Studio
Technology

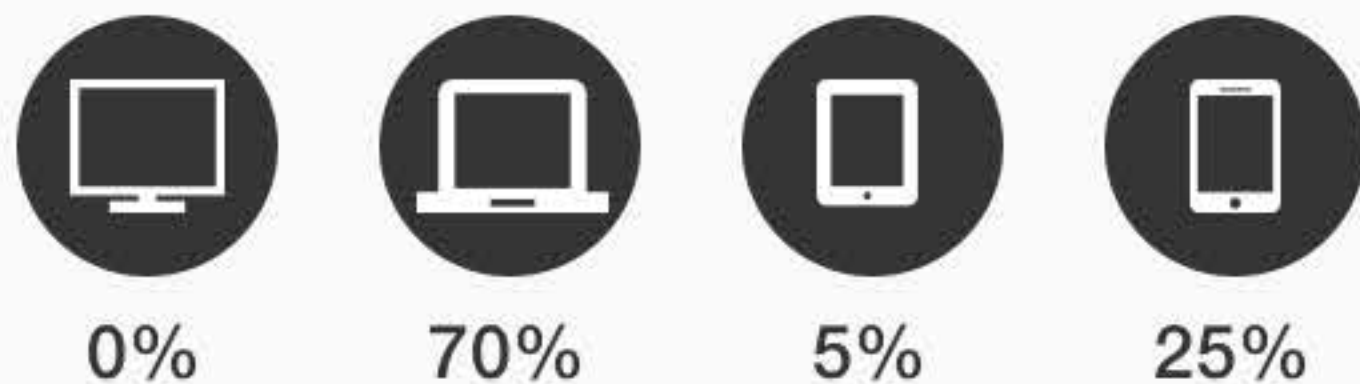## Candice

Age: 34

Occupation: Manager

"My job is to train and evolve the team….everyone has so much to do it's hard to follow-up on anything."

0%	70%	5%	25%

Overview

Candice oversees and manages the Residuals team, who are responsible for paying talent, on over 46k titles and rapidly growing every year.

She spends the majority of her time putting out fires and needs to be more focused on training the team, while having better visibilty on their effors to easily indentify errors before they escalate to producing fees.

Key Characteristics

— Able to perform all tasks of the system; set up products/ rules, review, approve, batch create voucher, query
— Have complete visibility of all information

