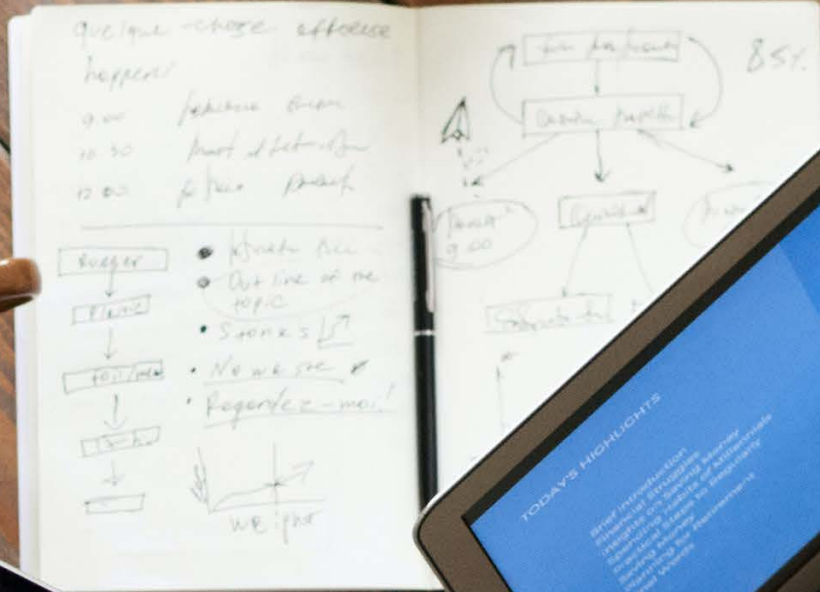
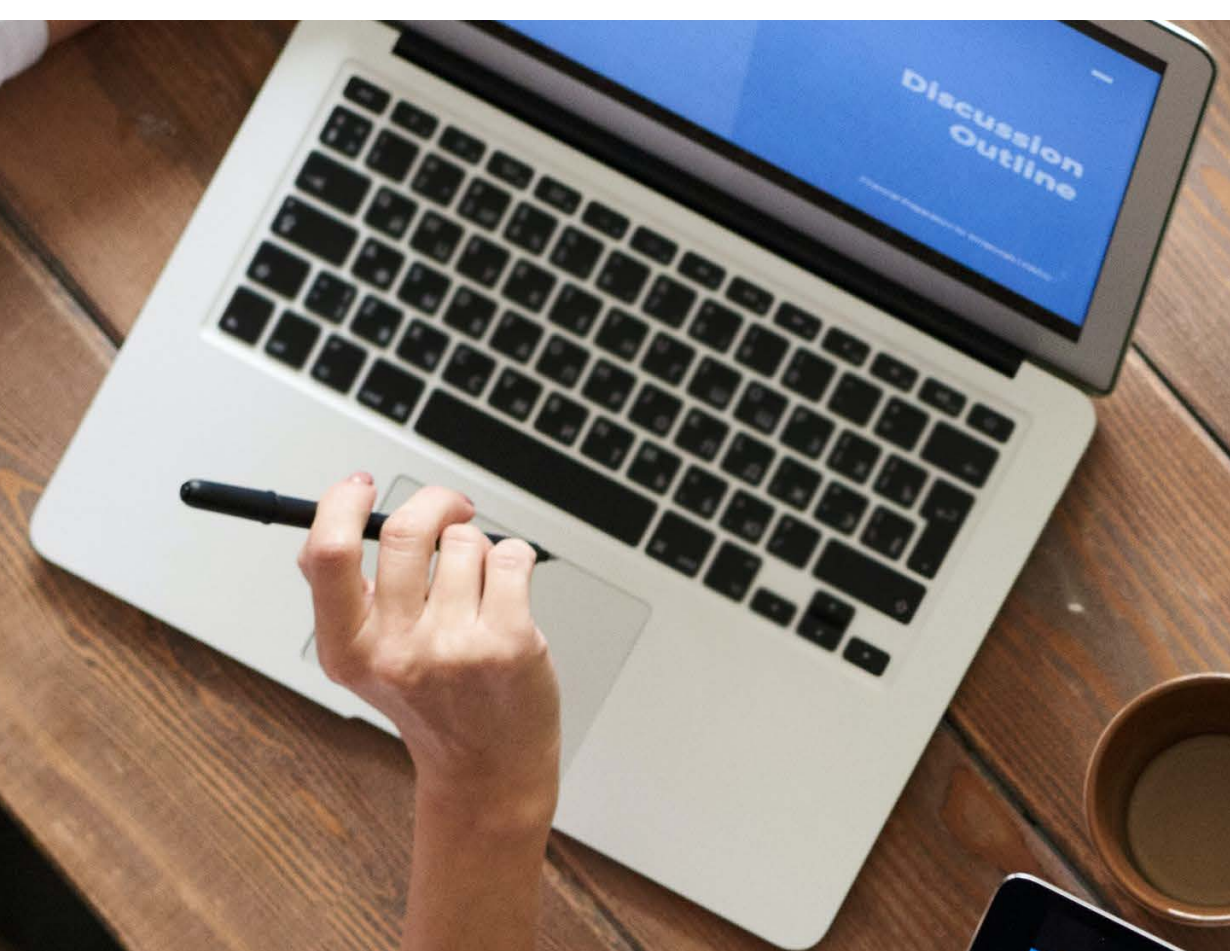


