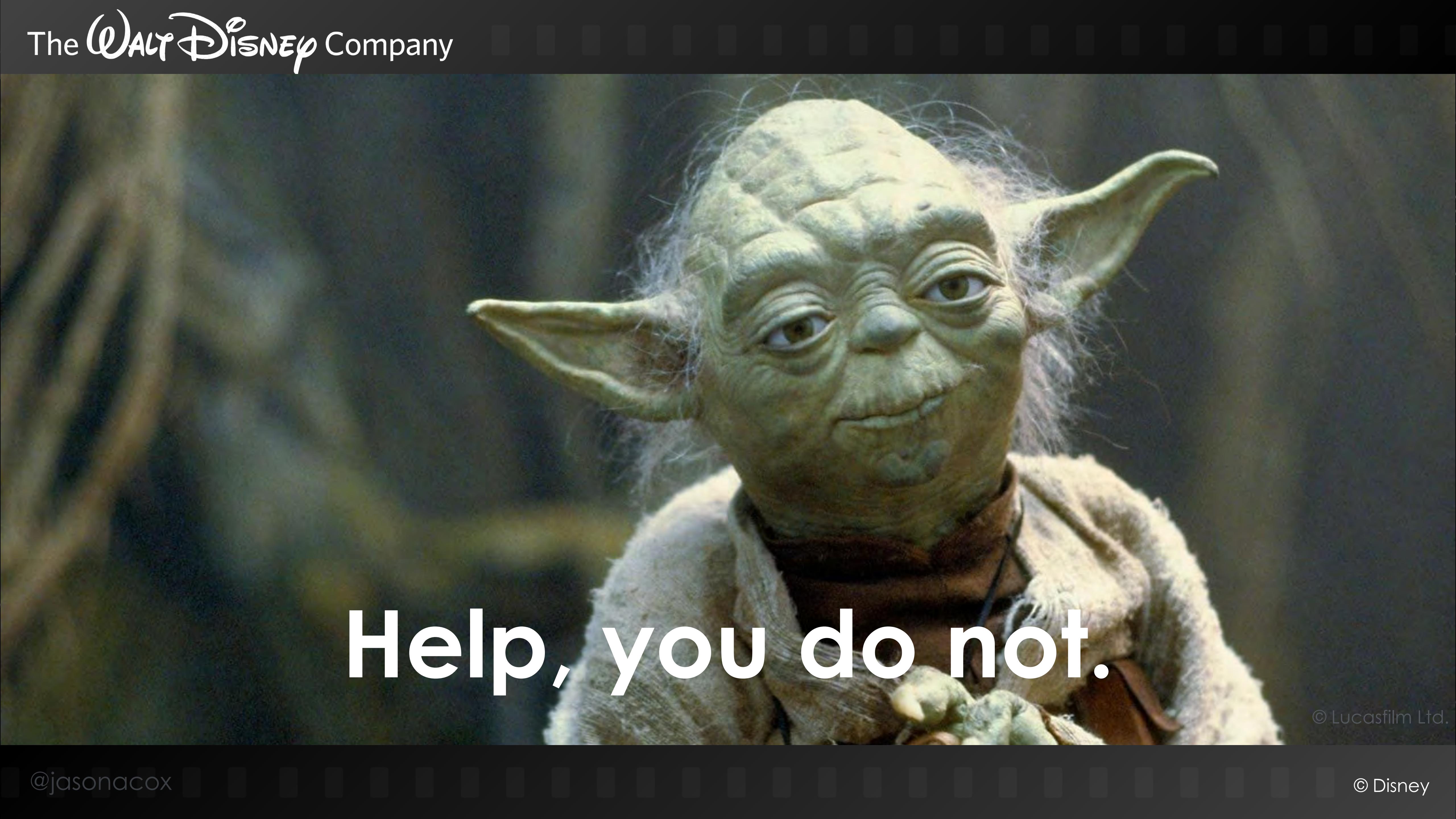
Disney Vacation Club®

Disney CRUISE LINE

The Problem with Centralized Services

A massive Star Destroyer dominates the upper half of the frame, its long body angled diagonally from the top left towards the bottom right. The ship is intricately detailed with blue and white lights along its hull and various structural elements. In the foreground, several smaller, white and blue starships are scattered across the dark, star-filled void of space.

We're here to help...

A close-up portrait of Yoda, the green Jedi master from Star Wars. He has his characteristic wrinkled face, large ears, and a small mouth. He is wearing a brown robe and a white collar. The background is dark and out of focus.

Help, you do not.

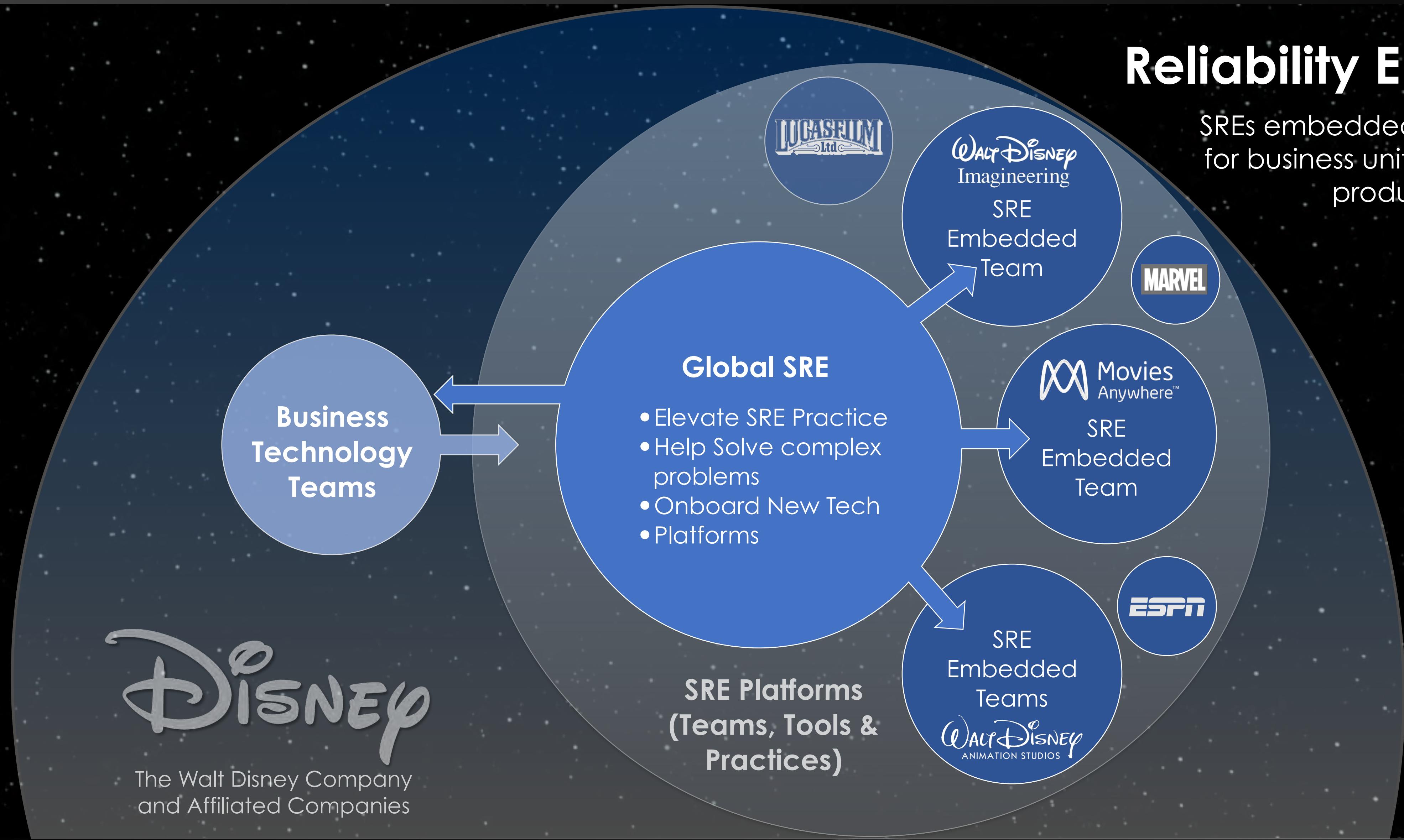
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(Gibberish)

