

# A Seamless Employee Experience

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MyDisneyToday + D Tools IT + D Tools HR

# What’s Inside

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Content is dispersed across teams and products leading to duplicative and outdated information.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



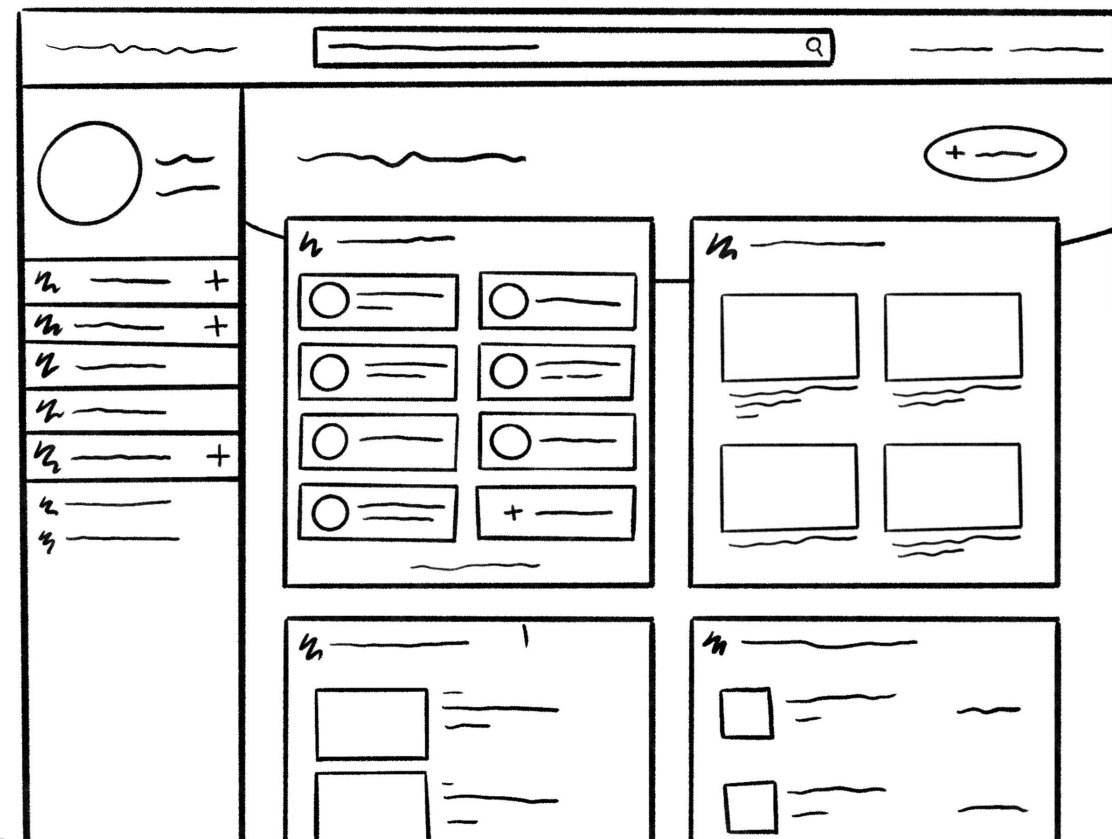
# The Current Experience

Requesting a USB-C Adapter

One of many paths to requesting computer equipment.

# Requesting a USB-C Adapter

1



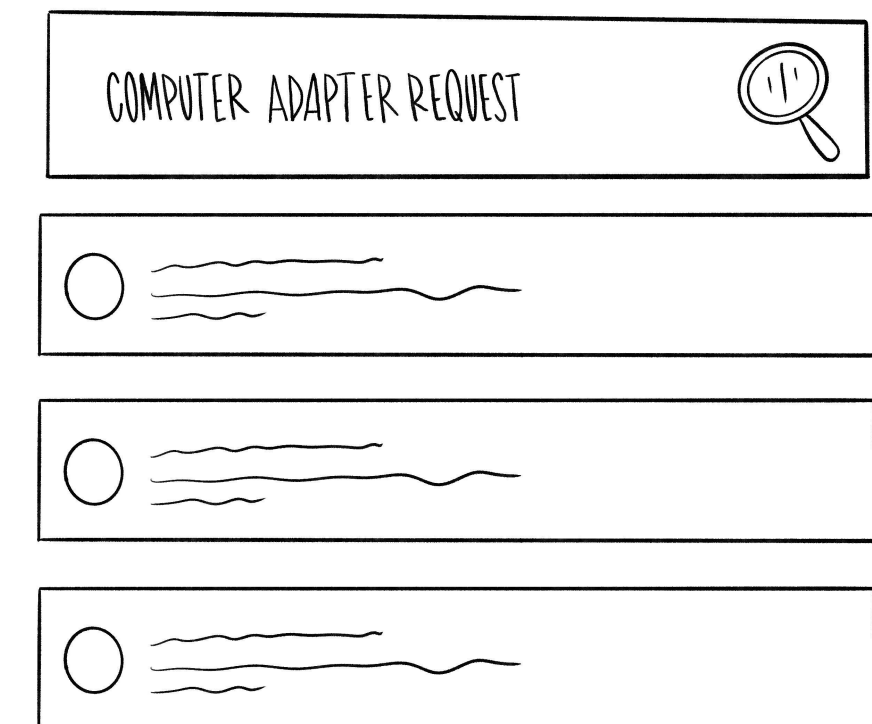
Geoffrey opens MyDisneyToday in need of a new USB-C Adapter for his MacBook.