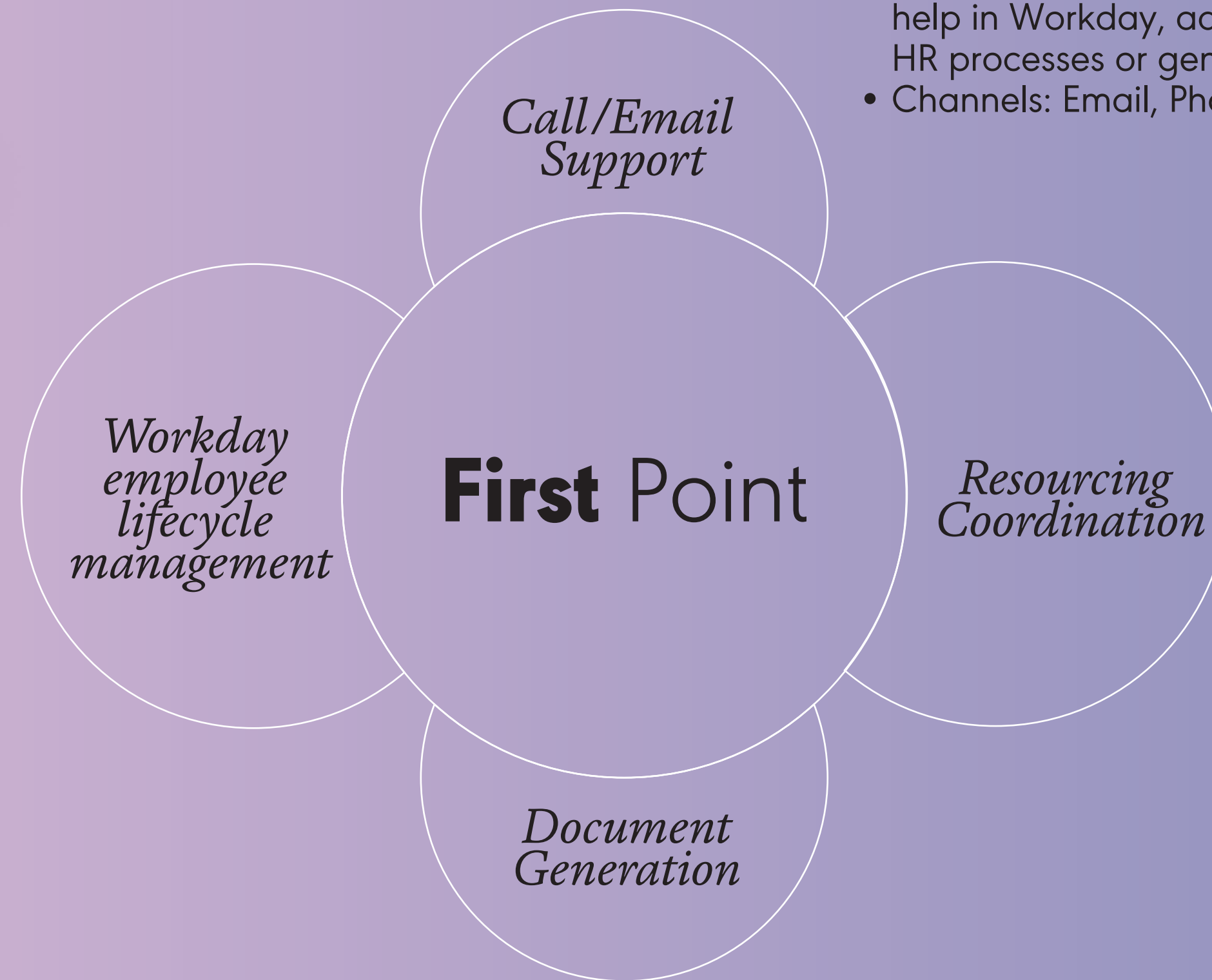
# First Point



# First Point's responsibilities within the organization



- First receives all actions in Workday that is relating to employee lifecycle management. The team reviews/approves and guards Workday data.
- Tool: Workday



- Employees can reach out to First Point via phone/ email or the First Point Portal to get navigation help in Workday, advices in connection with the HR processes or general policy questions.
- Channels: Email, Phone, HR Portal

- Provides Resourcing coordination support to Talent organizing interviews and managing the referral process.

- First Point manages the general employee lifecycle processes on Workday and generates HR documentation for employees



# FIRST POINT "AMERICAS CUSTOMER EXPERIENCE"

*For all your HR questions!*

Internal Phone Call: 1111

External Phone Call:

1-877-446-4461 - USA

1 877 446 4461 - DOM REP

1 (506) 4102 3276 - COSTA RICA

1 (507) 838-7275 - PANAMA

FirstPoint\_Americas@diageo.com

**From 8:00am - 5:00pm EST time**



# IS Team

# Systems issues, Service Delivery team

## When to contact the service desk by phone, chat or email

- Resolve technology problems with software, hardware, phones and other tools that are not working properly. This is called a fault or incident ('INC').