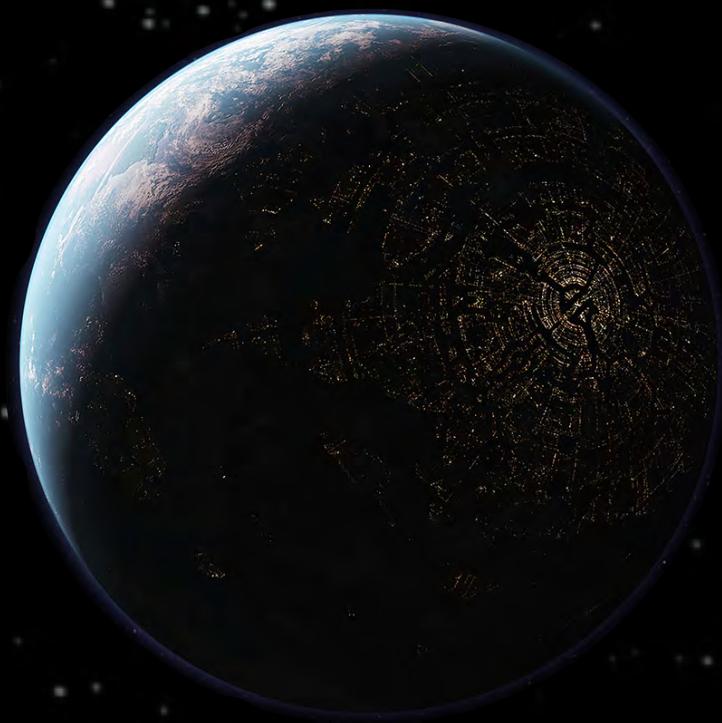
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A Model that Works?



Reliability Engineering

SREs embedded or deployed for business unit projects and products.



**“You are not like other
shared service teams. Your
team actually understands
our business.”**





Nick Cannon
CTO, Walt Disney Animation Studios

A dark, semi-transparent background image showing a hand holding a stylus, drawing on a tablet screen. The tablet screen displays a landscape scene with mountains and trees.

**“What do I want from shared services teams?
I want partners... Shared services teams
need to support and amplify the value of the
teams they partner with.”**

Nick Cannon
CTO, Animation Studios

A dark, atmospheric image showing three Iron Man suits standing in a row in a futuristic control room. The suits are illuminated from within, casting light through vertical blinds in the background. The suits are slightly different models, with varying colors and designs.

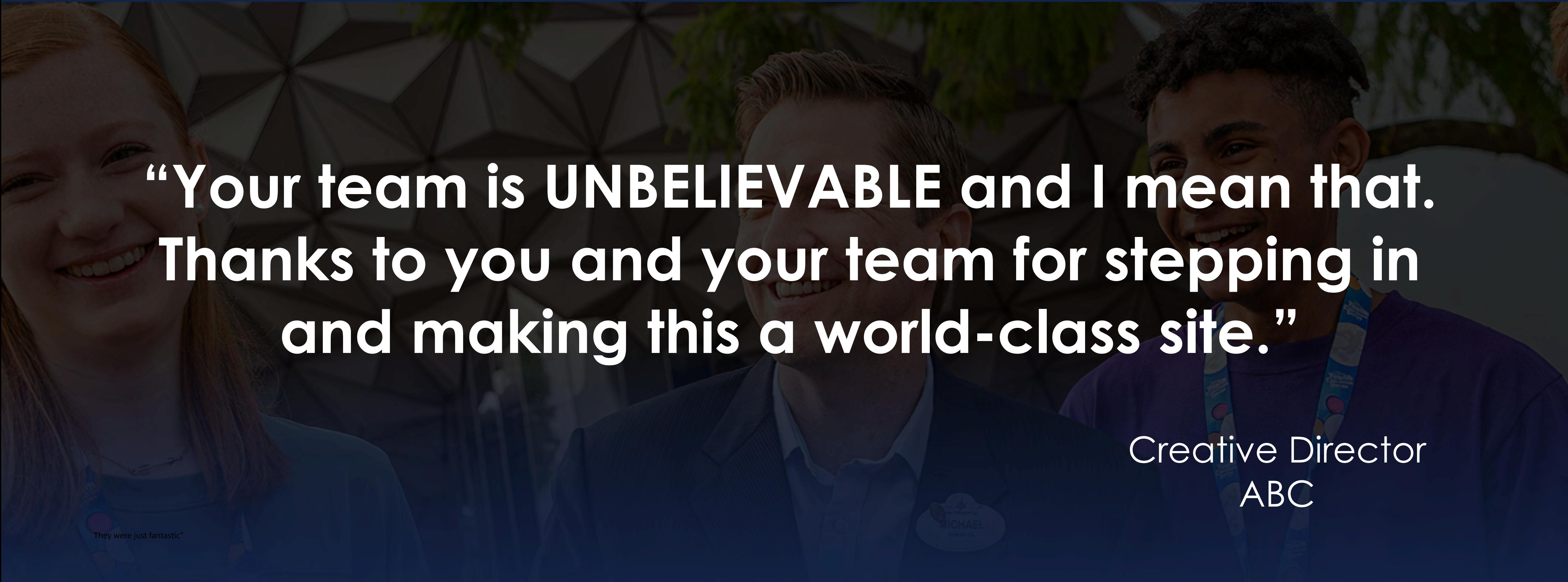
“You and your team are valued
and do a great job for us.
Thank you!”

Head of Technology
Marvel Studios

A photograph of the Disneyland Paris entrance sign. The sign is circular with "DISNEYLAND PARIS" written around the top edge. In the center is a colorful illustration of the castle and park landscape. The sign is mounted on a green structure with gold-colored scrollwork and blue and yellow train-like decorations at the bottom. The background shows green trees and a clear sky.

"Thanks to your team, Jason!
They were just fantastic!"