2



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

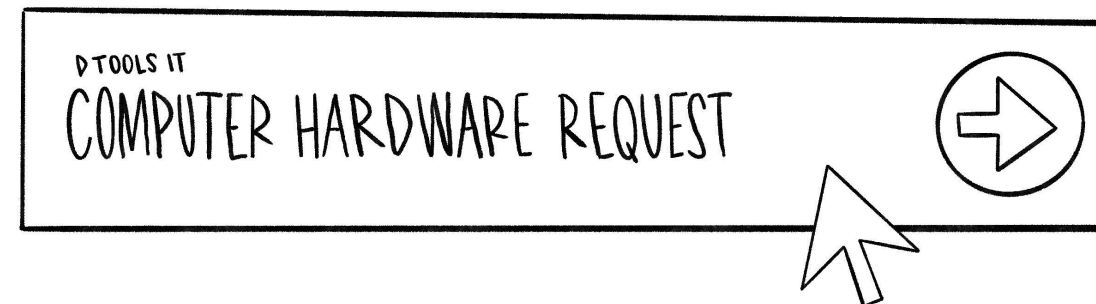
3



Upon search, Geoffrey scans a long list of results that vary in definition.

## Requesting a USB-C Adapter (continued)

4



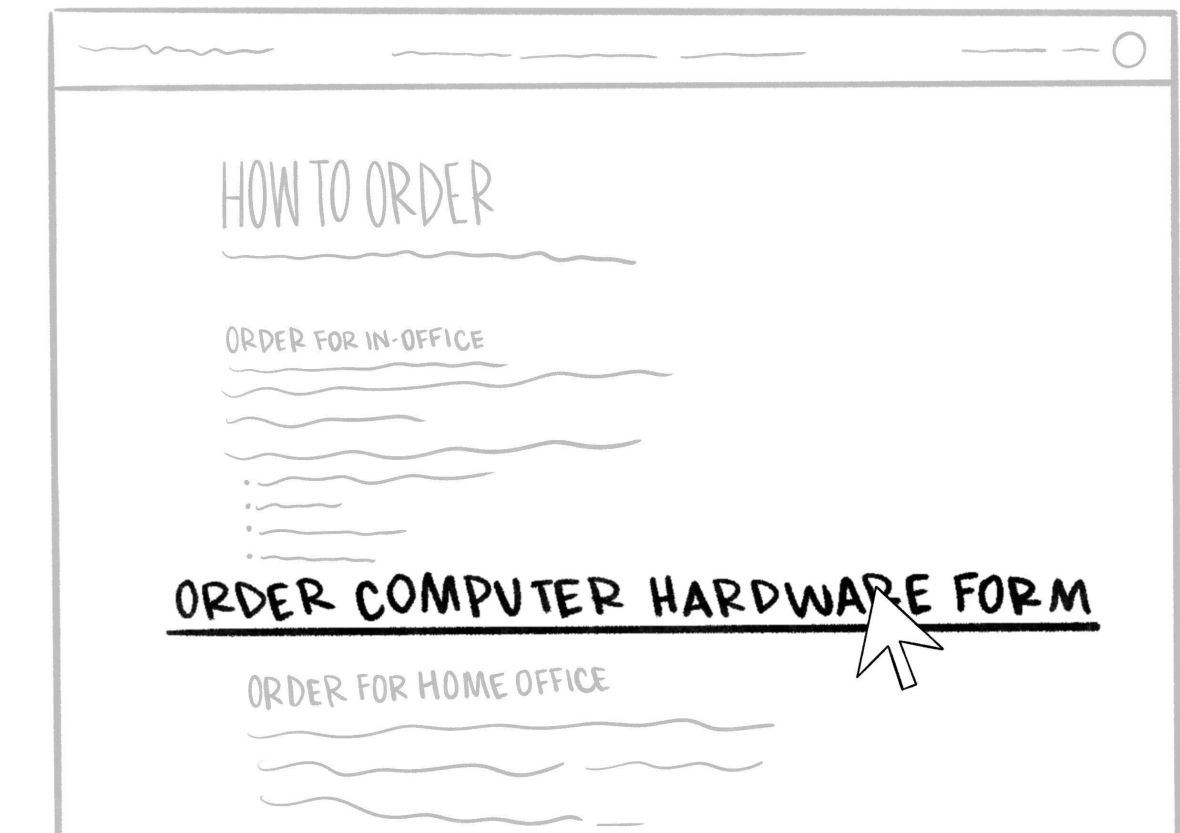
After foraging through the search results, he finds an item titled “Computer Hardware Request”

