

A Seamless Employee Experience

MyDisneyToday + D Tools IT + D Tools HR

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Pain Points

Inconsistent Experiences

Employee tools like MDT and D Tools provide various experiences visually, functionally, and interactively.

Communications Visibility

Promoting news on different platforms causes employees to miss key information.

Detached Discoverability

Employees currently cannot cross-platform search for resources and tools across products.

Multiple Profiles

Currently, employees have *many* account pages:
MyDisneyToday, DTools IT, DTools HR, Workday, Rostr

Duplicative Information

Content is dispersed across teams and products leading to duplicative and outdated information.

Portal Jumping

Employees are knocked around to different portals and ecosystems via disorienting hyperlinks.

Opportunities

Singular Experience

One click, one stop, and one source of truth for resources, preferences, and communications.

Efficiency

An integrated experience offers seamless support, discoverability, and potential cost savings.

Linear Access to Tools

Employees will only have to visit one place to access their productivity, HR, and technology needs.

Consolidated Notifications

Employees will no longer need to visit respective platforms to view important notifications and updates.

Overarching Governance

Keeping resources and tools exclusive to MyDisneyToday yields content management benefits.

MyDisneyToday is the Default

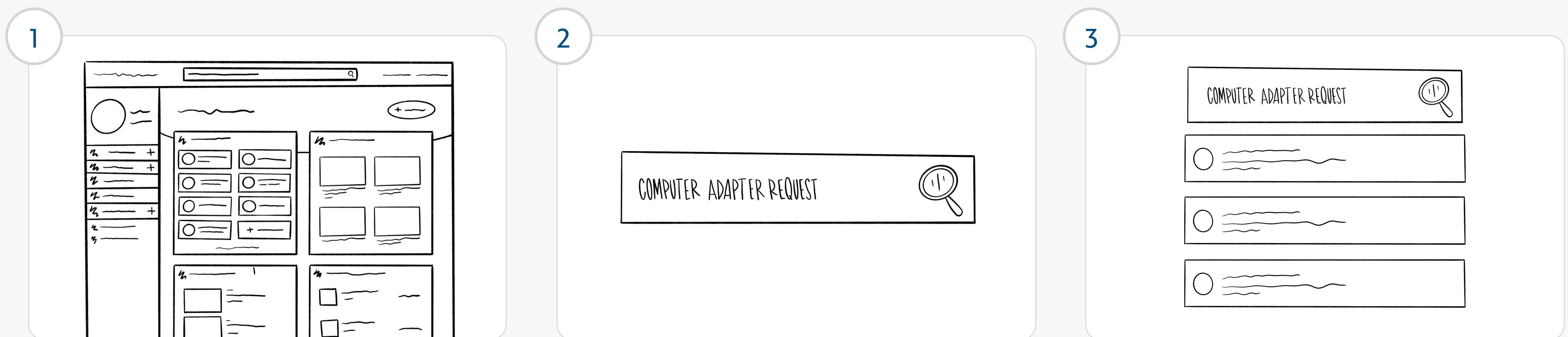
Data shows that since its launch in May 2022, MDT is a mainstream tool for Disney employees.

The Current Experience

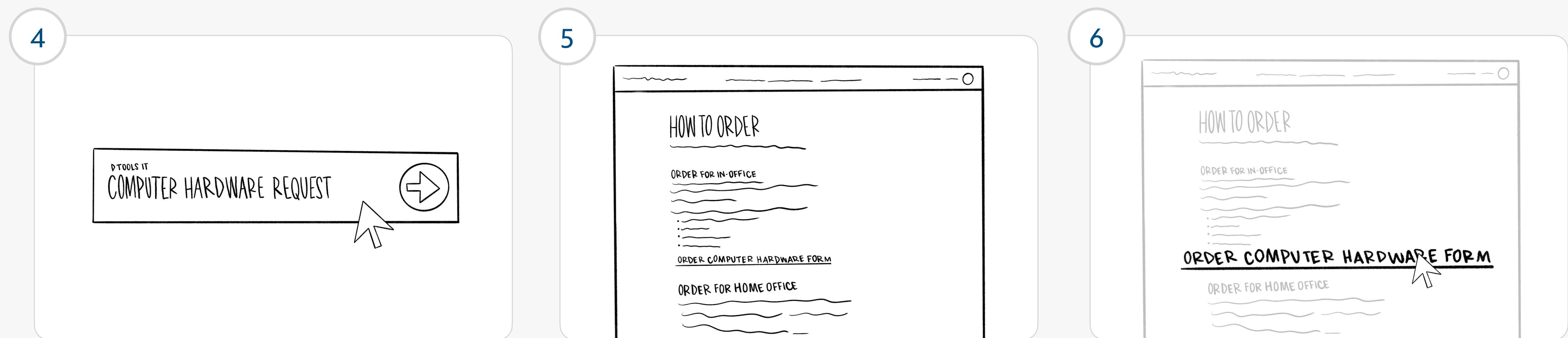
Requesting a USB-C Adapter

One of many paths to requesting computer equipment.