Director, Technology
Disneyland Paris



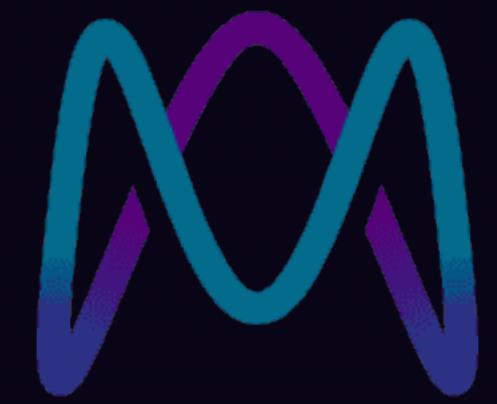
“Your team is UNBELIEVABLE and I mean that. Thanks to you and your team for stepping in and making this a world-class site.”

Creative Director
ABC

They were just fantastic”

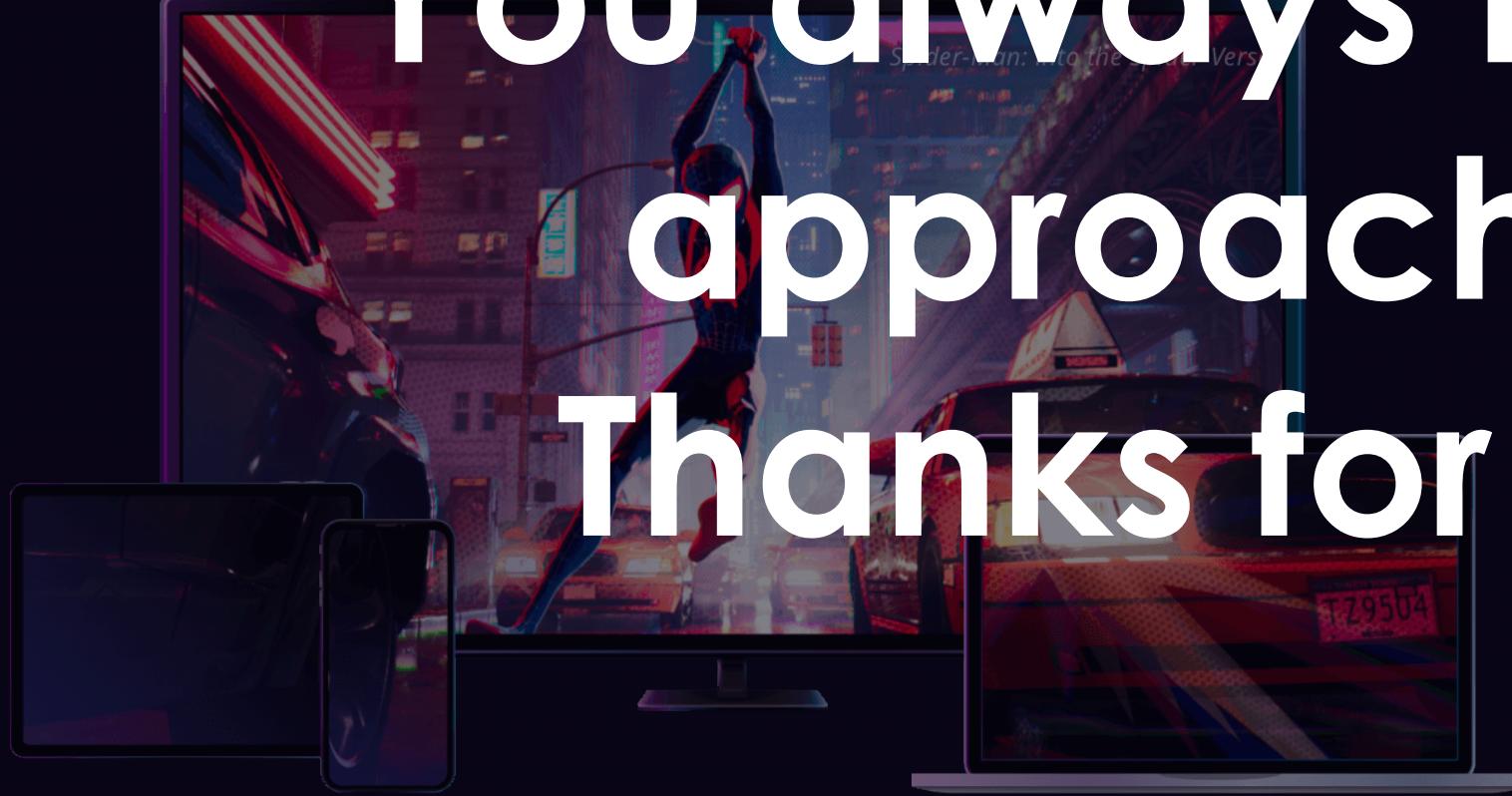
**“I appreciate your innovation & creativity!
Thank you for all you've contributed to our
team!”**

Advanced Design Group
Lucasfilm



Movies Anywhere™

“You always have a great attitude, innovative approach, and get the job done right. Thanks for being an awesome partner!”



Available on: iPhone & iPad, Android Phones & Tablets, Amazon Fire Tablets, Chromecast, Roku, Apple TV, Amazon Fire TV, Android TV, LG TV, LG Projectors, VIZIO SmartCast TV, Samsung Smart TV, Xbox One, Xbox Series X, Xbox Series S, and Web.

