



**UTM**  
UNIVERSITI TEKNOLOGI MALAYSIA

## CURRICULUM VITAE



### PERSONAL DETAILS

Name : Suraya Miskon

Gender : Female

Date of Birth : 10 August 1975

Nationality : Malaysia

Marital Status : Married

Address : Information Systems Department,  
Faculty of Management,  
Universiti Teknologi Malaysia, UTM Skudai,  
81310 Johor Bahru, Johor

Tel / Mobile : 013-7534008

E-mail : [suraya@utm.my](mailto:suraya@utm.my)

Website : <http://www.utm.my> , <https://people.utm.my/surayamiskon>

ID Staff : 8178

Expertise :  
i. Information Systems (IS)/ IS Success/ IS Adoption  
ii. Business Intelligence Systems/ Tools  
iii. Business Analytics/ Big Data Analytics  
iv. Digital Transformation  
v. ICT Shared Services  
vi. Information Systems Planning (ISP)/ Strategic ISP  
vii. Information Systems Development  
viii. Enterprise Architecture  
ix. Database  
x. Knowledge Management Systems/ Knowledge Management

ORCID : <https://orcid.org/0000-0002-3330-4225>

Scopus Link : <https://www.scopus.com/authid/detail.uri?authorId=54929871100>

Publons Link : <https://publons.com/researcher/2685347/suraya-miskon/>

## ACADEMIC QUALIFICATIONS

NO	LEVEL OF EDUCATION	COURSE	UNIVERSITY	YEAR
1.	Doctor of Philosophy	Information Systems	Queensland University of Technology (Australia)	2013
2.	Master of Science	Computer Science	Universiti Teknologi Malaysia (Malaysia)	2002
3.	Bachelor of Science	Computer Science	Universiti Teknologi Malaysia (Malaysia)	1998
4.	Diploma of Science	Computer Science	Universiti Teknologi Malaysia (Malaysia)	1996

## AWARD AND HONORS RECEIVED

NO	AWARD / HONORS RECEIVED	LEVEL (FACULTY/ UTM/ NATIONAL/ INTERNATIONAL)	YEAR
1	Award of Excellence in Active Blended Learning Course, Semester 2 - 2023/2024 (SBSF2113-01 (Marketing Information Systems))	University	2024
2	Award of Excellence in Active Blended Learning Course, Semester 2 - 2023/2024 (SBSC3193-01 Analysis and Design of Accounting Information Systems)	University	2024
3	Award of Excellence in Active Blended Learning Course, Semester 2 - 2023/2024 (SBSC3193-01 Analysis and Design of Accounting Information Systems)	University	2024
4	Teaching Award: Sustainable Teaching Award, Majlis Anugerah Gemilang Fakulti Pengurusan (MAGFM2023)	Faculty	2024
5	Excellent Service Award for year 2023. Majlis Anugerah Gemilang Fakulti Pengurusan (MAGFM2023)	Faculty	2024
6	Teaching Award: Curriculum Review Master of Information Technology Entrepreneurship Programme, Majlis Anugerah Gemilang Fakulti Pengurusan (MAGFM2023)	Faculty	2024
7	Consultancy Award for the year 2022 in Conjunction with the Citra Karisma 2023. Research Project: Program Development and Implementation of Accelerated Leadership	University	2023