Requesting a USB-C Adapter



Requesting a USB-C Adapter (continued)

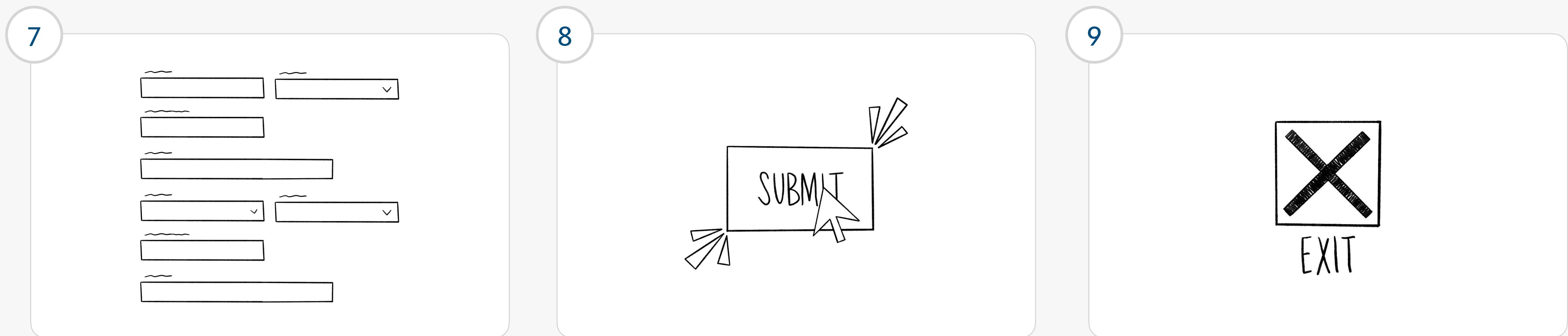


After foraging through the search results, he finds an item titled “Computer Hardware Request”

Following the link, Geoffrey is directed to a “How to...” knowledge article on D Tools IT.

He scans the article and sees a hyperlink to a request form for computer hardware.

Requesting a USB-C Adapter (continued)



Journey Summary



Site Jumping & Disorientation

Linking between products, especially with different experiences, can be disorienting.



Extensive Reading

Discoverability of D Tools resources requires reading and searching.



Multiple Click Levels Deep

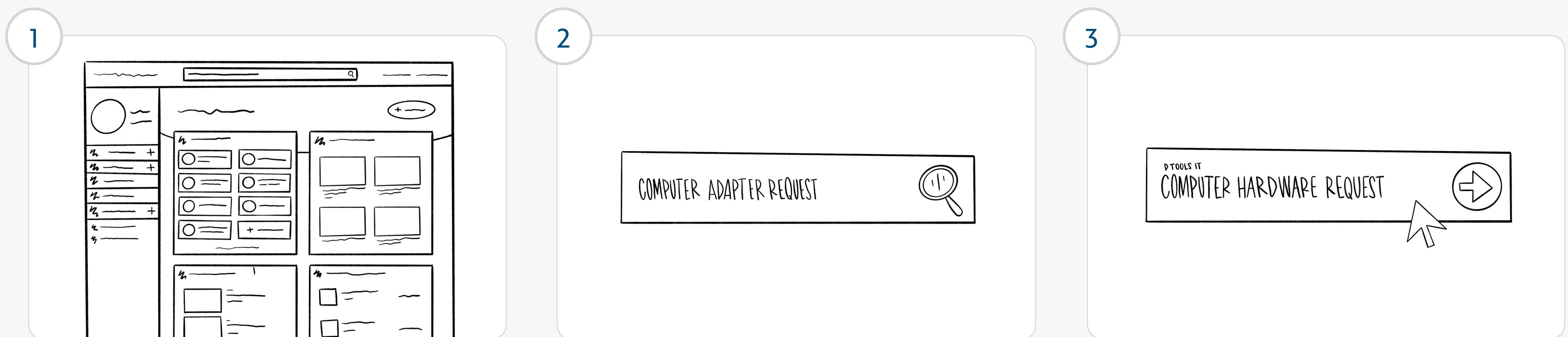
The employee journey into D Tools requires many clicks and page levels.

The Ideal Experience

Requesting a USB-C Adapter

A streamlined path to request computer equipment.