5



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

6



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

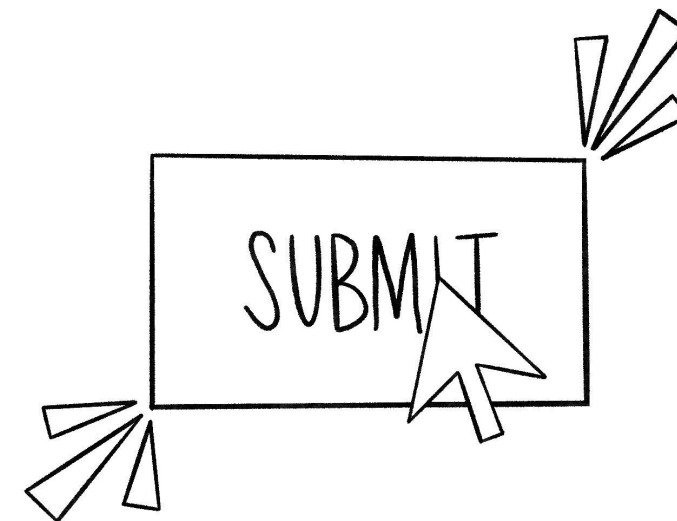
## Requesting a USB-C Adapter (continued)

7

A hand-drawn sketch of a web form. It consists of several horizontal rectangular boxes of varying lengths, some with wavy lines above them indicating text input. There are also two dropdown menus, represented by a box with a small 'v' in the bottom right corner.

He fills out a long form to request equipment.

8



After filling out the lengthy form, Geoffrey submits the information and awaits confirmation.

9



Having been directed to multiple sites, he exits the browser and begins his next task anew.