NO	AWARD / HONORS RECEIVED	LEVEL (FACULTY/ UTM/ NATIONAL/ INTERNATIONAL)	YEAR
	Programme Series (ALPS) for MCMC High Potential Talents		
8	UTM Staff Games (Catur (W)), Universiti Teknologi Malaysia.	University	2023
9	Anugerah Perkhidmatan Cemerlang bagi Tahun 2022, Majlis Anugerah Gemilang Fakulti Pengurusan (MAGFM2023).	Faculty	2023
10	Award of Excellence in Active Blended Learning Course, Semester 1 - 2023/2024 (ULRS1032 – Integrity and Anti-Corruption)	University	2023
11	Award of Excellence in Active Blended Learning Course, Semester 1 - 2023/2024 (MBSM1253 – IT Planning and Management)	University	2023
12	Award of Excellence in Active Blended Learning Course, Semester 2 - 2022/2023 (ULRS1012 – Value and Identity)	University	2023
13	Award of Excellence in Active Blended Learning Course, Semester 2 - 2022/2023 (UKQT3001 – Extra-Curricular Experiential Learning)	University	2023
14	Award of Excellence in Active Blended Learning Course, Semester 1 - 2022/2023 (ULRS1012 – Value and Identity)	University	2023
15	Award of Excellence in Active Blended Learning Course, Semester 1 - 2022/2023 (MBSA2383 – Digital Product Development)	University	2023
16	Award of Excellence in Active Blended Learning Course, Semester 1 - 2022/2023 (MBSM1273 – IT Project Management)	University	2023
17	Certificate of Award (GOLD) in the International Business Innovation & Ideas Competition 2023 (INOVASI23) on 5th December 2023 for the invention entitled Innovating Wellness: An Inclusive Apps Intensified by Artificial Intelligence.	International	2023
18	Anugerah Citra Karisma – Anugerah Perkhidmatan Cemerlang bagi Tahun 2021	University	2022
19	Anugerah Citra Karisma - Anugerah Penerbitan (Anugerah Penulis Dalam Jurnal Berindeks) bagi Tahun 2021	University	2022
20	Excellence Service Award in AHIBS Staff Excellence Award Ceremony (ASEAC 2022)	Faculty	2022
21	Citation Award (GOLD) in AHIBS Staff Excellence Award Ceremony (ASEAC 2022)	Faculty	2022
22	Best PhD Supervision GOT Award in AHIBS Staff Excellence Award Ceremony (ASEAC 2022)	Faculty	2022

NO	AWARD / HONORS RECEIVED	LEVEL (FACULTY/ UTM/ NATIONAL/ INTERNATIONAL)	YEAR
23	Anugerah Citra Karisma - Anugerah Penerbitan Penulis Dalam Jurnal Berindeks (Fakulti) bagi Tahun 2020	University	2021
24	AHIBS Staff Awards for Excellence 2021 in Recognition of AHIBS Excellence Service Award 2020	Faculty	2021
25	AHIBS Staff Awards for Excellence 2020 in Recognition of Teaching Award for Information System – Bronze	Faculty	2021
26	AHIBS Staff Awards for Excellence 2020 in Recognition of Citation Award – Bronze	Faculty	2021
27	AHIBS Staff Awards for Excellence 2020 in Recognition of Best Publication Q1/Q2 Award - Silver	Faculty	2021
28	Best Paper Award, paper entitled “Customer Knowledge Management (CKM) Towards Customer Satisfaction in Delivering Digital Services” at the 7 <sup>th</sup> International Conference on Research & Innovation in Information Systems (ICRIIS 2021)	International	2021
29	Award of Excellence - Active Open Distance Learning Course Sem 2 - 2020/2021 (MBSA1133-50 – Business Information Systems)	University	2021/ 2022
30	Award of Excellence - Active Open Distance Learning Course Sem 2 - 2020/2021 (MBSA1133-51 – Business Information Systems)	University	2021/ 2022
31	Award of Excellence - Active Blended Learning Course Sem 1 - 2020/2021 (MBSC1253 – IT Planning and Management)	University	2020/ 2021
32	Award of Excellence - Active Blended Learning Course Sem 1 - 2020/2021 (MBSU6335 – Project III: Prototype Development & Business Strategy)	University	2020/ 2021
33	Award of Excellence - Active Open Distance Learning Course Sem 2 - 2020/2021 (MBSA1133-50 – Business Information Systems)	University	2020/ 2021
34	Award of Excellence - Active Open Distance Learning Course Sem 1 - 2020/2021 (MBSA1133-50 – Business Information Systems)	University	2020/ 2021
35	AHIBS Staff Awards for Excellence 2020 in Recognition of Teaching Award for Information System – Silver	Faculty	2020
36	AHIBS Staff Awards for Excellence 2020 in Recognition of AHIBS Excellence Service Award	Faculty	2020