Requesting a USB-C Adapter

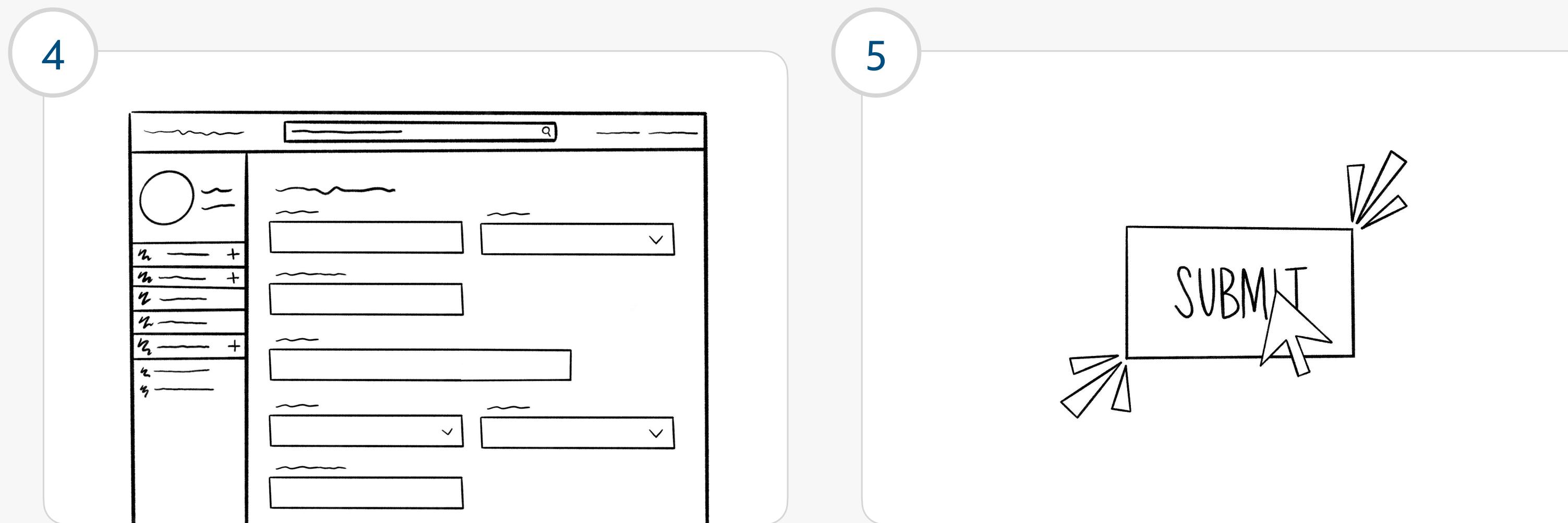


Geoffrey opens MyDisneyToday in need of a new USB-C Adapter for his MacBook.

He searches “computer adapter request” in the top navigation’s search bar.

Upon search, Geoffrey immediately sees a link to the hardware request form.

Requesting a USB-C Adapter (continued)



Geoffrey is directed to an auto-filled form on MyDisneyToday that is quick and effortless.

He submits the form when he is complete and carries out further tasks on MyDisneyToday.

Journey Summary



Effortless Searching

In-product solutions offer better discoverability and an aerodynamic workflow.



Streamlined Communications

As Disney's digital workspace, MyDisneyToday can leverage notifications and communications.



Experience Autonomy

MyDisneyToday can integrate and provide a custom digital employee experience.

Visualizing the Experience

Examples of Today's Experience

Ticket Form

RITM4720867

Order Computer Hardware

Created: 2021-06-01 14:44:07
Updated: 2021-07-05 23:29:24

Stage: Completed

Message History:

- Lam Jamandre (LJ) - 2021-07-05 23:29:22: Work Notes: SCTASK5260832 - Work Notes Update HW Delivered and validation checks completed!
- Lam Jamandre (LJ) - 2021-07-05 23:28:55: Work Notes: SCTASK5260831 - Work Notes Update HW Delivered and validation checks completed!
- Lam Jamandre (LJ) - 2021-07-05 23:28:23: Work Notes: SCTASK5160072 - Work Notes Update James Kuch Work Notes•06-16-2021 12:39:21 SCTASK5182680 - Work Notes Update Device has been received and is actively being used by CM. closing.
- James Kuch (JK) - 2021-06-16 12:39:21: Work Notes: SCTASK5182680 - Work Notes Update Device has been received and is actively being used

Attachments:

PND VALCHK 06/14 START DATE: 06-14-2021 NEW HIRE APPLE 16IN MACBOOK PRO Z0Y0005GJ KEYBOARD/MOUSE DOCK ACSD0613703

Type your message here... **Send**

Attachments: Drop files here

eTools HR + Rachel

Employee Information and Services HR Request for: Rachel Waag

HRCS3480098	Contact Employee
State	Name
Completed	Rachel Waag
Created	Preferred Email
11mo ago	rachel.waag@disney.com
Updated	Preferred Phone
11mo ago	7278042818
	SAP Personnel Number
	Workday Employee ID
	01501065

Activity

Jeremiah Riley (JR) - 11mo ago: Hello Rachel,
Thank you for contacting Global HR Operations. My name is Jeremiah and I will be assisting with your case.
Go ahead and make the change effective today, if you are still having issues after that you can contact us directly and we can assist.
Should you have any questions or concerns about this issue, please call Global HR Operations at 321-939-7000, Monday through Friday, 9:00 a.m. – 8:00 p.m. ET.
Thank you,
Jeremiah
Global HR Operations

Rachel Waag (RW) - 11mo ago: I cannot update my address because the system says I have to "Have to have a start date of [today's date] or later"

Rachel Waag (RW) - 11mo ago: Document(s) uploaded by Contact EE

Rachel Waag (RW) - 11mo ago: Change Your Address/Contact Details

The Homepage

Homepage Card

Requests can be tracked by employees from their MyDisneyToday homepage via a dynamic card.

Personalized Notifications

Enhanced communications with employees utilizing MyDisneyToday notifications for ticket updates.

Priority Notifications

Important messages can be communicated through priority notifications that appear on the homepage.

[View Homepage](#)

Notifications



Request Update | REQ4608107

Your request has been received and is pending approval.



Get to Know W

The Workday role development ben

My Requests

All Types

REQ4642394

Request myDisneyFiles (Box)

Pending Manager Approval

REQ4608139

Order Computer Hardware

Assigned

HRCS3861997

Change Work Address

Work in Progress

[View All Requests](#)



Virtual Chat Support

Get assistance on taxes and W-2s from our new virtual assistant! Try it out today.

Internal Pages

Page Managed by HR Admins

Content on internal pages is managed and maintained by HR admins and can be updated at any time.