- Password resets / systems access issues.

### Chat

- Chat with a Service Delivery Leads any time. Access the chat function in the IS Service Hub.

## When to use IS Service Hub

- Service request JML (Joiner Mover Leaver) requests, changes to hardware, software or new access to systems or shared folders.
- Help Cards Quick answers to the most common IS questions.
- Ticket Status Track the progress of faults and service requests.
- Log a fault Raise a ticket online with the service desk for a fault or incident.

## When to contact your local Service Delivery Lead

- Issue escalations (if you are not getting the support you need from other sources)
- Questions about technology at Diageo.
- To submit ideas you have for an improved experience with technology.

## CONTACT service delivery team

- **IP phone (office)** 33
- **Dominican Republic:** (1) 877 446 4461
- **Panama:** (507) 838-7275
- **Miami:** 1-855-349-0469
- **Costa Rica:** (506) 4102 3276

### Email

- [Servicedesk.english@diageo.com](mailto:Servicedesk.english@diageo.com)
- [Servicedesk.french@diageo.com](mailto:Servicedesk.french@diageo.com)
- [Servicedesk.spanish@diageo.com](mailto:Servicedesk.spanish@diageo.com)



# DIAGEO

**CELEBRATING LIFE,  
EVERY DAY, EVERYWHERE**