Disney Tools

— Bruce
— SAP
— Radar
— SIMS
— DADT
— Rerun

Outside Tools

— IDEALS
— FYI TV

Knowledge

Business

Technology

Goals

— An improved way to identify inefficiencies
— More time to focus on training staff
— Opportunity to build self-help into system
— Audit trails for accountability and visibility
— Improved visibility on team efforts
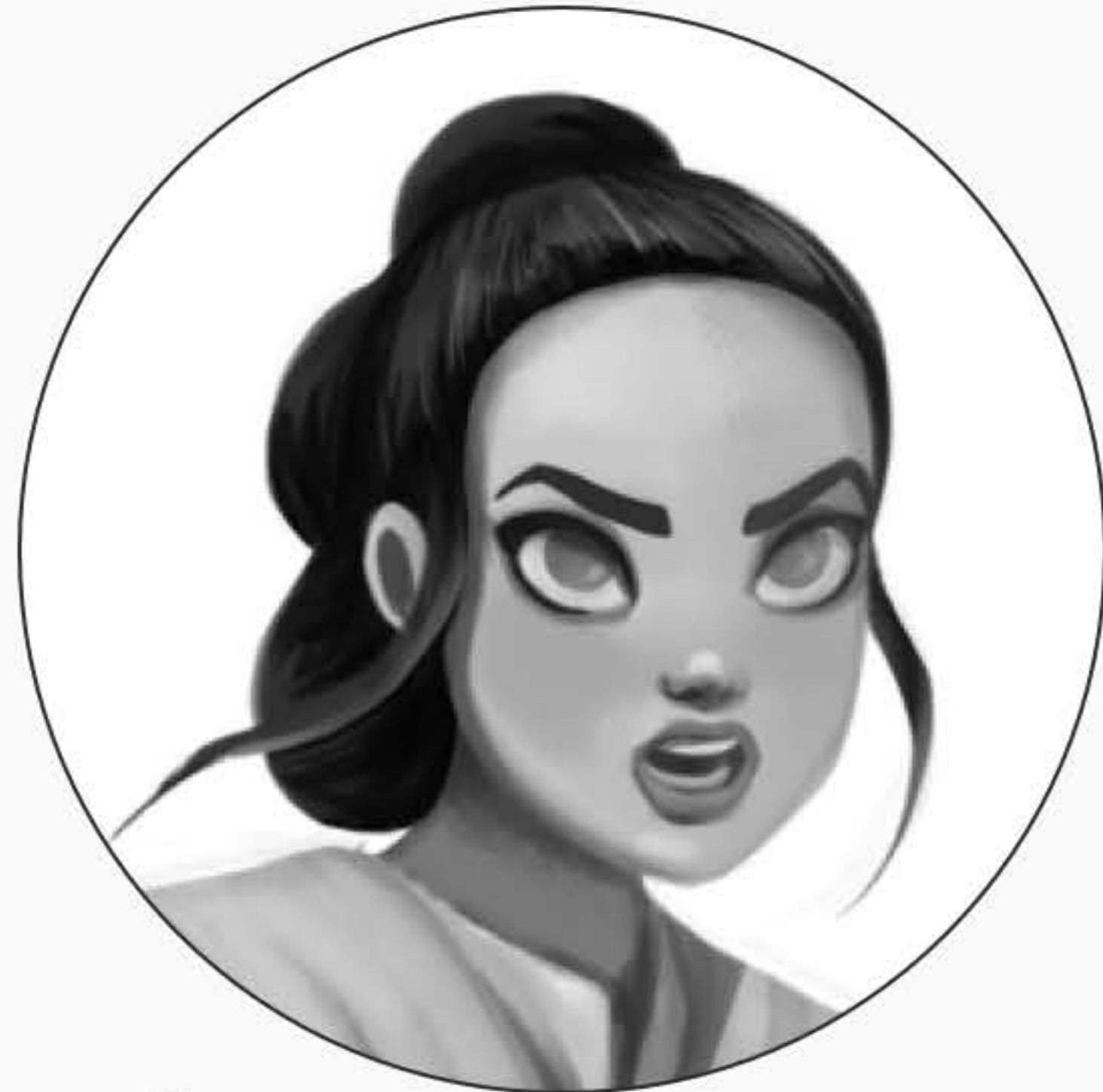— Keep up to date on payments
— Have to put out less fires

Pain Points & Frustrations

— Team maintenance: sourcing and training
— Putting out more fires than necessary
— Tracking payments, fees, errors and run dates
— Lack of time
— System limitations
— Budgeting and managing fees
— Managing expectations with external partners

The Manager

Studio Technology

Overview

Karen manages the Residuals team, and is responsible for making sure products are assigned to the team in time.

She also helps manage expectations and communications with the Guilds and other external business units.

Key Characteristics

— Not involved in system activities may be in the future

— Visibility would be at the senior analyst level with limited capability

Karen

Age: 55

Occupation: Mgr., Contracts & Rights Admin

"The team is very helpful with each other, which makes my job easier...quarterly process is a cumbersome load to handle."

0%   90%   0%   10%

Disney Tools

— SAP
— E-backer
— Rerun

Outside Tools

— Top Sheet
— Paper Stacks (10k+)

Knowledge

Business

Technology

Goals

— A unified place to learn about new products
— Automation of Radar daily report into system
— Opportunities to build team camaraderie and growth