Various Content Support

Pages offer a variety of widgets from visual details to text-based content.

Dynamic Pages

Dynamic pages do not need to be maintained but rather update dynamically, such as a list of employee requests.



Find information, answers, and solutions to your HR questions. The GH team are available to help through submitting a request or calling the contact below.

- **Hours:** 9:00 A.M. to 8:00 P.M. ET, Mon - Fri
- **Phone:** 321-939-7000

[Get HR Support](#) | [View My Requests](#)



Workday Support Tools



COVID-19



Flexibility in the Workplace

Additional HR Contacts

My Disney Benefits Portal
Hours: 8:30 a.m. - 8:30 p.m. ET, Mon-Fri

- [Benefits.Disney.com](#)
- **Phone (US):** 1-800-354-3970
- **Phone (Outside of US):** Dial the toll-free AT&T Direct® access number (which can be found [www.att.com/traveler](#)) , then enter 800-354-3970

[View all Disney benefits contacts](#)

NetBenefits (Fidelity)

- **Phone (US):** 800-354-3970
- **Phone (Outside US):** 508-787-9902 without AT&T call collect or 317-308-4391 with AT&T
- [NetBenefits Portal](#)
- [Fidelity Investments](#) or 800-343-3548
- [Chat with a representative](#)

Open Requests 1

All Types Date Opened

HRCS3861997 Change Work Address Work in Progress

[Submit New Request](#)

Closed Requests 12

All Types Date Opened

HRCS3864463 Employee Information Services Complete

HRCS3861997 Employee Information Services Canceled

HRCS3863728 DFHC Coupon Request Complete

HRCS3869928 Employee Information Services Complete

HRCS3863728 Employee Information Services Canceled

HRCS386132 Change Work Address Canceled

HRCS3861921 DFHC Coupon Request Complete

[Load More](#)

Request Forms

Simplified Form

Using information MyDisneyToday already knows, employees can interface with shorter, simpler forms.

Submission Confirmation

A custom message can ensure the employee's request was received and link them to the ticket itself.

Resources

Articles and resources can be uniformly displayed on respective forms to offer further guidance to employees.

[View Request Form](#)

Search The Walt Disney Company

Notifications Logout

Home > Search Results > Computer Hardware Services Request

Order Computer Hardware

Employee Information

Requested By: Randall Smith

Preferred Phone Number: Enter Preferred Phone Number

Preferred Email: randall.smith@disney.com

Request Information

Request: Select Request Type

Device: Select Device Type

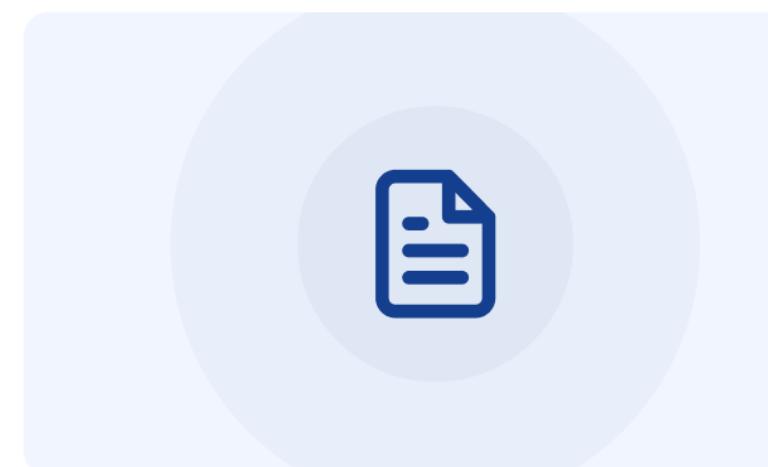
Device Model: Select Device Model

Request Submitted

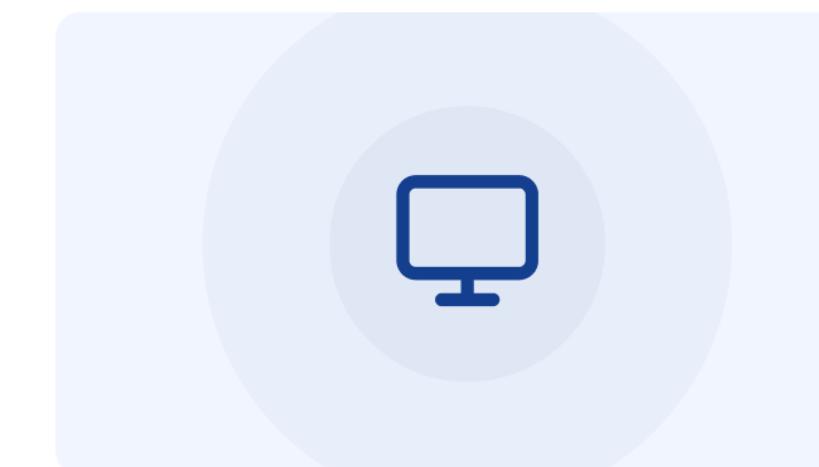
We will keep you updated on the status of your request.
Check the request ticket for additional details!