# 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

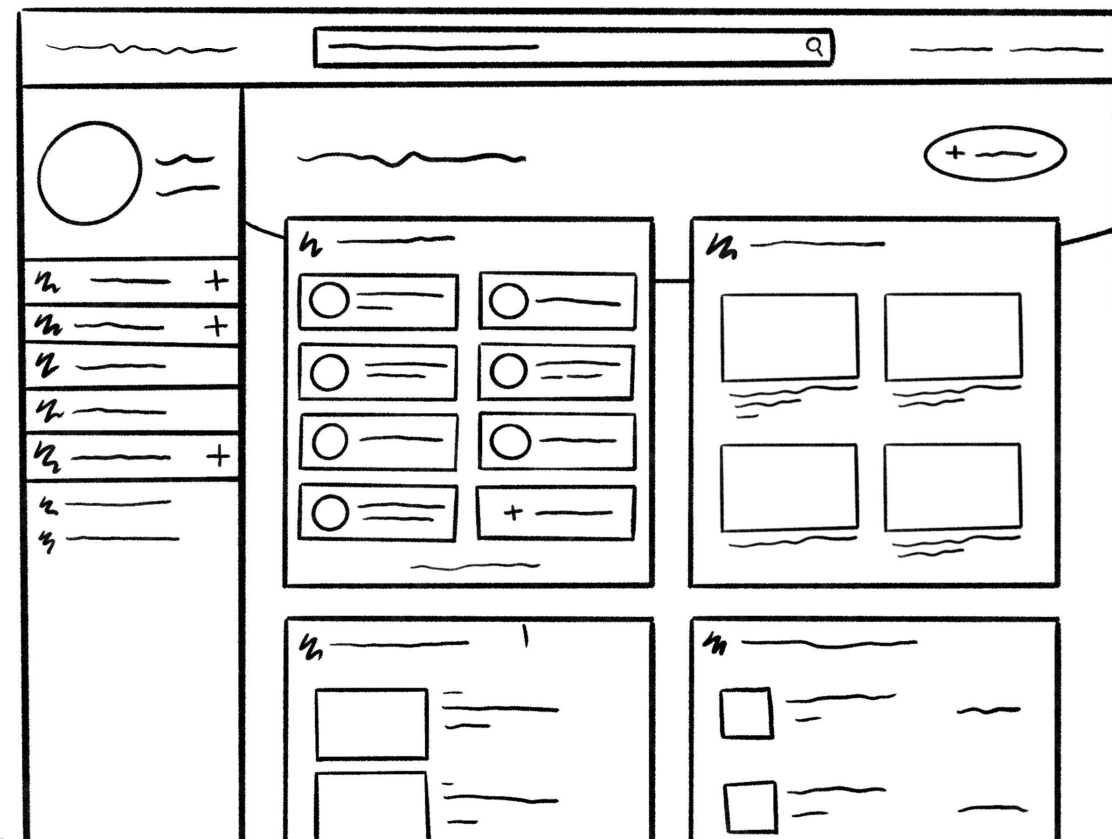
Requesting a USB-C Adapter

A streamlined path to request computer equipment.



# Requesting a USB-C Adapter

1



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

2



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

3



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



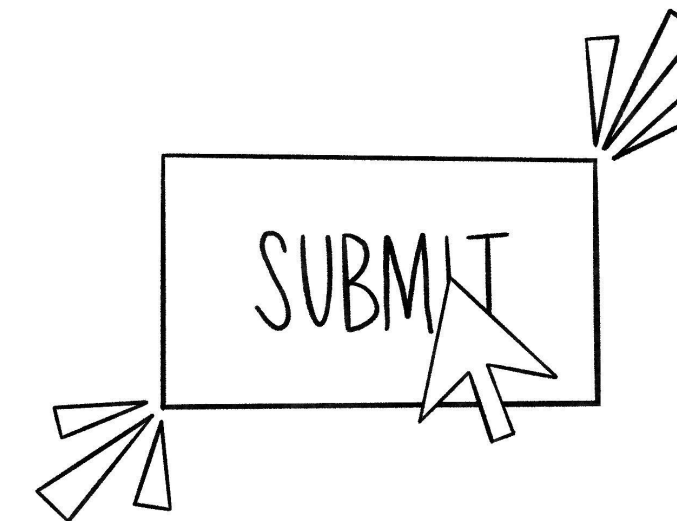
## Requesting a USB-C Adapter (continued)

4

A hand-drawn sketch of a web form interface. It features a search bar at the top, a profile picture placeholder on the left, and several input fields and dropdown menus for data entry.

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

5



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

The Ideal Experience

# 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

## A Seamless Employee Experience | MDT + D Tools

# Examples of Today's Experience

IT Services
Contact Us
Find Answers
Report an Issue
Cart

My Items 23
My Approvals

# Ticket Form

>
My Items
>
Request
>
RITM4720867

Approved

Request Approved

Pending Item Approval

Pending Item Fulfillment

Completed

## RITM4720867

Order Computer Hardware

Stage  
Completed

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

Options

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

Lam Jamandre  
2021-07-05 23:29:22 • Work Notes  
SCTASK5260832 - Work Notes Update  
HW Delivered and validation checks completed'

Lam Jamandre  
2021-07-05 23:28:55 • Work Notes  
SCTASK5260831 - Work Notes Update  
HW Delivered and validation checks completed'

Lam Jamandre  
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  
2021-06-16 12:39:21 • Work Notes  
SCTASK5182680 - Work Notes Update  
Device has been received and is actively being used

ATTACHMENTS

Drop files here

Tools

HR + Rachel

My Requests

Logout

My Info

My Favorites

Additional Resources

Browse Categories

Search for articles and services...

