



INTENSIVE CODE CAMP **SERVICENOW PROFESSIONAL** **2025/2026**

Be one of our Graduates Family

Track Overview

Information Technology Institute

People Develop Countries .. We Develop People



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-  28 Km Cairo / Alexandria Desert Road,
B148 Smart Village, Egypt
-  Intensive Training Program
-  www.iti.gov.eg

ServiceNow Professional



DESCRIPTION

ITI Intensive Code Camp – (ServiceNow Developer) Specialization – is a product-based program designed to equip trainees with strong theoretical and practical experience on the ServiceNow platform. The program combines software engineering fundamentals with hands-on training in ServiceNow customization, scripting, integration, and automation. Students will be qualified for roles such as ServiceNow Developer, Platform Engineer, or Workflow Automation Specialist, and will be prepared for the ServiceNow Certified Application Developer (CAD) certification.



WHO MAY APPLY

All university graduates, especially from Computer Science, Information Systems, and Engineering backgrounds, Business and Accounting and those willing to expand their skills in enterprise cloud platforms.



TRACK DURATION

396 Hours around 4 months (learning and project).



DELIVERY APPROACH

Learning Journey in Track follows:

Self-paced | Online | Guided Practice Project-Based & Outcome-Oriented Journey
Continuous mentorship and support from your instructor throughout the program

BEFORE YOU APPLY

Candidates will have to complete the following prerequisite courses to join our program:

- Service Now Fundamentals – Learn the core concepts of the platform and its key applications. <https://www.youtube.com/@servicenow>
- Service Now Platform Overview – Understand how the platform works and explore key modules.
<https://www.youtube.com/playlist?list=PLtPPHGxv Jpm3 hLcRB2Vtumf0ZMooyUK>
- Introduction to JavaScript – Build scripting skills for client and server development in Service Now. [Javascript Course on Maharatech](#)
- Database and Data Modeling Basics – Understand tables, records, and relationships. [Database Fundamentals on Mahrtech](#)
- ITI values that could be found here: <http://www.iti.gov.eg/Site/AboutUs>

ServiceNow Professional



GRADUATE PROFILES

- Service Now Developer
- Service Now Administrator
- Service Now Implementation Consultant



REQUIRED TOOLS

Service Now Studio
Flow Designer
Service Portal
JavaScript



TRACK PRACTICES

Candidates are working together in one of the following Suggested Projects:

- IT Service Management
- HR Service Delivery
- Customer Service Management

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OVERALL LEARNING JOURNEY OUTLINE

SY01 - 50%

Introduction to Service Now

- Service Now Basics
- Configuring Service Now
- Workflow Automation
- Service Now Development (For Developers)
- Service Catalog Topics
- Advanced Topics
- ITSM and Other Service Now Modules
- ITSM and Other Service Now Modules (CSM) Service Now Administration (For Administrators) Real-world Projects and Use Cases
- Certification and Best Practice
- Final Project

SY02 - 20%

HTML (Hyper Text Markup Language)

- CSS (Cascading Style Sheets)
- JavaScript (JS)
- Final Project

SY03 - 10%

Introduction to Databases and SQL

- SQL Basics : Retrieving Data
- Aggregating Data and Grouping SQL
- Joins
- Subqueries and Nested Queries Modifying Data (INSERT, UPDATE, DELETE)
- Creating and Modifying Database Structures SQL
- Functions and Advanced Queries Performance
- Tuning and Best Practices
- Final Project

SY04 - 20%

Introduction to Angular and jQuery

- jQuery Fundamentals
- Angular Fundamentals
- Forms and Validation in Angular
- Routing and Navigation Integration
- and Final Project

OTHER USEFUL INFORMATION