[View Request](#)

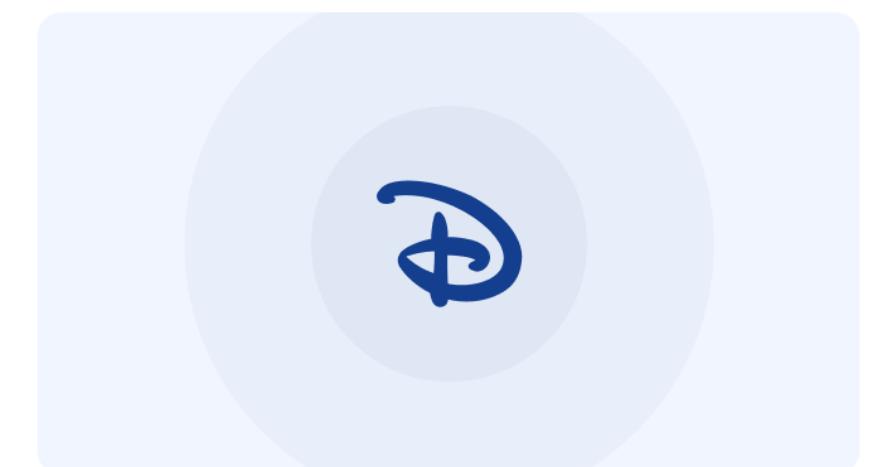
Employee Resources



Guide to Completing the Order Computer
Hardware Form



Recommended Computer Accessories



Flexibility In The Workplace

Ticket Details - IT

Cohesive Experience

Being on the same platform, the ticket details offer interactions in which employees are already familiar.

Status Timeline

A branded, easy-to-understand timeline affords an efficient way to check ticket statuses.

Messaging

Humanizing the work notes experience by equating it to a message thread for amicability without technical verbiage.

[View IT Request Details](#)

The screenshot shows the myDisneytoday portal interface. At the top, there's a navigation bar with the Disney logo, a search bar, and notification/logout links. A sidebar on the left displays a user profile (Hello, Randall) and various menu options like Home, Resources, News, and Contact Us. The main content area shows a ticket detail page for 'REQ4608107 - Mac USB-C Adapter Request'. It includes basic info (Submitted By: Randall Smith, Submitted Date: 04-26-2023, Updated Date: 04-26-2023, Est. Delivery Date: 05-16-2023), an attachments section (with a 'Upload Attachments' link), and a request status timeline. The timeline shows four stages: 'Requested' (checkmark icon), 'Awaiting Approval' (blue circle icon), 'Fulfillment' (light blue circle icon), and 'Complete' (light blue circle icon). Below the timeline is a 'Send Message' section with a message from Nellie Chen: 'SCTASK5167110 - Update: We are awaiting your Hardware to be released from the warehouse so it can be prepped for shipment.' Another message from Randall Smith is shown: 'REQ4608107 - Request Ticket Created'. The bottom of the screen shows sections for 'Request Details', 'Requested By', 'Additional Routing Information' (listing various computer categories), and 'Preferred Contact Number' (921-123-3212).

Ticket Details - HR

Cohesive Experience

Being on the same platform, the ticket details offer interactions in which employees are already familiar.

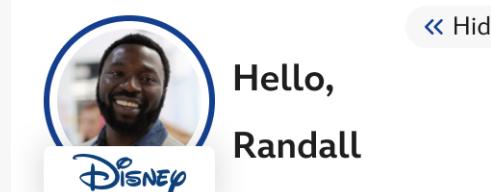
Status Timeline

A branded, easy-to-understand timeline affords an efficient way to check ticket statuses.

Messaging

Humanizing the work notes experience by equating it to a message thread for amicability without technical verbiage.

[View HR Request Details](#)



Hello,
Randall
Disney

Home

Resources

News

Important Information

TWDC Corporate

Contact Us

My Account

Our Businesses

Employee Policies →

Standards of Business
Conduct →

Home > HRCS3480098

HRCS3480098 - Employee Information and Services HR Request

Submitted By: Randall Smith

Updated Date: 04-26-2023

Submitted Date: 04-26-2023

Est. Delivery Date: 05-16-2023

Attachments



[Upload Attachments](#)

HR Request Status



Assigned

Work in Progress

Pending Customer

Complete

Send Message

Enter a Message

Send



Renny Jacobs

04-26-2023 • 10:46AM ET

Go ahead and make the change effective today, if you are still having issues after that you can contact us directly and we can assist.



Randall Smith

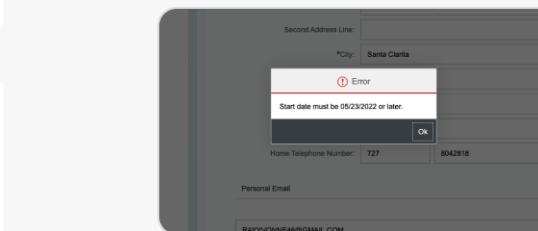
04-26-2023 • 8:402AM ET

I cannot update my address because the system says I have to "Have to have a start date of [today's date] or later"



Randall Smith

04-26-2023 • 8:402AM ET



Ticket Details - INC

Cohesive Experience

Being on the same platform, the ticket details offer interactions in which employees are already familiar.

Status Timeline

A branded, easy-to-understand timeline affords an efficient way to check ticket statuses.

Messaging

Humanizing the work notes experience by equating it to a message thread for amicability without technical verbiage.