Back

Home

>

Request

Employee Information and Services HR Request for: Rachel Waag

Actions

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

Activity

Attachments

JR

Jeremiah Riley

🕒 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

🕒 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

🕒 11mo ago

Document(s) uploaded by Contact EE

Rachel Waag

🕒 11mo ago

Change Your AddressContact 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 roll

development ben

My Requests

All Types

Open

REQ4642394

Request myDisneyFiles (Box)

Pending Manager Approval

REQ4608139

Order Computer Hardware


Assigned

HRC53861997

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



**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 at [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

HRC53861997

Change Work Address

Work in Progress

Submit New Request

Closed Requests 12

All Types

Date Opened

HRC53864463

Employee Information Services

Complete

HRC53861997

Employee Information Services

Canceled

HRC53863728

DFHC Coupon Request

Complete

HRC53869928

Employee Information Services

Complete

HRC53863728

Employee Information Services

Canceled

HRC5386132

Change Work Address

Canceled

HRC53861921

DFHC Coupon Request

Complete

Load More





A Seamless Employee Experience | MDT + D Tools

# 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

myDisneytoday

Search The Walt Disney Company

4 Notifications Logout



Hello,  
Randall

Home

Resources

News

Important Information

TWDC Corporate

Contact Us

My Account

Our Businesses

Employee Policies

Standards of Business Conduct

<< Hide

Home > Computer Hardware Services Request > REQ4608107

REQ4608107 - Mac USB-C Adapter Request

Cancel Request

Submitted By: Randall SmithSubmitted Date: 04-26-2023AttachmentsUpload Attachments

Updated Date: 04-26-2023Est. Delivery Date: 05-16-2023

Request Status

Requested

Awaiting Approval


Fulfillment

Complete

Send Message

Enter a Message

Send




Nellie Chen

04-26-2023 • 10:46AM ET

SCTASK5167110 - Update

We are awaiting your Hardware to be released from the warehouse so it can be prepped for shipment.



Randall Smith

04-26-2023 • 8:402AM ET

REQ4608107 - Request Ticket Created

START

Request Details

Requested By

Randall Smith

Additional Routing Information

New Computer DCL Dream,New Computer CT,New Computer FL,New Computer DCL Fantasy,New Computer DCL Other,New Computer India,New Computer DCL Magic,New Computer International,New Computer Parks and Resorts,New Computer HI,New Computer Coral Gables,New Computer Exec,New Computer Global,New Computer NY,New Computer DC,New Computer DCL Celebration Accessory,New Computer DCL Wonder

Preferred Contact Number

921-123-3212



A Seamless Employee Experience | MDT + D Tools

# 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

myDisneytoday

Search The Walt Disney Company

4 Notifications Logout



Hello,  
Randall

Home

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Important Information

TWDC Corporate

Contact Us

My Account

Our Businesses

Employee Policies

Standards of Business Conduct

<< Hide

+

+

Home > INC20822189

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

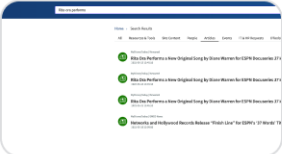
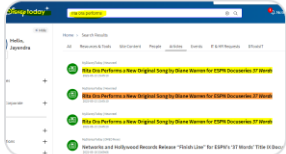
Submitted By: Randall Smith

Submitted Date: 04-26-2023

Updated Date: 04-26-2023

Est. Delivery Date: 05-16-2023

Attachments



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](#)

myDisneytoday

Search The Walt Disney Company

4 Notifications Logout



Hello,  
Randall

Home

Resources

News

Important Information

TWDC Corporate

Contact Us

My Account

Our Businesses

Employee Policies

Standards of Business Conduct

<< Hide

+

+

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/remotely. 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/remotely, 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).