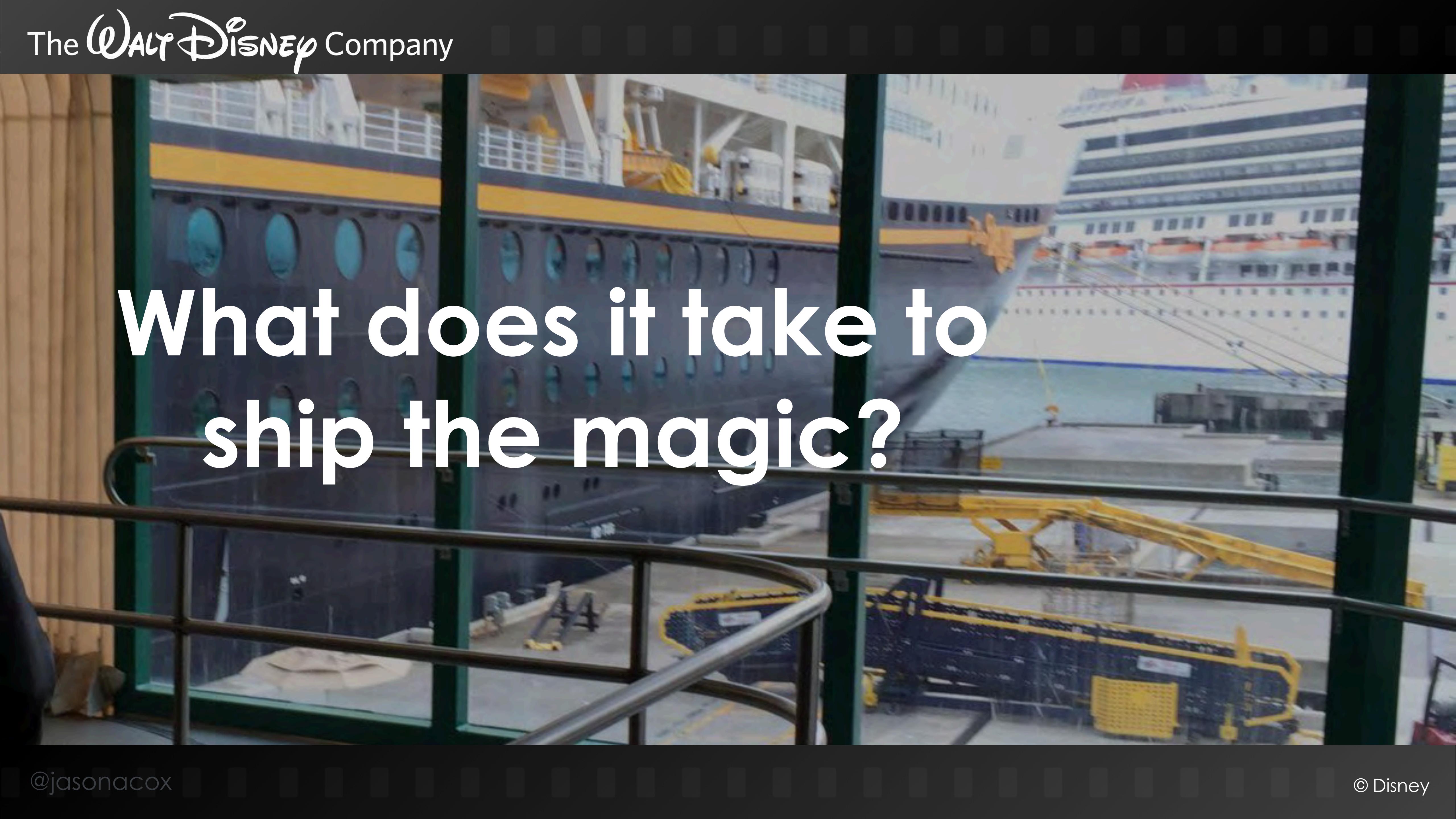
They were just fantastic”

Movies Anywhere

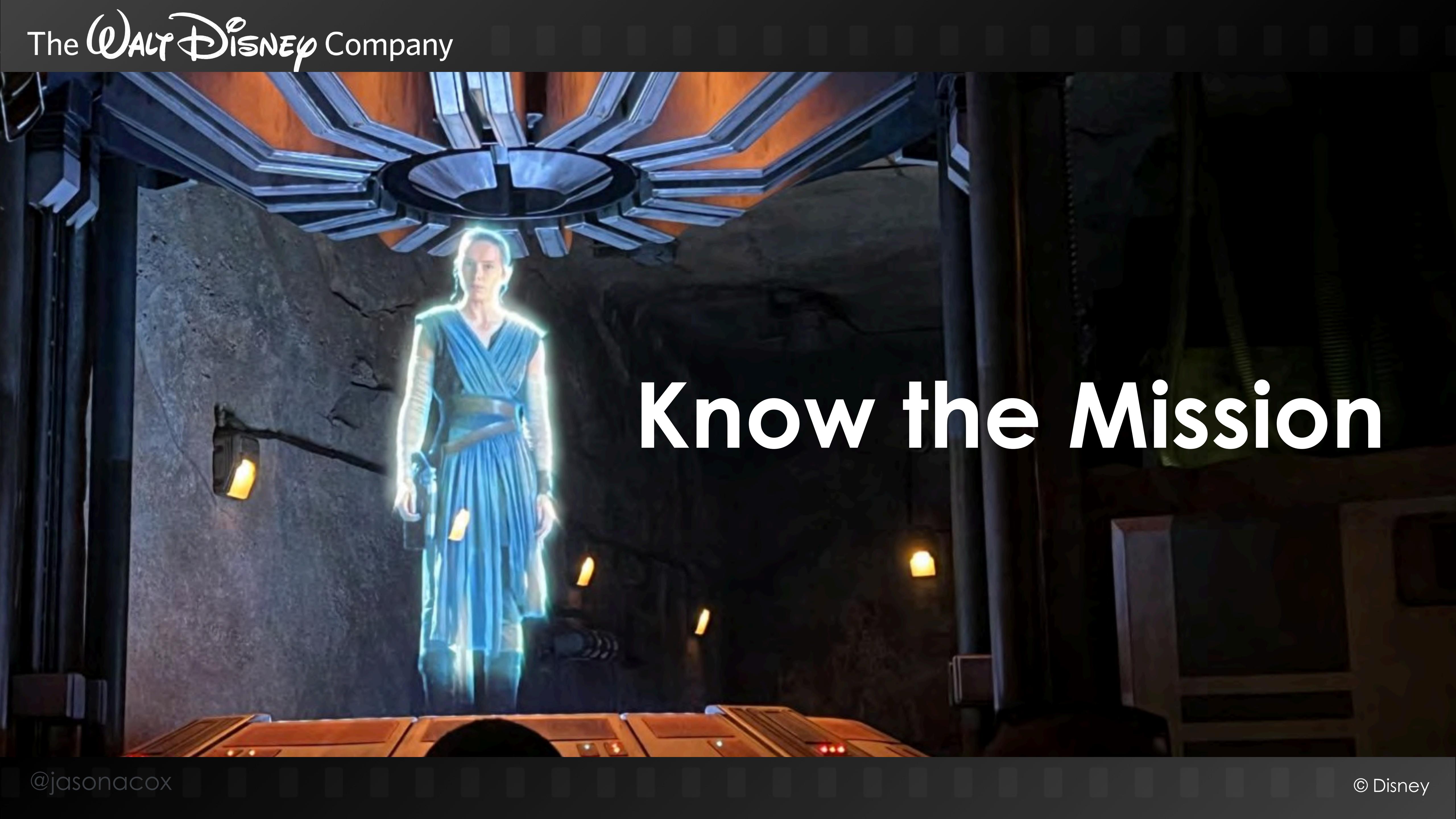
Learning #1 - Listen

Be curious! Seek to learn. Listen.