NO	AWARD / HONORS RECEIVED	LEVEL (FACULTY/ UTM/ NATIONAL/ INTERNATIONAL)	YEAR
	2019		
37	Award of Excellence - Active Blended Learning Course Sem 1 - 2019/2020 (MBSA1133-04)	University	2019/ 2020
38	Award of Excellence - Active Blended Learning Course Sem 1 - 2019/2020 (PBSM1534)	University	2019/ 2020
39	AHIBS Staff Awards for Excellence 2019 in Recognition of AHIBS Excellence Service Award 2018	Faculty	2019
40	Silver Prize Winner – UTM Grand Challenges 2019	Community/ District	2019
41	Bronze Prize Winner (Chess) – BAKES UTM Staff Games 2019	University	2019
42	MyAIS Best Paper Award, paper entitled “Social Network Sites (SNS) Issues in Learning Landscape – Systematic Literature Review” at the 6th International Visual Informatics Conference 2019	International	2019
43	Best Paper Award, paper entitled “The Adoption of Business Intelligence Systems in Textile and Apparel Industry: Case Studies” at the 4th International Conference of Reliable Information and Communication Technology 2019 (IRICT 2019)	International	2019
44	Best Paper Award, paper entitled “A Review of Success/Failure Factors Influence Healthcare Personnel for Telerehabilitation” at the 6th International Conference on Research & Innovation in Information Systems (ICRIIS 2019)	International	2019
45	AHIBS Staff Awards for Excellence 2018 in Recognition of AHIBS Non-Index Journal Publication 2017.	Faculty	2018
46	Award of Excellence - Active Blended Learning Course Sem 2 - 2018/2019 (UCSM1263)	University	2018
47	Award of Excellence - Active Blended Learning Course Sem 2 - 2018/2019 (MBSA1133-02)	University	2018
48	Award of Excellence - Active Blended Learning Course Sem 2 - 2017/2018 (PCSM1533)	University	2017
49	Award of Excellence - Active Blended Learning Course Sem 2 - 2017/2018 (SCSP1513)	University	2017
50	Award of Excellence - Active Blended Learning Course Sem 1 - 2017/2018 (MBSA1133-02)	University	2017
51	Award of Excellence - Active Blended Learning Course Sem 1 - 2017/2018 (MCSC1253)	University	2017
52	Academy Award of Excellence in recognition of valuable contribution Active Blended Learning Course for Course Managing IT for Business in Semester 2 of Sciences Malaysia	University	2016/ 2017

NO	AWARD / HONORS RECEIVED	LEVEL (FACULTY/ UTM/ NATIONAL/ INTERNATIONAL)	YEAR
53	Award of Excellence in recognition of valuable contribution Active Blended Learning Course for Course IT Project Management in Semester 1	University	2016/ 2017
54	Award of Excellence in recognition of valuable contribution Active Blended Learning Course for Course Managing IT for Business in Semester 1	University	2016/ 2017
55	Excellence Service Award for year 2015 from Faculty of Computing, Universiti Teknologi Malaysia	Faculty	2016
56	Certificate of Recognition - Oracle Database 11g Administrator Certified Associate, Oracle University	International	2016
57	Excellence Service Award for year 2014 from Faculty of Computing, Universiti Teknologi Malaysia	Faculty	2015
58	Best Paper Award for ICRIIS2011: Miskon, S., Bandara, W., Gable, G., & Fielt, E. (2011). Success and Failure Factors of Shared Services: An IS Literature Analysis. Paper presented at the International Conference on Research and Innovation in Information Systems (ICRIIS), Kuala Lumpur, Malaysia	International	2011
59	Excellence Service Award for year 2006 from Universiti Teknologi Malaysia	University	2007
60	Excellence in Teaching Award - 5 % Group of Best Lecturer in Universiti Teknologi Malaysia from Universiti Teknologi Malaysia	University	2006
61	Active in E-Learning Usage for Teaching Subject Award [Session 2006/2007 – 2] from Universiti Teknologi Malaysia	University	2006
62	Silver Award at National Science & Technology Expo 2003 for “SQSP: A Toolkit for IS Strategic Planning and Service Quality Assessment”	National	2003
63	Special Award from PIKOM for “A Methodology and Toolkit for IS Planning” during IPTA R&D Exposition	National	2003

## PROFESSIONAL MEMBERSHIP / QUALIFICATIONS / RECOGNITION

NO	NAME OF PROFESIONAL MEMBERSHIP/ QUALIFICATIONS/ RECOGNITION	LEVEL (FACULTY/ UTM/ NATIONAL/ INTERNATIONAL)	ROLE	YEAR
1	Association for Information Systems (AIS)	International	Member (Membership no: 15138549)	2014 – present