[View Incident Details](#)

INC20822189 - Newsreel articles are showing multiple times in search results on MyDisneyToday

Submitted By: Randall Smith Submitted Date: 04-26-2023
 Updated Date: 04-26-2023 Est. Delivery Date: 05-16-2023

[Upload Attachments](#)

Incident Status

- Assigned
- Work in Progress
- Pending Vendor
- Complete

Send Message

Enter a Message [Send](#)

Teikin Rodnerja 04-26-2023 • 10:46AM ET
 Routing to SN Solution Engineering team for fixing the Search index issue for MDT portal.

Randall Smith 04-26-2023 • 8:402AM ET
 INC20822189 Created

START

Incident Details

Opened By
 Randall Smith

Submitted For
 Randall Smith

Knowledge Articles

Heightened Visibility

As a mainstream tool, MyDisneyToday can bring content to employees instead of employees going to it.

Intramural Content

There are multiple avenues to explore and read on MyDisneyToday - including D Tools knowledge articles.

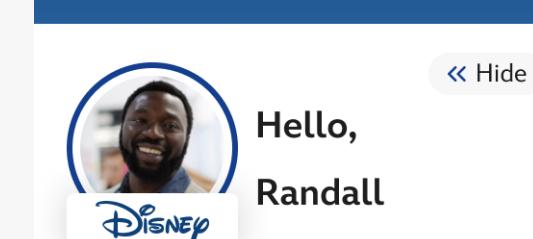
Access & Administration

MyDisneyToday surfaces an intuitive admin console for content such as articles, notifications, pages, and more.

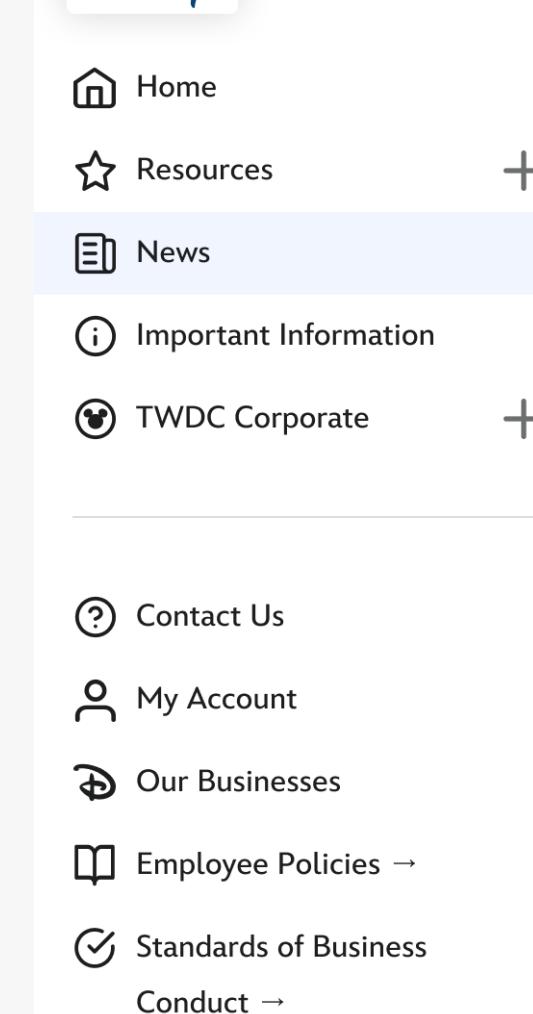
[View Article](#)



The screenshot shows the top navigation bar of the myDisneytoday website. It features the "myDisneytoday" logo, a search bar with the placeholder "Search The Walt Disney Company", and a notifications icon with a red notification count of 4. To the right is a "Logout" button.



A user profile card on the left sidebar. It displays a circular profile picture of a man, the name "Hello, Randall", and the "Disney" logo.



A vertical sidebar menu on the left. The "News" option is highlighted with a blue background. Other menu items include Home, Resources, Important Information, TWDC Corporate, Contact Us, My Account, Our Businesses, Employee Policies, and Standards of Business Conduct.

Home > News > Flexibility in the Workplace

D TOOLS HR

Flexibility in the Workplace

Last Updated: April 2, 2023

We strive to provide a workplace that enables our employees to thrive, both in their careers and in their lives. An important component of our culture is our ever-evolving approach to flexibility in the workplace.

Creativity and collaboration are at the heart of everything we do. Our offices and campuses are important places that foster collaboration and enhance inclusion, leading to unbridled creativity, strengthened partnerships and trust among and between teams.

Beginning March 1, 2023, employees* are expected to spend four days a week working at a designated Company office/campus and may have flexibility on the fifth day to work remotely. In addition, select positions will continue to be [Fully Remote](#).

I was previously assigned a Flex Type (On-site, Hybrid, or Remote). Do Flex Types still apply?

No. Some previously assigned Flex Types will no longer apply effective March 1, 2023. Employees who have been working in a hybrid fashion (previously referred to as a Hybrid Flex Type) will now spend four days a week working at a designated Company office/campus and may have flexibility on the fifth day to work remotely.

- Select positions will require employees to work on-site for the duration of their weekly schedule (previously referred to as On-site Flex Type).
- Select positions will remain Fully Remote, including those which have already been identified as Fully Remote (previously referred to as Remote Flex Type).

[Back to top](#)

Is working four days a week on-site mandatory?