Pain Points & Frustrations

— Verifying/validating claims
— Identifying new products is difficult due to inconsistent information architecture
— Team is set in their ways and opposed to change
— Products sometimes discovered by poster on wall
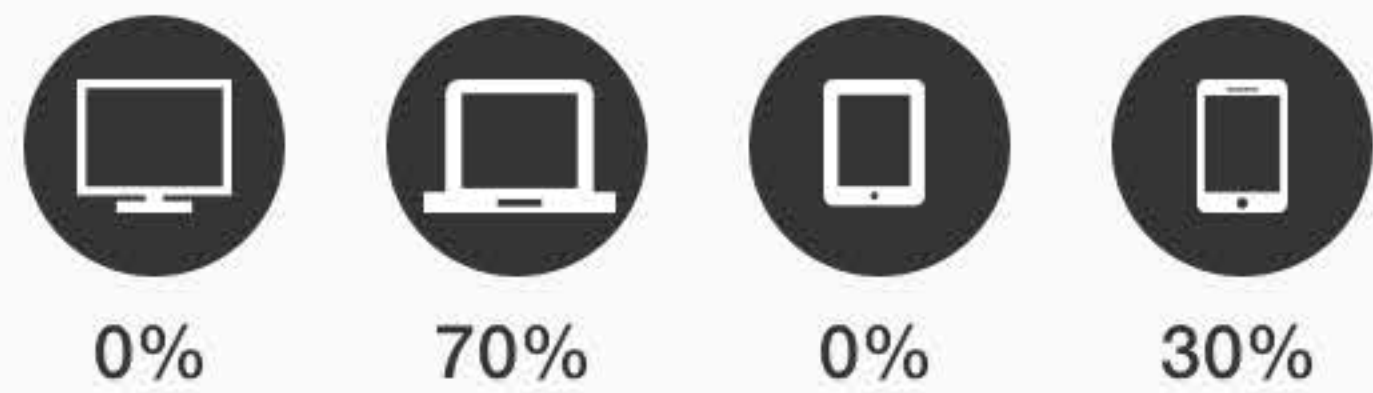— Sometimes uses Sr. Analyst to fill gaps (not their job)

The Preparer

Studio Technology

Phil

Age: 29

Occupation: Contract Reporting Analyst

> "I like organizing logical things…every single market and episode has a manual process."

0%   70%   0%   30%

Overview

Phil's main focus is on preparing the product setups to make sure talent gets paid on time.

It's important for Phil to have easy and quick access to the information he needs to setups to speed up his flow, as well as tools within the system that reduce redundant efforts that lead to errors.

Key Characteristics

— Has complete visibility of system information (aside from team member status' or sensitive material)

— Does not typically perform batching or vouher creation

Goals

— Easier way to calculate variances in allocations
— In-line guidance, better research access, help/glossary
— Calculations (when applicable)
— Multi-select, copy/paste, or auto-fill capabilities
— Training and continued education (relationship of rules to product)