Understand the Business

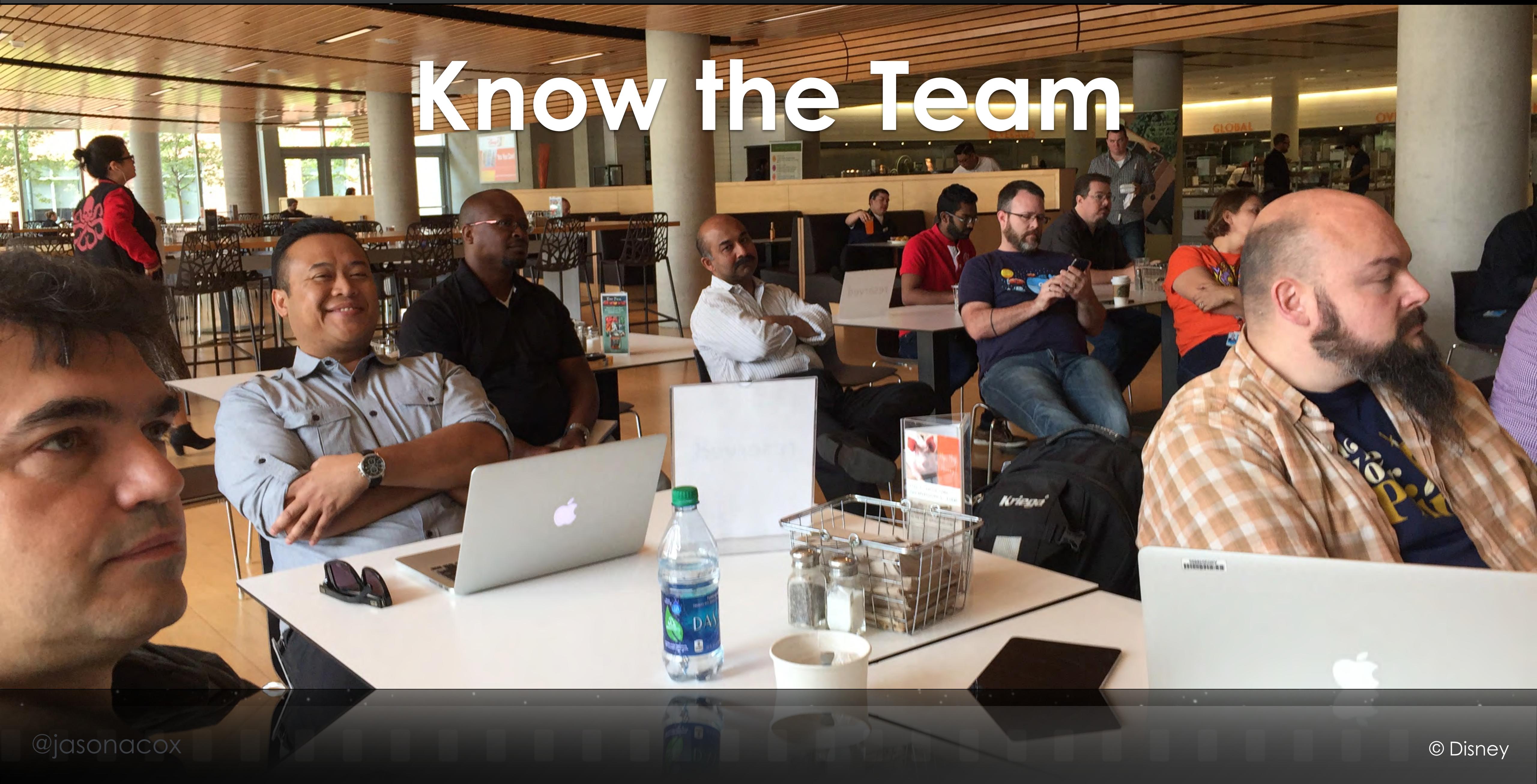
A large cruise ship with multiple decks and a yellow funnel is docked at a port. The ship is viewed from a lower deck, with railings and stairs in the foreground.

What does it take to
ship the magic?



Know the Mission

Know the Team



Listen

Know the business. Know the mission. Know the team.

Learning #2 - Have Empathy

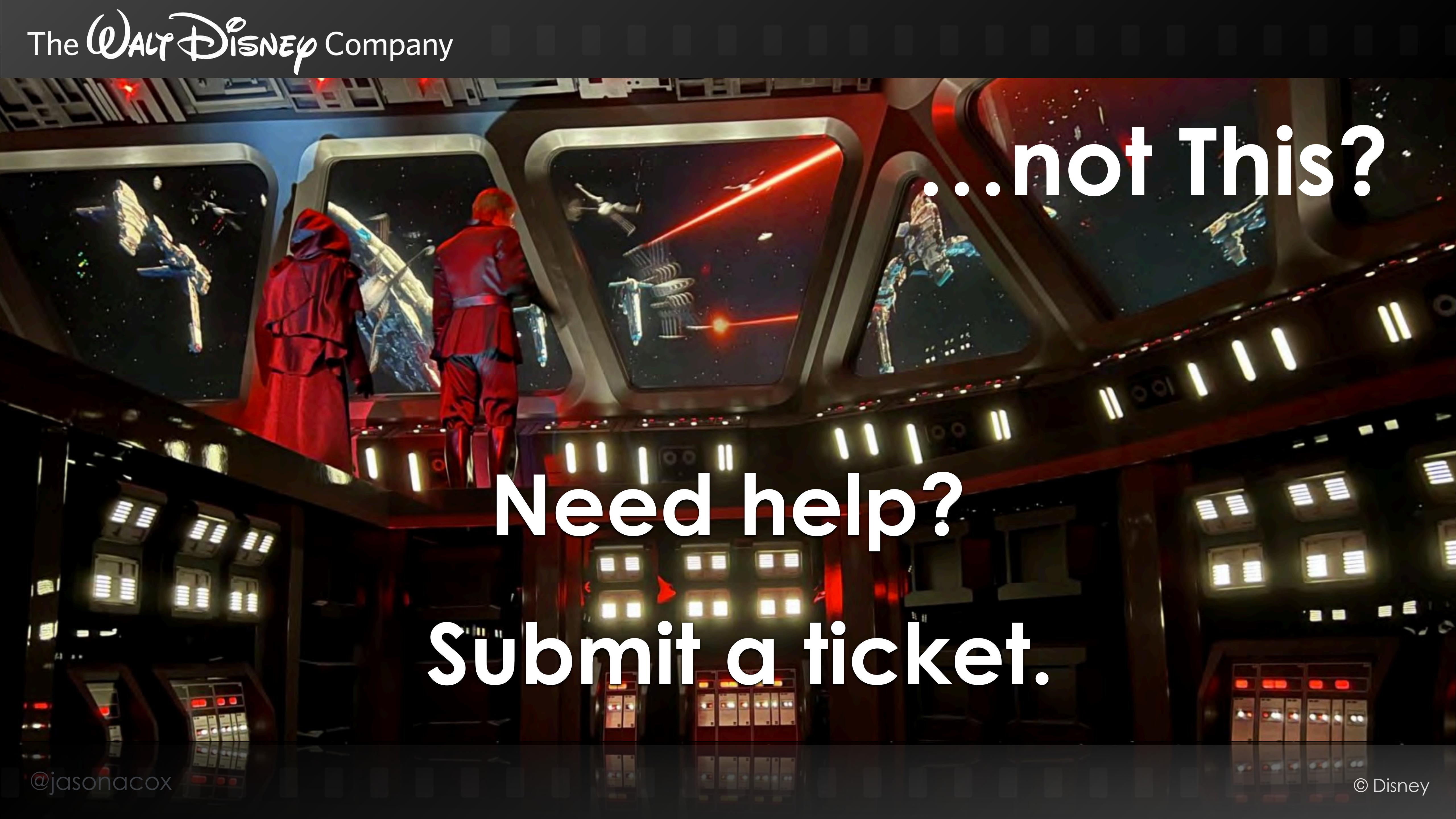


From this...