# 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](#)

## My Requests

All Types



Open



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

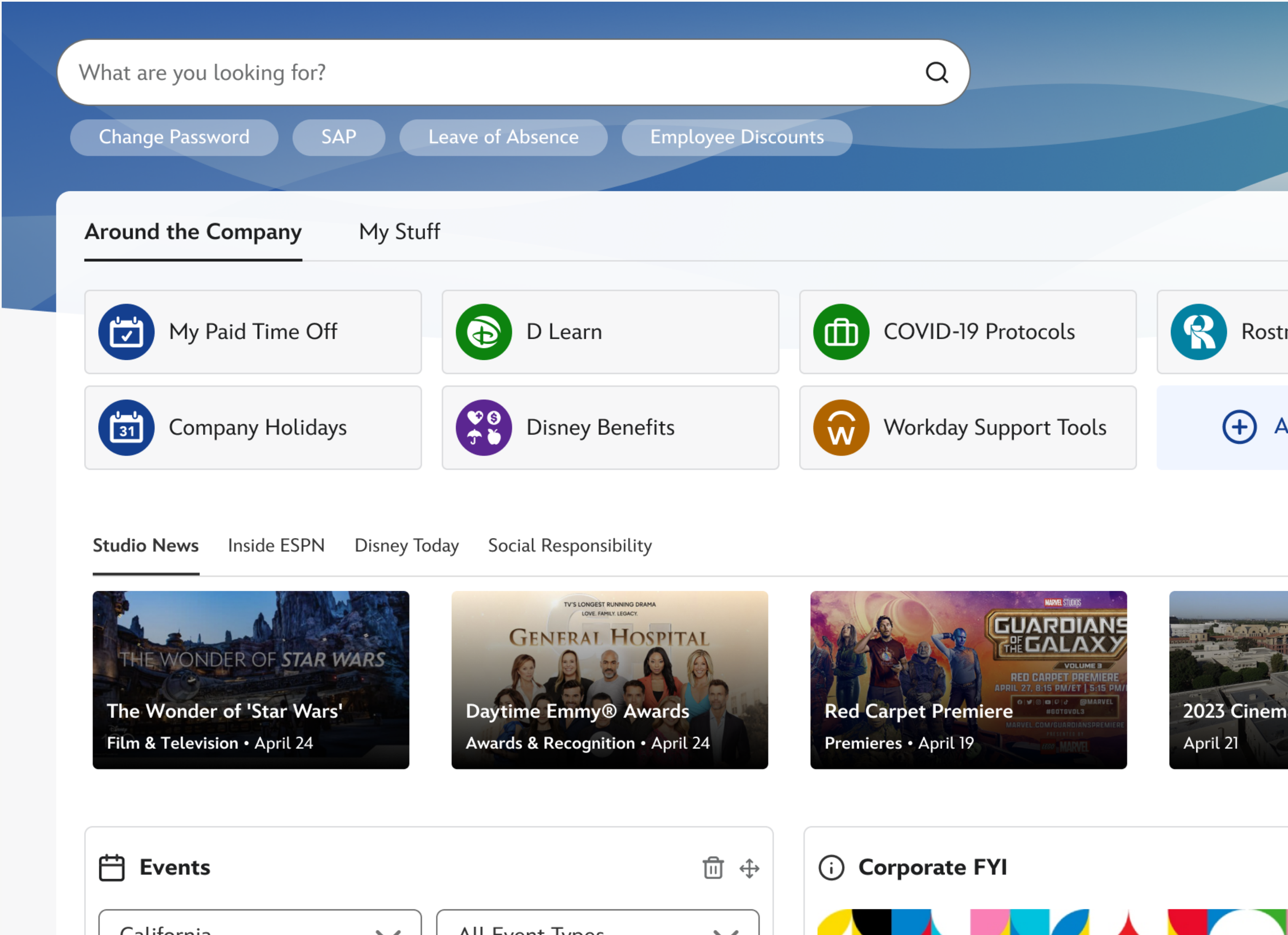
## IT & HR Requests

## Tabbed Homepage

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