Disney Tools

— Bruce
— SAP
— Rerun

Outside Tools

— Top Sheet
— Paper Stacks

Knowledge

Business

Technology
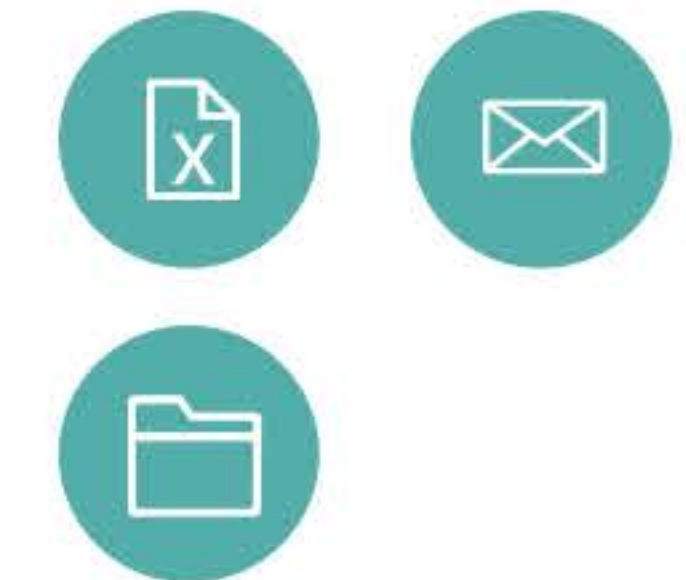
Pain Points & Frustrations

— Lots of manual operations
— System glitches delay payments to talent
— Repetitive actions creates potential for more errors
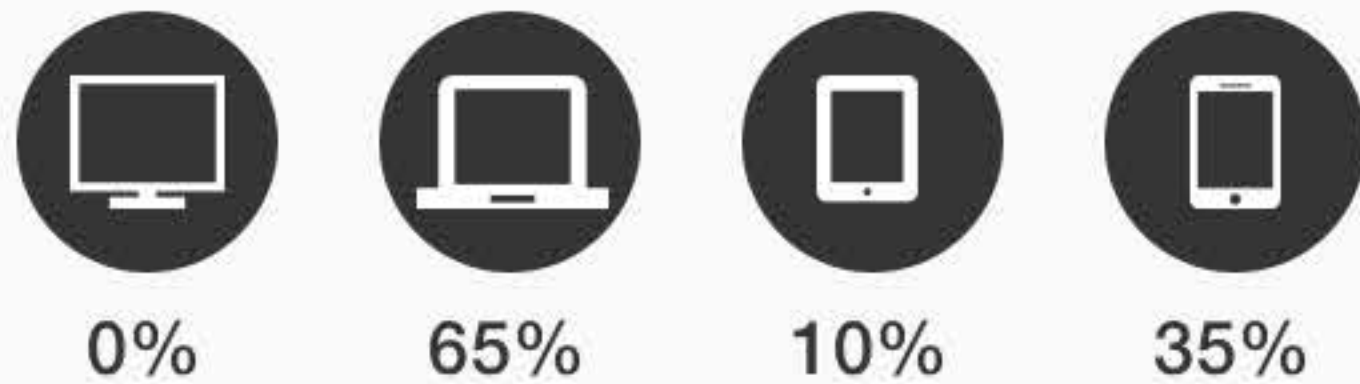— Eye strain caused by lack of consistency
— Redundant processes

The Team Lead

Kevin

Age: 47

Occupation: Sr. Contract Reporting Analyst

"Residuals is all about exceptions. You can't put Residuals in a box. Once you do, it changes."

0%   65%   10%   35%

Overview

Kevin is the go-to for Residuals information and remedying various problems. He is also the primary contract for Guild processing & reporting.

He is passionate about complex problem solving, and is interested in education and training for the team.

Key Characteristics

— Has same visibility as director aside from 'team member status' or sensitive material)

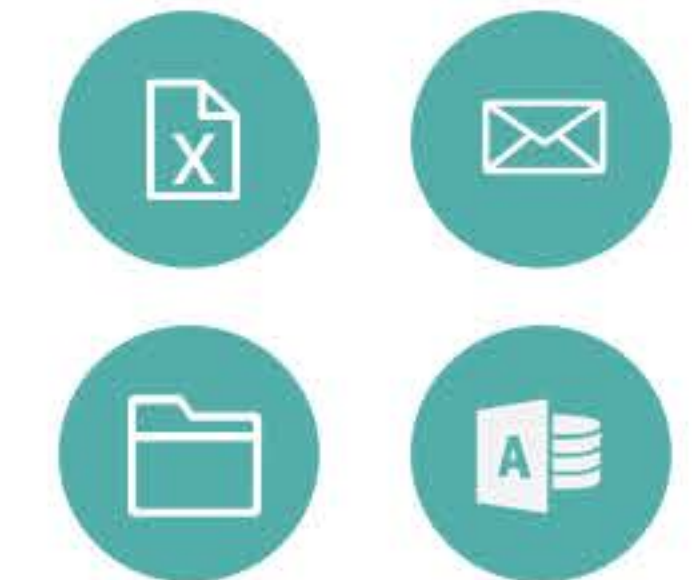— Performs all tasks (can setup products but usually don't)

Disney Tools

— SAP
— E-backer
— Rerun

Outside Tools

Knowledge

Business

Technology

Goals

— Forcasting: gorss receipts + recovery process
— Ability to ignore/flag chronic 'no-loads'
— Email / notification automation
— Training and continued education

Pain Points & Frustrations

— Lots of manual operations
— Reconciling no-load reports is time consuming
— Voucher processing time
— Reporting has 95k line items (takes 2 weeks)