...to This



© PIXAR/Disney

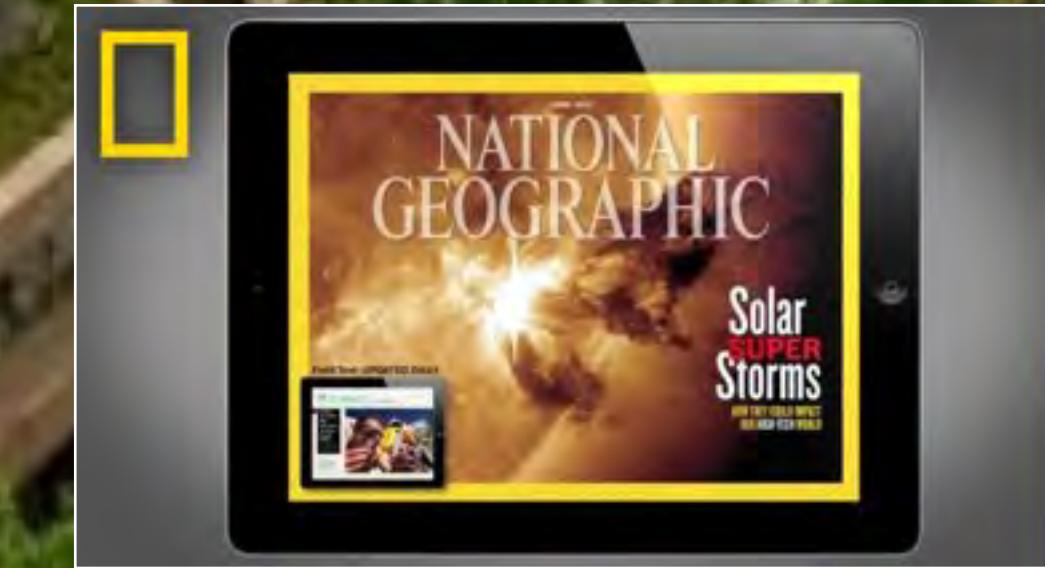
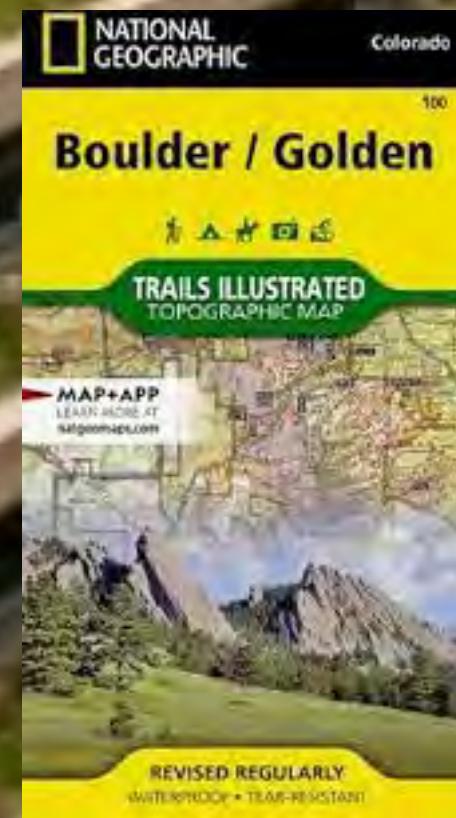


Need help?
Submit a ticket.

Proximity Powered Empathy Engineering

Don't wait for them to come to you... go to them.

On Location Support



Embedded SRE



© Disney

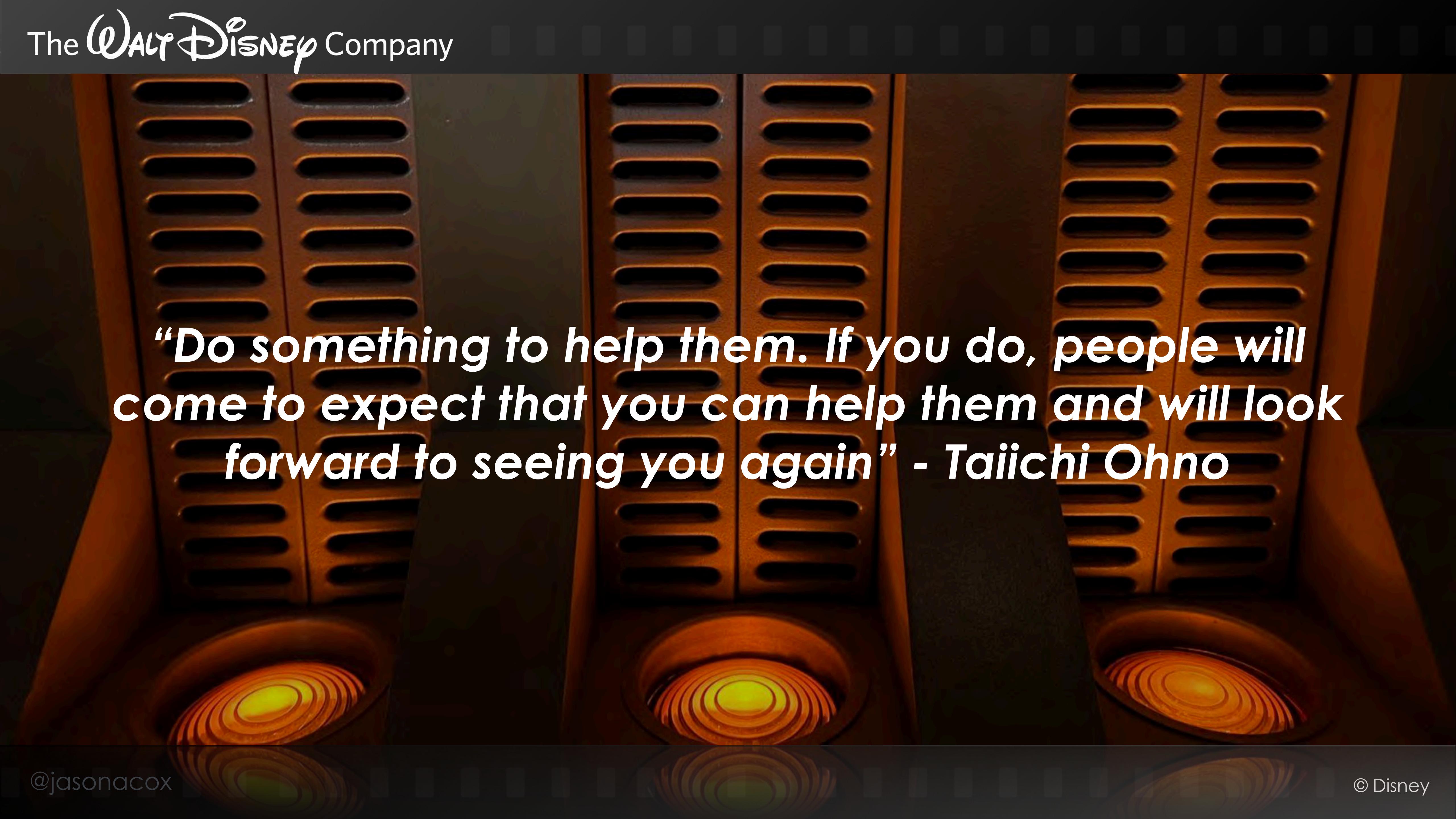


Have Empathy

Shared mission. Shared struggles. Shared wins.