Yes. It is expected that employees* spend four days a week working at a designated Company office/campus, with flexibility on the fifth day to work remotely, and that leaders hold their team members accountable. We also recognize that schedules may vary across businesses, especially for those in a production environment.

Under the [Flexibility policy](#), employees may be able to request a Flex Place arrangement that allows them to work additional days from home/remote. Short-term Flex Place arrangements (up to 14 working days or less in a single calendar year) require approval from an employee's immediate leader. These decisions vary based on the needs of the team and the responsibilities of the employee's role. The 14 working days represent the total additional number of days in a single calendar year an employee may work from home/remote, and the days do not need to be consecutive. Longer-term Flex Place arrangements generally are limited to employees who need to temporarily work remotely to care for a family member with a serious medical condition. These employees may be eligible for a Temporary Family Care Flexible Work Arrangement, which are limited to 12 weeks in a rolling 12-month period. Information about [Temporary Family Care Flexible Work Arrangements](#) is available on D Tools HR.

Separate from the Flexibility policy, employees with a disability who need to work less than four days a week on-site because of their disability, should contact Employee Relations to request a disability accommodation. Information about the disability accommodation process and how to contact Employee Relations is available on [D Tools HR](#).

[Back to top](#)

My position is currently approved to be Fully Remote. Is this changing?

Select positions will remain Fully Remote, including those which have already been approved through Human Resources (HR) as Fully Remote (previously referred to as Remote Flex Type).

Content Pages

Diverse Options

As we've now seen, content can be shared in many formats - including pages.

One Admin Experience

Editing pages is as easy as publishing articles or launching notifications, and it's all done in the same place!

Displaying Information

Some copy, resources, and hyperlinks are better represented in a page format rather than article.

[View Content Page](#)

myDisneytoday

Hello, Randall

Home Resources News Important Information TWDC Corporate Contact Us My Account Our Businesses Employee Policies Standards of Business Conduct

Flexibility in the Workplace

Onsite Hybrid Remote

Frequently Asked Questions

I was previously assigned a Flex Type. Do Flex Types still apply?

Is working four days a week on-site mandatory?

My position is currently approved to be Fully Remote. Is this changing?

My leader and I previously agreed to a different work schedule based on my personal circumstances. What should I do?

Will employees who were previously designated as Hybrid still be eligible for Home Office Expense Reimbursements?

Is Internet reimbursement still available?

International RTO Resources

The Walt Disney Company Asia Pacific

The Walt Disney Company Europe, Middle East & Africa

The Walt Disney Company Latin America

The Walt Disney Company Disney Star | India

Homepage Enhancements

Homepage Enhancements

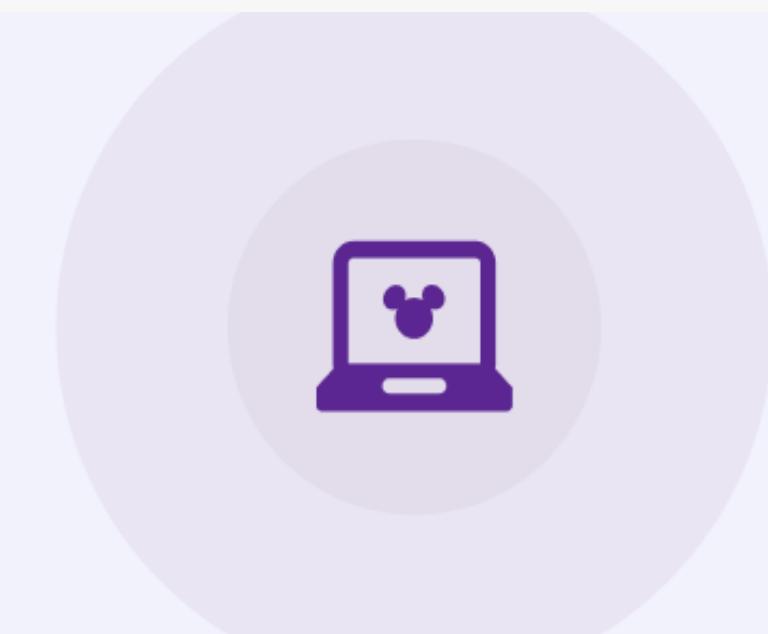
IT & HR Requests

Notifications link, My Requests link, and the My Requests card provide employees access to streamlined updates.

Tabbed Homepage

Company Content

Employee Content



My Requests

All Types Open

REQ4642394 Request myDisneyFiles (Box) Awaiting Approval

REQ4608139 Order Computer Hardware Assigned

HRCS3861997 Change Work Address Work in Progress

[View All Requests](#)

Request ID	Request Name	Updated	Updated By	Status
REQ4642394	Request myDisneyFiles (Box)	04-02-2023	Nellie Chen	Awaiting Approval
REQ4608139	Order Computer Hardware	04-01-2023	Marquis Don	Assigned
HRCS3861997	Change Work Address	03-23-2023	Kelso Ramieras	Work in Progress

[Close](#)

Homepage Enhancements

IT & HR Requests

Tabbed Homepage

Sort the homepage to introduce further functionality, purpose, and organization to the home screen.