NO	NAME OF PROFESIONAL MEMBERSHIP/ QUALIFICATIONS/ RECOGNITION	LEVEL (FACULTY/ UTM/ NATIONAL/ INTERNATIONAL)	ROLE	YEAR
2	IEEE	International	Member (Membership no: 93595070)	2016 – present
3	Persatuan Sistem Maklumat Malaysia (MyAIS)	National	Member (Membership no: LO13)	2016 - present
4	Oracle Certified Association (Oracle Database 11g Administrator Certified Associate)	International	Trainer	2016 – present
5	Malaysia Board of Technologists - Graduate Technologists	National	Member	2018 - present
6	Malaysia Board of Technologists - Professional Technologists	National	Member	2018 – 2022

## ADMINISTRATIVE EXPERIENCE

NO	POSITION	STARTING DATE	ENDING DATE	DEPARTMENT
1	Information Systems Director	Dec 2022	Nov 2025	Faculty of Management, Universiti Teknologi Malaysia
2	Acting as Information Systems Director	Oct 2022	Nov 2022	Faculty of Management, Universiti Teknologi Malaysia
3	Information Systems Director	Jul 2018	Sept 2022	Azman Hashim International Business School, Universiti Teknologi Malaysia
4	Committee Member of AHIBS Executives	Jan 2019	Present	Azman Hashim International Business School, Universiti Teknologi Malaysia
5	Committee Member of AHIBS Academic	Jan 2019	Present	Azman Hashim International Business School, Universiti Teknologi Malaysia

NO	POSITION	STARTING DATE	ENDING DATE	DEPARTMENT
6	Committee Member of AHIBS Marketing	Jul 2018	Present	Azman Hashim International Business School, Universiti Teknologi Malaysia
7	Head of AHIBS Online Teaching and Learning Task Force	Mar 2020	Mar 2021	Azman Hashim International Business School, Universiti Teknologi Malaysia
8	Person in Charge of AHIBS KPI 2020	Jan 2020	Dec 2020	Azman Hashim International Business School, Universiti Teknologi Malaysia
9	Taskforce Strategy AHIBS	May 2020	Dec 2020	Azman Hashim International Business School, Universiti Teknologi Malaysia
10	Panel Member of AHIBS Human Resource Development	Jan 2020	Dec 2020	Azman Hashim International Business School, Universiti Teknologi Malaysia
11	AJK Khas Laluan Kerjaya (DCP) Pelbagai Staf Akademik UTM bagi AHIBS	Mar 2019	Dec 2019	Azman Hashim International Business School, Universiti Teknologi Malaysia
12	Coordinator for 2u2i Industrial Training for Information Systems Department.	April 2017	Dec 2017	Faculty of Computing, Universiti Teknologi Malaysia.
13	Committee Member for Faculty of Computing Audit Compliance Task Force	Mar 2015	Dec 2015	Faculty of Computing, Universiti Teknologi Malaysia

## WORKING EXPERIENCE

NO	POSITION	STARTING DATE	ENDING DATE	DEPARTMENT/ORGANISATION
1	Associate Professor	Oct 2022	Present	Information Systems, Faculty of Management, UTM.
2	Associate Professor	June 2022	Sept 2022	Information Systems, Azman Hashim International Business School, UTM.

NO	POSITION	STARTING DATE	ENDING DATE	DEPARTMENT/ORGANISATION
3	Senior Lecturer	July 2018	May 2022	Information Systems, Azman Hashim International Business School, UTM.
4	Senior Lecturer	Dec 2013	June 2018	Information Systems Department, Faculty of Computing, UTM.
5	Lecturer	June 2002	Nov 2013	Information Systems Department, Faculty of Computing, UTM.
6	Tutor	Nov 1999	May 2002	Information Systems Department, Faculty of Computer Science and Information Systems, UTM.

