

## What is iTech U?

iTech University (iTech U) is a specialized professional growth and development program at iTech AG, aimed at enriching the company culture by providing exceptional opportunities for career advancement and skills enhancement. Unlike general organizational training provided by HR, iTech U provides personalized guidance and support for employees pursuing certifications and skills relevant to their career progression.

In addition, iTech U offers an entry level program for ServiceNow Developers and Non-Technical Business Analysts. During this 12-week program, students will explore current and emerging technologies such as ServiceNow while covering a spectrum of skills, methodologies, and job readiness skills.

## Who can apply to iTech U Entry Level Programs?

The iTech U program is designed for new employees who are looking to become certified as an Entry Level ServiceNow Developer or Non-Technical Specific Business Analyst.



### Entry Level ServiceNow Developers:

- Candidates must have a minimum of a 4-year degree or comparable experience.
- They should hold a ServiceNow CSA (Certified Systems Administrator) certification.
- Professional experience of 3-4 years is required, preferably with skills that translate to the business side of consulting work.



### Entry Level Non-Technical Specific Junior Business Analysts:

- Candidates must have a 4-year degree or 3-4 years of professional experience, preferably with skills relevant to the business side of consulting work.

## How long is the iTech U Entry Level program?

iTech U is a 12 week-long program for ServiceNow Developers and Business Analysts. Throughout the 12 weeks, students will engage in studying, learning, and hands-on training full-time. Other self-paced courses are determined by the student and their manager.

## What certifications can I achieve through the iTech U program?

### ✔ ServiceNow Developer

Goals for certification will be assigned based on the applicant's current credentials and iTech AG's business need. Often the certification will be a CAD or CIS – ITSM or other CIS certification. In addition, other micro-certifications will be assigned along with the applicant being able to demonstrate proficiency in JavaScript and pass the assigned ServiceNow certification at the end of the 12-week program.

### ✔ Business Analyst Certificate

The team member will gain a business analyst toolset such as gathering requirements, meeting with business stakeholders, creating documentation, writing requirements, JIRA, Confluence and/or other Agile project tracking tools, Visio and other MS software. There will be a test at the end of the 12-week program to receive an iTech U Business Analyst Certification.



## Is there a cost to participate in iTech U?

As an employee, the cost for ServiceNow Developer or Business Analyst 12-week course and materials are paid for by iTech AG. This includes up to two exam fees for the certifications and any other training materials or additional fees. At the end of the 12-week program and if the student successfully passes their exam, they are transferred to Digital Platforms and are eligible to be placed on billable work. Additional certifications are encouraged and can be approved by their Digital Platform manager on a case-by-case basis.



For both ServiceNow Developers and Business Analysts, the program will be instructor led and self-paced and will allow time for self-study.

### How soon will I be staffed on a project?

As soon as we can! But as with any consulting company it depends if there is a billable role available. If there is not, they support our internal iPortal implementation, testing, etc.

[Contact us](#) today for more information and follow us on [LinkedIn](#) to stay up to date on all things iTech AG!

### What does the curriculum look like?

As a ServiceNow Elite Partner, iTech U's 12-week curriculum for Developers is predetermined and aligned to the certification by ServiceNow. The students will have the opportunity to explore current and emerging technologies such as ServiceNow while covering a spectrum of skills in numerous methodologies such as Agile and Scrum, Jira and Confluence and other software, while skill building in the areas of Testing, Languages (JavaScripting), 508 Compliance, Data Migration, Reporting and Dashboards, Use Cases, Change Control, and more.

For Business Analysts, the curriculum is related to typical activities that a Business Analyst will be assigned to work on. If the student is destined to become a ServiceNow Business Analyst, they will get a ServiceNow tract to follow.

