New IT course preps students for the digital workforce

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sopanews@tulane.edu

Real-world scenarios are the focus of a new Tulane School of Professional Advancement (Tulane SoPA) information technology course created in partnership with the ServiceNow NextGen program.

The new special-topics course (CPST-4914) was offered for the first time in Spring 2022 and Tulane SoPA IT Program Director Ralph Russo says the course is sure to give students the feel of working in a corporate environment.

"A course like this is rare in the Academic world."

— Ralph Russo, SoPA IT Program Director

"This course is quite unique as it ties together IT Service Management with a ubiquitous framework (ITIL) using an enterprise-level software system (ServiceNow)," said Russo. "It also offers the students the ability to earn a Certificate in ServiceNow."

[ServiceNow](#) experts, along with Tulane SoPA faculty, develop and maintain the Tulane ServiceNow course curriculum. Through lectures, hands-on labs, group discussions, individual projects, and knowledge checks, Tulane students gain a real-world understanding of IT Service Management best practices via the ServiceNow cloud platform.

"This specific set of solutions and approaches are heavily in use in use in larger businesses and in government at all levels," said Russo "Yet, a course like this is rare in the Academic world."

The course will be offered each year during the spring semester. Learn more about SoPA's Information Technology Program [here](#).