## Company Content

## Employee Content





# Homepage Enhancements

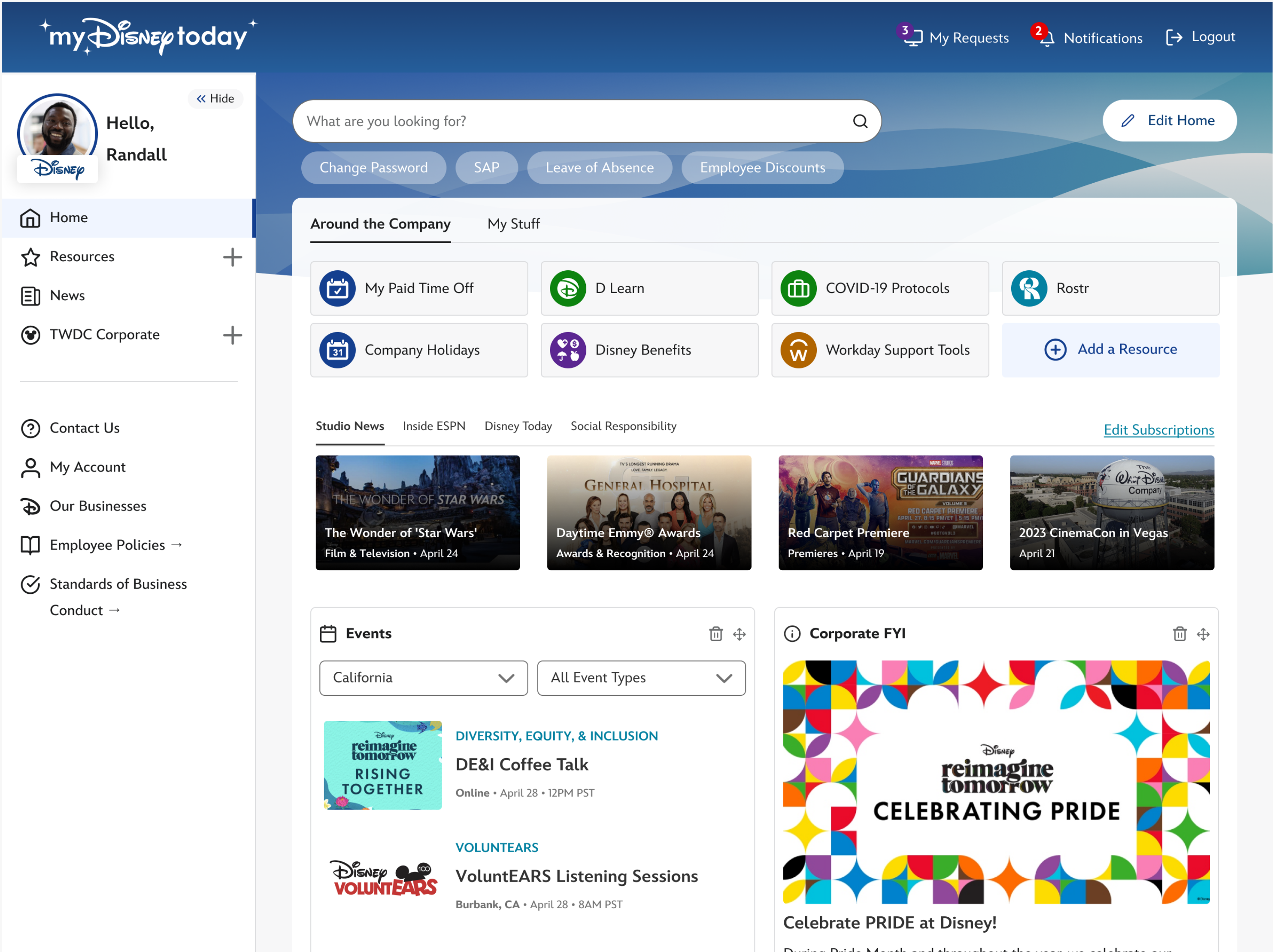
IT & HR Requests

Tabbed Homepage

**Company Content**

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

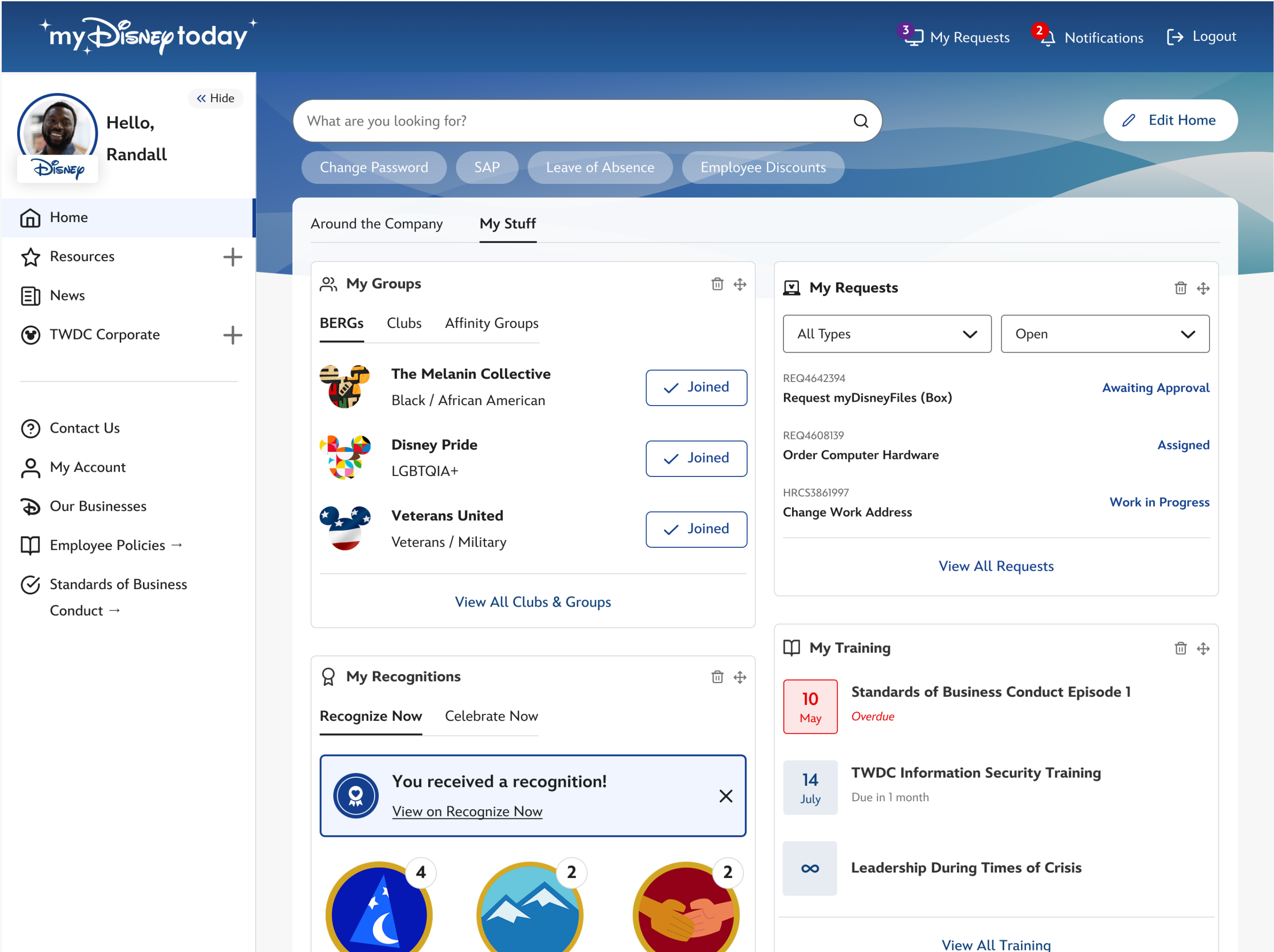