Learning #3 - Actually Help

“Do something to help them. If you do, people will come to expect that you can help them and will look forward to seeing you again” - Taiichi Ohno



“Do something to help them. If you do, people will come to expect that you can help them and will look forward to seeing you again” - Taiichi Ohno

What did they want?

Help create and ship content, products and experiences...



Better



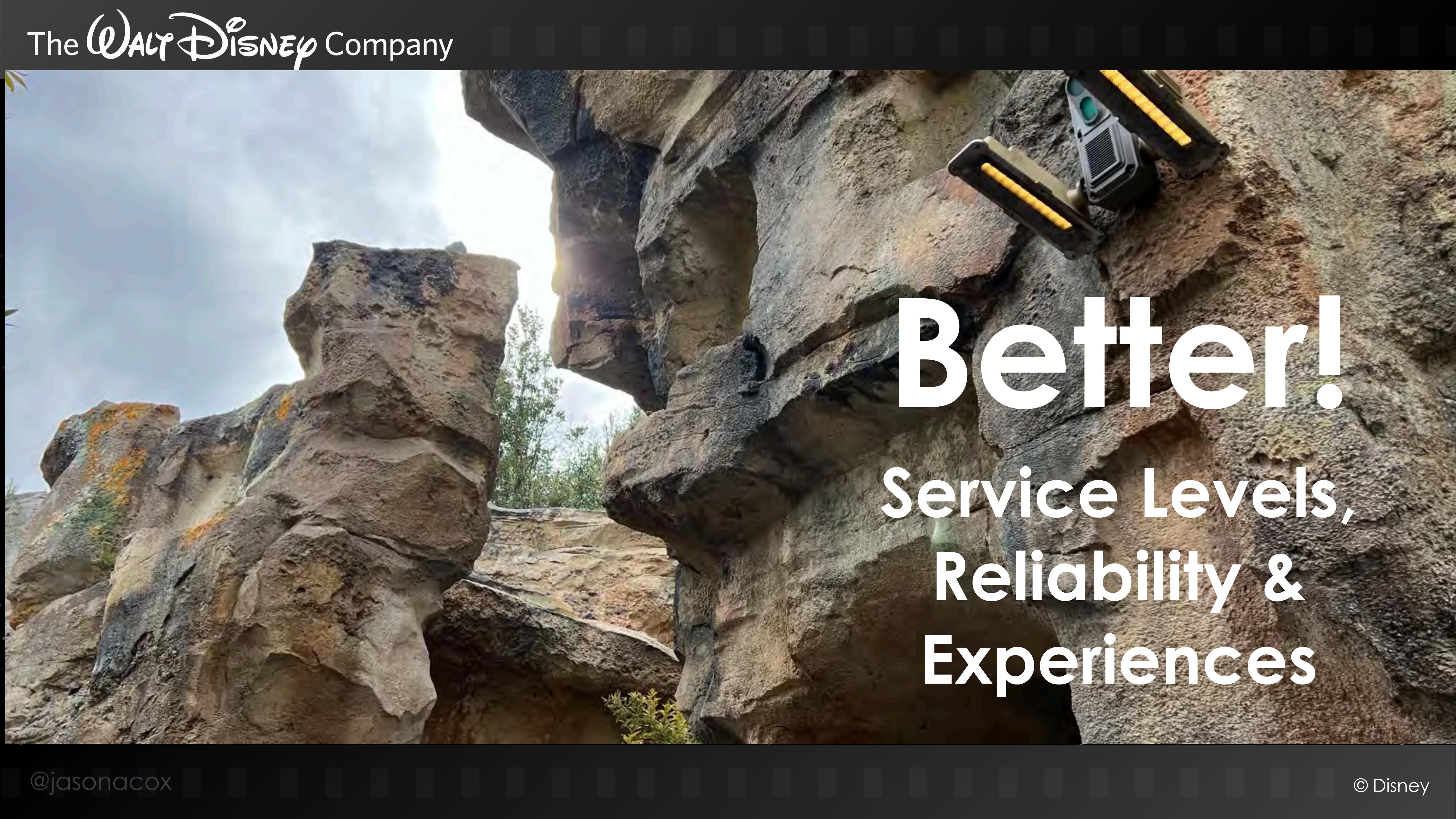
Faster



Safer



Happier

A photograph of a large, light-colored rock formation with various ledges and overhangs. A small, black and yellow camera is mounted on one of the larger rocks, pointing towards the sky. The background shows a bright, cloudy sky.

Better!
Service Levels,
Reliability &
Experiences

Faster!

Remove Friction
and Red Tape



Join the Rebel Alliance!

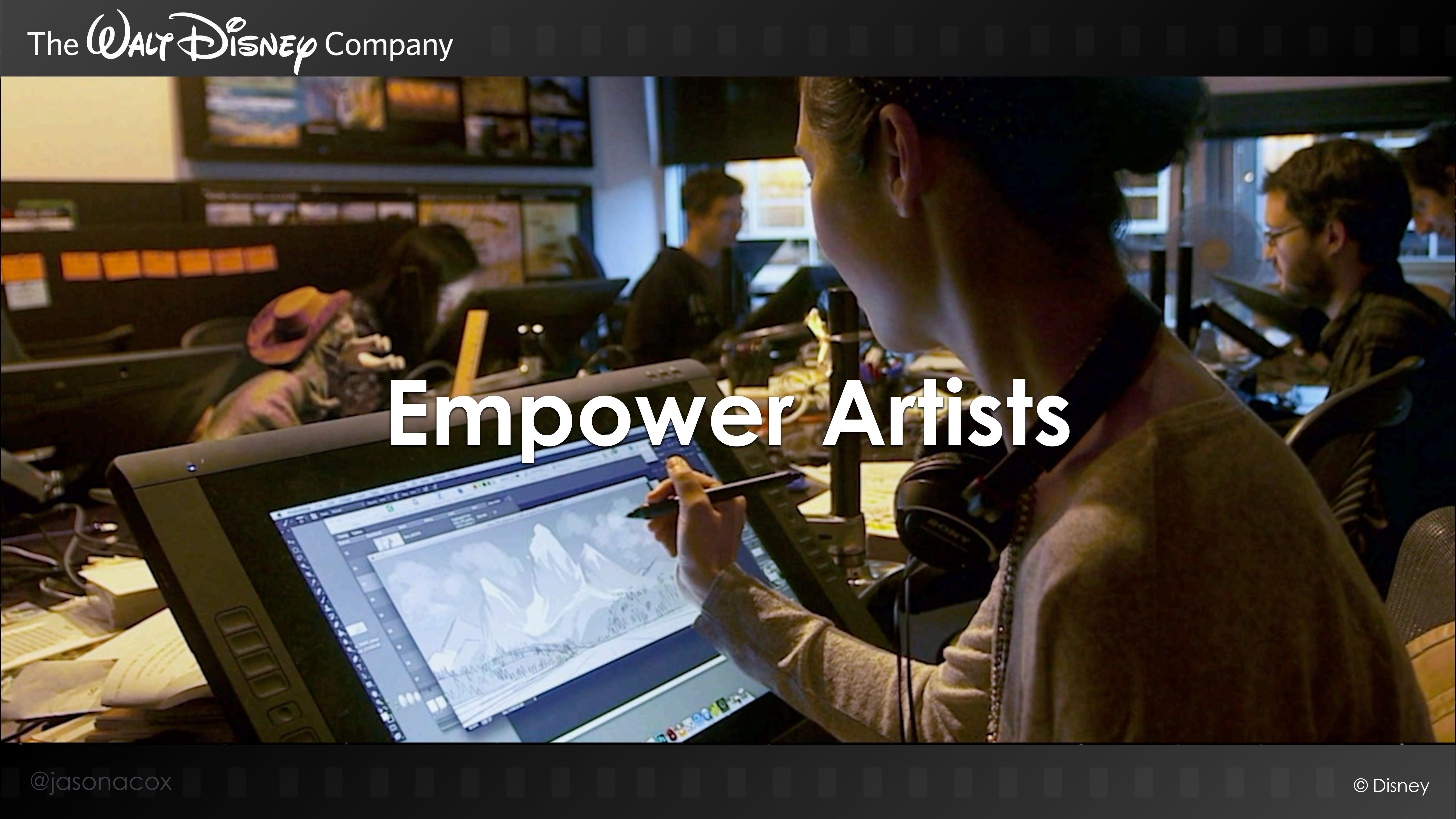
Safer! Automated Governance Security by Design