## CONSULTANCY EXPERIENCE

NO	NAME OF CONSULTANCY	ROLE	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTENO
1	Kajian Kebolehlaksanaan Pembangunan Gudang Data Bersepadu Pendidikan Tinggi Di Kementerian Pendidikan Tinggi	Member	498,937.07	21/10/2024	20/07/2025	2599
2	International Conference on Entrepreneurship, Management, Economic and Sustainability (ICON-FEMES 2024)	Member	61,640.00	01/01/2024	30/12/2024	A.J29000 0.6600.08 403
3	Accelerated Dean's Leadership (ADEL)	Member	150,000.00	01/06/2023	31/05/24	2273

NO	NAME OF CONSULTANCY	ROLE	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTENO
4	International Conference on Research and Innovation in Information Systems, Marketing, Entrepreneurship, Technology & Accounting 2023 (ICRIIS-META 2023)	Project Leader	73,212.00	01/01/2023	31/12/23	2295
5	Pembangunan Sistem Bantuan Kewangan Orang Kurang Upaya (BKOKU), Kementerian Pendidikan Tinggi (KPT)	Member	400,000.00	08/05/2023	07/11/2024	2246
6	Programme Development and Implementation of Accelerated Leadership Programme Series ("ALPs") for the Malaysian Communication and Multimedia Commission (MCMC) High Potential Talents	Member	2,968,000.00	01/05/2020	31/03/2022	1680
7	7 <sup>th</sup> Conference on Research and Innovation in Information Systems 2021 (ICRIIS 2021)	Project Leader	29891.32	01/04/2021	31/12/2021	1879
8	Project Supply, Design, Development, Testing and Commissioning of KPI Dashboard for Universiti Tun Hussein Onn Malaysia, UTHM	Member	73893.40	06/01/2019	30/11/2019	1104
9	6 <sup>th</sup> Conference on Research and Innovation in Information Systems 2019 (ICRIIS 2019)	Project Leader	77109.29	12/02/2019	02/12/2019	1438
10	Projek Analitik Data Kementerian Pendidikan Tinggi	Consultant	997460.00	01/05/2017	30/01/2018	-

NO	NAME OF CONSULTANCY	ROLE	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTENO
11	5 <sup>th</sup> Conference on Research and Innovation in Information Systems 2017 (ICRIIS 2017)	Project Leader	146,341.92	01/01/2017	31/07/2018	1190
12	Projek Perkhidmatan Perundingan Business Intelligence and Data Management, UMP	Consultant	2021.98	14/04/2017	30/08/2017	-
13	Pra-Bengkel dan Bengkel Perancangan Strategik ICT 2016-2020 RMC, UTM	Consultant	270.00	03/02/2016	16/02/2016	-

## FACULTY APPOINTMENT COMMITTEE

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
1	Taskforce Sistem Pengurusan Kualiti Fakulti	Members	16/01/2024	31/12/2024
2	Taskforce Audit Dalaman – FM	Members	01/06/2024	31/12/2024
3	Misi Rekrutmen dan Promosi UTM ke Program Yes2 Malaysia Education Malaysia Info Day in Oman & Bahrain	Task Force Member	21/09/24	30/0/2024
4	UTM New Academia Learning Innovation (Exhibition & Competition)	Jury	08/10/2024	08/10/2024
5	Taskforce Kategori Anugerah Kualiti Akademik Citra Karisma	Members	14/03/2024	14/05/2024
6	Faculty Executive Committee, Faculty of Management	Members	01/01/2024	31/12/2024
7	Faculty Academic Committee, Faculty of Management	Members	01/01/2024	31/12/2024
8	Faculty Pre-Academic Committee, Faculty of Management	Members	01/01/2024	31/12/2024
9	'Subject Matter Expert' bagi Pembangunan 'Course Information' Program Baharu, Sarjana Muda Analitik Perniagaan Dengan Kepujian (BiBAH), Fakulti Pengurusan (FM)	Subject Matter Experts	01/01/2024	31/12/2024
10	Mentor-Mentee Program Penulisan Dan Penerbitan Dalam Jurnal Berimpak Web Of Science (WOS)	Mentor	01/01/2024	31/12/2025

