

CASE STUDY

GALAXY® CERTIFICATION FOR A NEW SYSTEM ADMINISTRATOR



THE CHALLENGE

Completing the on-boarding process of a new employee effectively is one of the biggest challenges a manager faces. This is amplified when that new hire is a Galaxy System Administrator, who needs to learn the company's business practices as well as how to apply them when configuring, maintaining and troubleshooting Galaxy. Finding the time to get a new hire up to speed in addition to doing your own job responsibilities can be a difficult task.



THE SOLUTION

Managers at the Denver Museum of Nature and Science, the Cincinnati Zoo and Botanical Garden, and Wildlife Conservation Society faced this exact challenge. And they turned to the Galaxy Certification Program to take on-boarding their new team members in core Galaxy features off their plate.

Enrolling your new system administrator in this course provides the foundation of Galaxy knowledge necessary to be successful in their role. The program incorporates self-paced courses for independent learning in addition to guidance from a Galaxy certified instructor at Gateway. Candidates are provided with a training environment to complete industry related configuration scenarios, which allows for practice that does not impact your live operation. With successful results on the configuration-based exam at the end of the program, you can be assured that your system administrator can complete core configuration for a Galaxy-supported operation. We support continued learning with a one-year subscription to all self-paced courses offered from Gateway.



CUSTOMER EXPERIENCE

When Ben Watson was hired at Denver Museum of Nature and Science as an Application Administrator, Charlie King-Miller turned to the Galaxy Certification Program as the best way for him to learn Galaxy quickly. "Certification is no substitute for experience with the software, but it dramatically shortens the learning curve," says Charlie, Manager of Application Administrators. "Ben was able to get up to speed on existing and new functionality so much faster than if I had trained him."

Jarrid Vaughn, Director of Visitor Experience and FUN at Cincinnati Zoo, on-boarded Aaron McClay, a new system administrator, using the Galaxy Certification Program. "It definitely made bringing someone on board from the outside, with no experience, a lot easier," says Jarrid. "After completion of his training, Aaron was able to dive right in and begin working on his own to complete tasks and assist users throughout the Zoo."

While Brianne Quackenbush was not new to Wildlife Conservation Society, she was new to the world of configuration in Galaxy when she took the role of Galaxy System Administrator. Brianne completed the Galaxy Certification Program during her first few months. "This program gave me a really good knowledge base that lined up well with my onsite training as I transitioned into my new position," says Brianne. The program provided both immediate benefits, as well as assistance with more long-term goals and growth. "While some of the tasks in the program were not things we currently used, I was able to take those ideas to help improve and implement changes to our organization."

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Manager of Application
Administrators
Denver Museum of
Nature and Science*

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Director of Visitor
Experience and Fun
Cincinnati Zoo &
Botanical Garden*

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*Brianna Quackenbush
Galaxy System
Administrator
Wildlife Conservation
Society*