Happier! Build Community Self Service

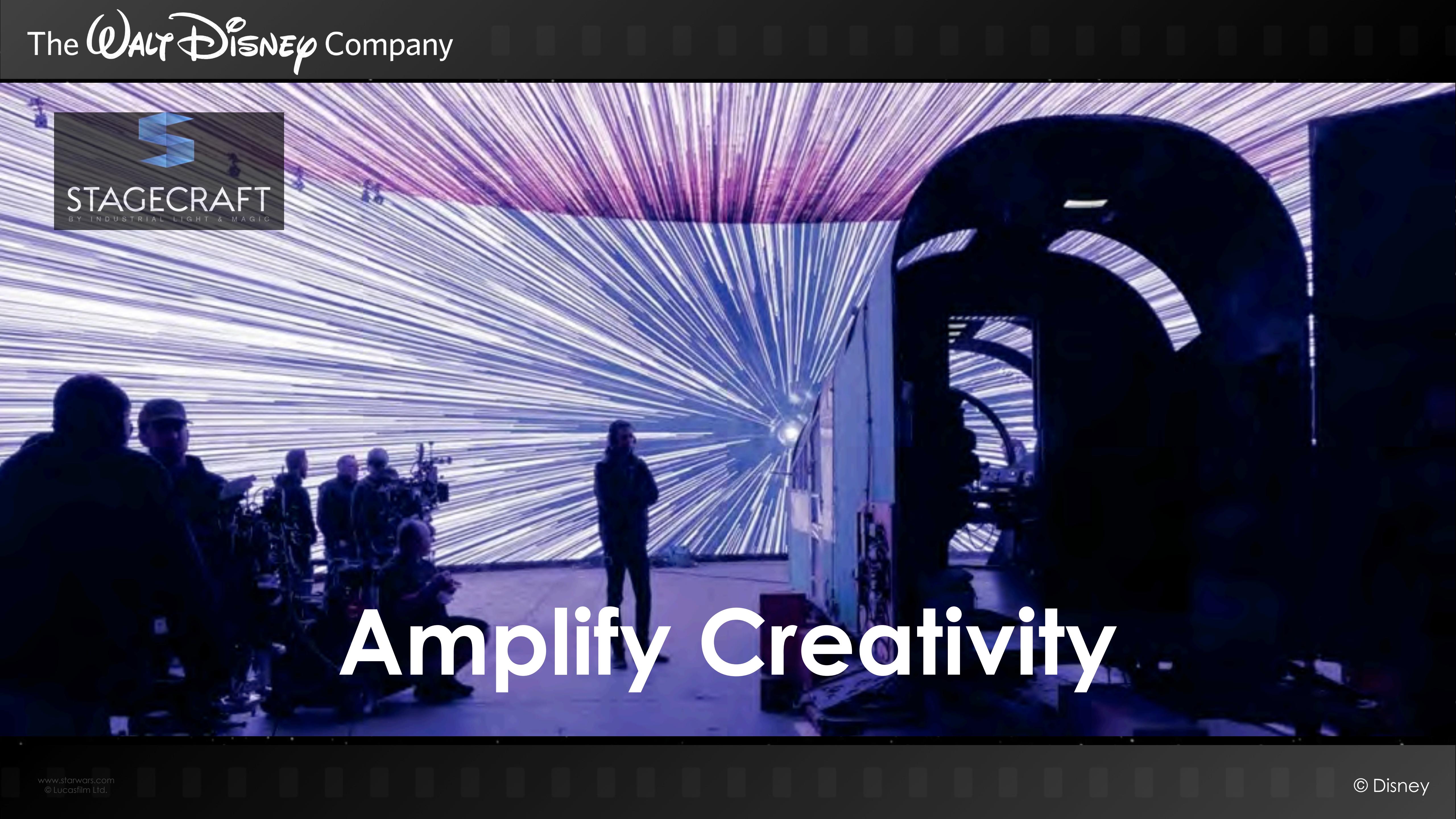


Hand Back Time to Engineers





Empower Artists



A large, glowing blue energy shield surrounds a group of Resistance fighters. The shield has a radial pattern of light rays emanating from its center. In the foreground, several fighters are visible, some looking towards the shield. The background is dark, suggesting a nighttime or indoor setting.

Amplify Creativity

A dark, atmospheric image from the movie Guardians of the Galaxy. In the foreground, Chris Pratt's Peter Quill looks upwards with a serious expression. To his left, Pom Klementieff's Mantis has two small horns on her forehead. Behind them are the Rocket Raccoon (voiced by Bradley Cooper) and Groot (voiced by Vin Diesel). On the far right, Nebula (voiced by Karen Gillan) is partially visible. The background is a dark, metallic interior of a ship.

Focus on Outcomes

MARVEL STUDIOS





James Gunn

@JamesGunn

...

I think of it more as maybe 10 versions but it still seemed like a lot to oversee. [#gotgvol3](#)



[hollywoodreporter.com](#)

James Gunn Created 600 Unique Versions of 'Guardians of the Galaxy 3' For ...
"It's definitely the most complex delivery Marvel's ever done," Disney exec Evan Jacobs says of Gunn's use of variable aspect ratios.

3:04 PM · May 1, 2023 · **502.2K** Views

Actually Help

Build trust. Build community. Build magic together.

Learnings

- 1 - Listen
- 2 - Have Empathy
- 3 - Actually Help

Help we are looking for..

- 1 - What are we missing?
- 2 - Shared service models
- 3 - SRE examples

Creating Magic

“There’s really no secret about our approach. We keep moving forward—opening up new doors and doing new things—because we’re curious. And curiosity keeps leading us down new paths.”

Walt Disney

Thank you!