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
	Panel Semakan Soalan Peperiksaan Akhir Semester 1 20242025	Reviewer Panel	25/12/2024	31/12/2024
	Evaluator For Research Proposal - Developing an Optimized Artificial Intelligence - Safeguard Framework for Enhancing Food-security and Alleviating Hunger	Evaluator	11/07/2024	08/08/2024
	Appointment As Evaluator for Research Proposal - A Multiview Intelligent Approach for Halal Herbalproduct Marketing in Malaysia	Evaluator	11/07/2024	08/08/2024
11	Faculty Executive Committee, Faculty of Management	Members	01/01/2023	31/12/2023
12	Faculty Academic Committee, Faculty of Management	Members	01/01/2023	31/12/2023
13	Faculty Pre-Academic Committee, Faculty of Management	Members	01/01/2023	31/12/2023
14	Task Force Semakan Kurikulum Program Pasca Siswazah, Fakulti Pengurusan	Task Force Member	18/10/2023	31/12/2023
15	Task Force Pembangunan Kurikulum Program Baharu, Sarjana Muda Analitik Perniagaan dengan Kepujian, Fakulti Pengurusan	Task Force Member	01/04/2023	31/12/2023
16	Task Force Pembangunan Kurikulum Program Baharu ODL, Sarjana Inovasi Perniagaan Digital (MDBI), Fakulti Pengurusan	Task Force Member	01/04/2023	31/12/2023
17	Task Force Pelaksanaan Program Sarjana Keusahawanan Teknologi Maklumat (SKIT) Bersama Majlis Amanah Rakyat (MARA)	Task Force Member	01/01/2023	31/12/2023
18	Faculty Executive Committee, Faculty of Management	Members	01/01/2022	31/12/2022
19	Faculty Academic Committee, Faculty of Management	Members	01/01/2022	31/12/2022
20	Faculty Pre-Academic Committee, Faculty of Management	Members	01/01/2022	31/12/2022
21	AHIBS Sustainability Task Force	Task Force Member	01/12/2021	01/12/2022
22	MCMC Talent Acceleration	Committee Member	13/11/2019	01/03/2022
23	AHIBS Digital Learning Lab	Committee Member	01/06/2021	01/12/2021
24	AHIBS Month of Future Ready Educator (FREE)	Committee Member	15/09/2021	14/10/2021

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
25	Working Committee for MBA-ODL Program Full Accreditation, AHIBS	Committee Member	01/06/2021	31/06/2021
26	Persediaan Dokumen Audit Pematuhan, AHIBS	Committee Member	15/09/2021	31/12/2021
27	Task Force Penyediaan Self-Assessment Report MBA ODL	Task Force Members	01/01/2021	31/12/2021
28	Jawatankuasa Pelestarian AHIBS	Committee Member	07/02/2021	31/12/2021
29	Curriculum Review for Master Science of IT Entrepreneurship (SKIT) Program	Committee Member	01/12/2020	31/12/2021
30	Bachelor Business Administration Task Force	Committee Member	01/01/2020	31/12/2021
31	"Program Sekolah Angkat SKTU4 2020 – Saya Seorang Graduan"	Committee Member	01/02/2020	28/02/2020
32	Curriculum Review for Master of Management (Technology Management) Program	Committee Member	01/03/2020	31/12/2020
33	Jawatankuasa Taskforce Online Teaching and Learning (T&L), AHIBS	Chairperson	19/03/2020	31/12/2020
34	Taskforce Kertas Kerja Semakan Kurikulum Sarjana Pengurusan (Pengurusan Teknologi), AHIBS	Task Force Members	01/03/2020	31/12/2020
35	Person in Charge KPI AHIBS 2020	Committee Member	17/03/2020	31/12/2020
36	Semakan Pengkhususan MBA – IS, AHIBS	Chairperson	04/05/2020	31/12/2020
37	Taskforce Strategy AHIBS	Task Force Members	07/05/2020	31/12/2020
38	Taskforce Sesi Townhall Pencapaian KAI 2019 (Suku Tahun Ketiga) dan Strategi UTM 2020, AHIBS	Task Force Members	01/10/2019	31/12/2019
39	Taskforce Strategi, AHIBS	Task Force Members	15/12/2019	14/12/2021
40	Faculty of Computing Report Preparation	Task Force Members	01/02/2016	31/12/2017
41	2u2i Industrial Training for Information Systems Department, Faculty of Computing	Coordinator	01/04/2017	31/12/2017
42	Faculty of Computing Teaching Innovation.	Committee Member	01/08/2017	30/07/2019
43	Industrial Training – Faculty of Computing.	Committee Member	01/01/2013	31/12/2017
44	Bachelor of Computer Science (Data Engineering) Program, Faculty of Computing	Assistant Coordinator	01/08/2017	30/06/2018
45	Bachelor of Computer Science (Data	Committee	01/01/2016	31/12/2017

