



Getting the most from ServiceNow with training and certifications



Meet Dan

Dan Machnik is a Now Creator and ServiceNow administrator with the Healthcare of Ontario Pension Plan. With over 10 years as an information technology consultant and DevOps technician, Dan has vast experience providing clients from many different industries a wide range of IT related services. Recently, Dan has shifted his focus to ServiceNow development and Orchestration.

As a technician, administrator, and consultant, he provides guidance and best practice approaches to help customers transform the way they work using the Now Platform®.

Starting his ServiceNow training and certification journey

Dan was first introduced to ServiceNow shortly after his organization decided to move away from their existing ticketing system. After hiring professional services to aid them in their journey to onboard ServiceNow, Dan's learning journey began. Dan worked very closely with the certified partner that was aiding with the implementation and was immediately intrigued with how flexible, scalable and valuable the platform was. According to Dan, "I decided that this tool was going to play a major role in my future and wanted to immerse myself in all things ServiceNow."

Captivated by what was possible with little to no development experience, Dan dove into ServiceNow training and certification. His mission was to further understand "the art of the possible" by learning all that he could about the platform. This learning journey led to becoming a Certified System Administrator (CSA).

Getting the most from ServiceNow

ServiceNow as a platform has a large variety of functionality and features. To truly capitalize on and benefit from that breadth of possibilities, proper training is a must. As Dan explains, "While ServiceNow has an amazing community of experts that love to lend a hand, you just can't replace the wealth of knowledge you receive from a targeted, certified ServiceNow training."



HOOPP
Healthcare of Ontario
Pension Plan

Customer Name

Healthcare of Ontario
Pension Plan

Headquarters

Toronto, ON, Canada

Industry

Financial services

Employees

Small (500–1,000 employees)

Certifications

Certified System Administrator
Automated Test Framework
Micro-certification



By engaging in formal ServiceNow training, my organization has further invested in its own success.

– Dan Machnik, ServiceNow
Administrator, HOOPP



As ServiceNow continues to be an industry leader, you will see nothing but benefit from training and certification for you and your team. Take the leap, you won't be disappointed.

– Dan Machnik, ServiceNow Administrator, HOOPP

Dan and his team found the ServiceNow virtual training and certifications incredibly valuable. The challenges of finding a class and traveling to a location (if there isn't a class nearby) are mitigated by an interactive session that allows the learner to work directly with the instructor. With a wide variety of free resources and training readily available, developers and administrators are able to start their training quickly and easily.

Dan found the courses to be intuitive and straightforward, adding, "The content was well designed, and the agenda made sense. The instructors were all very knowledgeable and could speak to topics beyond the scope of that particular course."

Certification helped advance his career

Dan attributes a significant portion of his recent personal success to his ServiceNow journey. Having moved from an individual contributor on the service desk, to the scrum master of a dedicated ServiceNow team, he is now a product owner. According to Dan, the training and certification that he's gained along the way has played a key role in that success: "Having the confidence and knowledge to deliver valuable solutions to our organization has helped me stand out in ways that I never could working with other platforms."

Their team has grown from a small three-person team that developed ServiceNow solutions part time to having a fully dedicated team of developers with many more distributed developers across multiple teams. Dan says, "There's just something about the freedom to be creative with your solutions that really inspires people and encourages adoption."

Unlocking new capabilities and improving efficiency

By engaging in formal ServiceNow training, HOOPP has benefitted in many ways. It's confident that the employees leading the charge to roll out ServiceNow to the organization have the technical know-how and the best practices to work effectively. By putting their training into practice, they've delivered significant value to the organization, streamlining and automating processes such as onboarding, off-boarding, software delivery, invoice management, and much more. Their efforts to date relieved technicians from many manual processes and returned several FTEs' worth of people hours back to the organization.

By staying current on his certifications and keeping up with the latest features and trends, Dan can continue providing value as a thought leader and champion of the Now Platform.

To start your own path to becoming a ServiceNow expert, visit [Now Learning](#).

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SN-Certification Customer Story

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