Company Content

Employee Content

The screenshot displays the Disney Employee Experience homepage with several key features highlighted:

- Header:** A search bar with placeholder text "What are you looking for?" and a magnifying glass icon. Below it are four buttons: "Change Password", "SAP", "Leave of Absence", and "Employee Discounts".
- Navigation:** A tab navigation bar with "Around the Company" (selected) and "My Stuff".
- Widgets:** A grid of six cards:
 - "My Paid Time Off" (calendar icon)
 - "D Learn" (Disney logo icon)
 - "COVID-19 Protocols" (suitcase icon)
 - "Company Holidays" (calendar icon)
 - "Disney Benefits" (heart, dollar sign, umbrella, apple icons)
 - "Workday Support Tools" (workday icon)
- Company News:** A section with tabs for "Studio News", "Inside ESPN", "Disney Today", and "Social Responsibility". It features three cards:
 - "THE WONDER OF STAR WARS" (Star Wars film thumbnail)
 - "GENERAL HOSPITAL" (General Hospital cast thumbnail)
 - "GUARDIANS OF THE GALAXY" (Guardians of the Galaxy cast thumbnail)
- Events:** A card titled "Events" with a calendar icon, showing filters for "California" and "All Event Types".
- Corporate FYI:** A card titled "Corporate FYI" with a circular icon.

Homepage Enhancements

IT & HR Requests

Tabbed Homepage

Company Content

Cards and widgets administered primarily by business communications teams like news, events, and updates.

Employee Content

The screenshot displays the myDisneytoday homepage with several key features highlighted:

- Header:** Shows a user profile for "Hello, Randall" and navigation links for "My Requests" (3), "Notifications" (2), and "Logout".
- Left Sidebar:** A tabbed sidebar with options like "Home" (selected), "Resources", "News", and "TWDC Corporate".
- Top Bar:** Includes a search bar ("What are you looking for?") and buttons for "Change Password", "SAP", "Leave of Absence", and "Employee Discounts".
- Middle Section:** A grid of cards under "Around the Company" and "My Stuff" sections, including "My Paid Time Off", "D Learn", "COVID-19 Protocols", "Rostr", "Company Holidays", "Disney Benefits", and "Workday Support Tools".
- Bottom Section:** A row of cards for "Studio News" (e.g., "THE WONDER OF STAR WARS", "GENERAL HOSPITAL", "GUARDIANS OF THE GALAXY", "2023 CinemaCon in Vegas").
- Events Section:** Displays events for "California" and "All Event Types", including "reimagine tomorrow RISING TOGETHER" and "DE&I Coffee Talk".
- Corporate FYI Section:** Features a colorful graphic and text for "CELEBRATING PRIDE" with the "reimagine tomorrow" theme.

Homepage Enhancements

IT & HR Requests

Tabbed Homepage

Company Content

Employee Content

Interactive and dynamic content relating to the individual employee via data and CoE administration.

The screenshot displays the myDisneytoday homepage with several key features highlighted:

- Top Navigation:** Includes "myDisneytoday" logo, user profile (Hello, Randall), "Edit Home" button, and notification counts for "My Requests" (3) and "Notifications" (2).
- Header Buttons:** "Change Password", "SAP", "Leave of Absence", and "Employee Discounts".
- Search Bar:** "What are you looking for?"
- Left Sidebar (Tabbed View):** Tabs include "Home" (selected), "Resources", "News", and "TWDC Corporate". Other options like "Contact Us", "My Account", "Our Businesses", "Employee Policies", and "Standards of Business Conduct" are also listed.
- Content Sections:**
 - Around the Company:** "My Groups" section lists "BERGs", "Clubs", and "Affinity Groups". It shows three groups: "The Melanin Collective" (Black / African American), "Disney Pride" (LGBTQIA+), and "Veterans United" (Veterans / Military), each with a "Joined" status indicator.
 - My Stuff:** "My Requests" section shows a list of requests with status indicators:
 - REQ4642394: Request myDisneyFiles (Box) - Awaiting Approval
 - REQ4608139: Order Computer Hardware - Assigned
 - HRCS3861997: Change Work Address - Work in Progress
 - My Training:** Shows training items with due dates:
 - 10 May: Standards of Business Conduct Episode 1 - Overdue
 - 14 July: TWDC Information Security Training - Due in 1 month
 - Leadership During Times of Crisis
 - Notifications:** A callout box indicates "You received a recognition!" with a link to "View on Recognize Now".

Homepage Potential



Edit Profile

Integration with My Account

The My Account efforts will ultimately add value and meaning to each employee's MyDisneyToday portal. Integrating this into the homepage will streamline the My Account content and interactions.

Homepage Card Enhancements

A dynamic homepage grants greater opportunity to introduce personalized cards like IT & HR Requests, My Disney Career, and Learning & Development.

My Recognitions

You received a recognition! [View on Recognize Now](#)

Being a Magic Maker (4) Going Above & Beyond (2) Being an Amazing Partner (2)

[View on Recognize Now](#)

My Career

Suggested Jobs Active Applications [Edit Job Preferences](#)

Principal Product Designer, Glendale, California (02/12/2023)

Principal Product Designer, Glendale, California (02/12/2023)

Principal Product Designer, Glendale, California (02/12/2023)

[View All Jobs](#)

Progressive CoE Engagement

The "My Stuff" section will require a village or two for successful launch and maintenance of these widgets i.e. with the Learning team, GHRO, Internal Mobility, DE&I and more.



Thank You

Interact with the Prototype



[View the Prototype](#)