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
	Engineering) Program - Work Based Learning (2u2i), Faculty of Computing	Member		
46	Hari Raya Ceremony Task Force, Faculty of Computing	Committee Member	01/08/2015	31/08/2015

## UNIVERSITY APPOINTMENT COMMITTEE

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
1	UTM Pesisir	Committee Member	01/09/2018	Present
2	Persatuan Kakitangan UTM	Member	01/01/2020	Present
3	Jawatankuasa Kompetensi Digital UTM	Members	17/03/2024	31/12/2024
4	Focus Group Discussion - Digital Competency Index	Subject Matter Expert	18/03/2024	18/03/2024
5	Bengkel penyelarasan & pembangunan instrumen kompetensi digital	Member	15/07/2024	15/07/2024
6	Program Pengesahan Soalan Indeks Kompetensi Digital	Member	27/06/2024	27/06/2024
7	Rising Above Covid-19 Challenges - Graduate Employability (RACE GE) 2022-2023	Member	01/10/2022	30/09/2023
8	Rise Above Covid-19 Employability (RACE GE) 2021	Task Force Member	01/08/2021	30/06/2022
9	Pelaksanaan Program Latihan untuk Dekan (UTMDEC)	Committee Member	01/03/2021	16/12/2021
10	UTM Massive Open Online Courses (MOOC)	Committee Member	01/01/2015	31/12/2016
11	Business Intelligence Project Task Force – University's KAI.	Committee Member	01/04/2015	31/12/2015
12	Business Intelligence Task Force – Understanding BI Stakeholder Requirements.	Committee Member	01/01/2015	28/02/2016

## NATIONAL APPOINTMENT COMMITTEE

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
1	MyAIS Executive Committee 2024 - 2026	Auditor	24/02/2024	23/02/2026
2	Appointment As an Expert Panel Member for Universiti Teknologi Petronas	Expert Panel	05/06/2024	05/06/2024
3	Program Accelerated Deans Leadership	Urusetia	19/01/2024	07/05/2024
4	Program Kursus AI untuk Belia DUN Kota Iskandar 2024	Committee Member	12/05/2024	12/05/2024
5	Faculty of Computing and Informatics (FKI) Postgraduate Program External Advisory Meeting, Universiti Malaysia Sabah	Subject Matter Expert	05/03/2024	05/03/2024
6	Bengkel Kumpulan Fokus Bagi Kajian Kebolehlaksanaan Pembangunan Gudang Data Bersepadu Pendidikan Tinggi Di Kementerian Pendidikan Tinggi (SIRI I)	Fasilitator	03/12/2024	05/12/2024
7	Program Accelerated Dean's Leadership (Adel) Siri 1	Committee Member	16/01/2024	18/01/2024
8	Program Accelerated Dean's Leadership (Adel) Siri 2	Committee Member	04/03/2024	06/03/2024
9	Program Accelerated Dean's Leadership (Adel) Siri 3	Committee Member	06/05/2024	07/05/2024
10	Sesi Final Acceptance Test (FAT) Bagi Sistem Bantuan Kewangan Orang Kurang Upaya (BKOKU) dan Program Pendidikan Khas (PPK)	Fasilitator	08/02/24	09/02/2024
11	Panel Penilai Proposal bagi Fundamental Research Grant Scheme (FRGS) Kementerian Pengajian Tinggi 2023	Pakar Rujuk	03/12/2023	31/12/2023
12	Penyelidik bagi Kajian Keperluan Pengguna dan Spesifikasi Naik Taraf Sistem MyMOHES dan SKPG di Kementerian Pendidikan Tinggi (KPT)	Researcher	03/07/2023	31/12/2023
13	External Industry Committee Member for Bachelor of Business Analytics, Department of Business Analytics, Sunway University Business School	Committee Member	07/01/2021	31/06/2021
14	Computational Thinking Program	Committee Member	01/07/2019	30/06/2020

