

Discovery - Script

Introduction of MVPD Admin System

1. Could you give us some background information of this MVPD Admin Tool?
2. Could you give us a brief overview on the MVPD records living in the system?
3. What are the main functions of the system?
4. Could you talk about how you manage records in this system?

Work in MVPD System

Add new records into the system

1. How are major MVPDs different from aggregator MVPDs?
2. Regarding the role-based function, you would like to provide MVPDs direct access to enter information in the following sections: (1) basic information, (2) support information, (3) MVPD logos, and (4) test credentials.
 - Under each section, what are the specific fields you would like to provide access to MVPDs? What are the fields DD would need to reserve for internal use?
 - Could you show us the workflow of filling information in these sections?
 - What is the source of the data fields?
 - Which of the above fields are required? Which are optional?
3. Would the above requirements apply to bulk upload?
4. For the logos, you could have the system generate the eight logos for you, or you can upload them manually.
 - What makes you choose to have the system generated ones versus the individual uploaded ones?
 - After the access of logo management is given to MVPDs, would you have a preference on what way they choose?
 - Do you have any specific requirements for any of the logos?

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Reducing the number of clicks

5. What are some use cases that involves a large number of clicks?
6. Can you show us the workflow of transferring a MVPD from one aggregator to another?
 - When a MVPD makes a transfer, what information do you want to take with it, what not?
 - Why do you take these specific fields with you?
 - Why would you prefer to transfer the information, rather than editing its ADOBE ID?
7. In what cases would you need to clone records?
 - Can you show us the workflow of making clones in your current system?
 - Are there other cases when you need to make clones?
8. Can you show us the workflow to deactivate an old record?
9. What are some use cases when you need to create a whitelist group?
 - Can you show us the workflow of creating a whitelist group?
 - Can you show us the workflow of managing a whitelist group?
 - What MVPDs in a whitelist group have in common?
 - What rules do you follow when naming a whitelist group?
 - What bulk actions can you do to a whitelist group?
 - You can “whitelist and clone entitlements” for a whitelist group. How does it meet and not meet your needs?
10. You have two instances, staging and prod.
 - What do you do on each instance?
 - Do you always copy/transfer entitlements from staging to prod? Do you ever do it the other way around?
 - Is there a use case when you need to edit on staging without affecting content on prod?