Employee Content



# 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.





# Homepage Potential



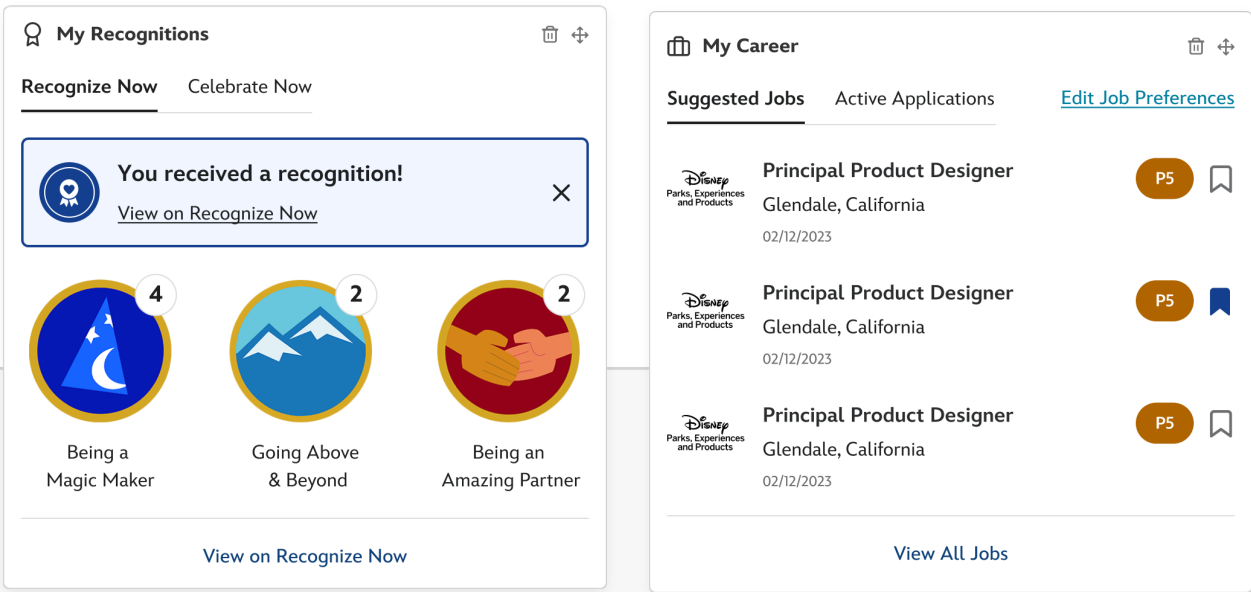
[Edit Profile](#)

## 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.



## 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](#)