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
15	Ahli Jawatankuasa Penilai Program – Master of Science in Information Systems, Universiti Malaysia Sabah	Committee Member	29/03/2018	29/04/2018
16	Assistant Secretary of MyAIS (Association of Information Systems (Malaysia Chapter)).	Assistant Secretary	01/01/2017	31/12/2018
17	1st Malaysia Doctoral Consortium for Information Systems 2018 (MyDCIS2018)	Committee Member	01/11/2018	30/11/2018
18	Information Systems: International Journal of Innovative Computing. ISSN-2180-4370	Section Editor	01/01/2012	31/12/2016
19	Bengkel Penyediaan High Level Strategic ICT Blueprint bersama Program Great Minds ICT Kementerian Pengajian Tinggi (KPT)	Pakar Rujuk	08/03/2013	10/03/2013

## INTERNATIONAL APPOINTMENT COMMITTEE

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
1	International Conference on Research and Innovation in Information Systems, Marketing, Entrepreneurship, Technology and Accounting (ICRIIS-META) 2023.	Secretary	01/01/2023	31/12/2023
2	7 <sup>th</sup> International Conference on Research and Innovation in Information Systems 2021.	Vice Secretary	01/07/2021	31/03/2022
3	6 <sup>th</sup> International Conference on Research and Innovation in Information Systems 2019.	Secretary	01/07/2019	31/03/2020
4	5 <sup>th</sup> International Conference on Research and Innovation in Information Systems 2017.	Publicity	01/01/2017	31/12/2017
5	Pacific Asia Conference on Information Systems 2017.	Committee Member	01/01/2017	30/08/2017
5	International Technobiz & Ideas Innovation Challenge 2016 Program.	Committee Member	01/02/2016	30/05/2016
6	4 <sup>th</sup> International Conference on Research and Innovation in Information Systems 2015.	Committee Member	01/01/2015	31/12/2015

NO	NAME OF COMMITTEE	ROLE	STARTING DATE	ENDING DATE
7	3 <sup>rd</sup> International Conference on Research and Innovation in Information Systems (ICRIIS2013), Kuala Lumpur, Malaysia	Technical Committee Member	27/11/2013	28/11/2013
8	5th International Conference on Qualitative Research in IT & IT in Qualitative Research (QualIT2010). Brisbane, Australia	Organization Co-chairs	29/11/2010	30/11/2010
9	21st of Australasian Conference of Information Systems (ACIS2010). Brisbane, Australia	Volunteer Coordinator	01/12/2010	03/12/2010
10	5th International Conference on Qualitative Research in IT (QUALIT2010). Brisbane, Australia	Volunteer Coordinator	29/11/2010	30/11/2010
11	20th Australasian Conference on Information Systems (ACIS2009). Melbourne, Australia	International Program Committee	02/12/2009	04/12/2009

## SELECTED ACTIVITIES / WORKSHOPS / SEMINARS / COURSES

NO	NAME OF ACTIVITIES	PLACE OF ACTIVITIES	STARTING DATE	ENDING DATE
1	Online Roadshow on Micro-Credential	UTM Skudai	23/05/2021	23/05.2021
2	Teaching & Learning Course (Online) : Assessment For Open Distance Learning (ODL) Programs	UTM Skudai	23/06/2021	23/06/2021
3	Teaching & Learning Course (Online) : Delivering Open Distance Learning (ODL) Programs	UTM Skudai	24/05/2021	24/05/2021
4	Roles & Responsibilities Of Assistant Chair In Viva Voce Examination (Av101 - Part A)	UTM Skudai	18/05/2021	18/05/2021
5	Virtual Coffee Talk Share With Us	UTM Skudai	29/06/2021	29/06/2021
6	Kursus Kepimpinan Akademik ALP03 – Leveraging Power to Achieve Organizational Objective	UTM Skudai	21/06/2021	21/06/2021
7	Kursus Kepimpinan Akademik ALI101 – Commucation Skills	UTM Skudai	15/06/2021	15/06/2021
8	Kursus Kepimpinan Akademik ALP105 – Advanced Presentation Skill	UTM Skudai	25/05/2021	25/05/2021
9	Kursus Kepimpinan Akademik ALC102 – Change Management	UTM Skudai	12/04/2021	12/04/2021

NO	NAME OF ACTIVITIES	PLACE OF ACTIVITIES	STARTING DATE	ENDING DATE
10	Refresher Course Creative Leadership Workshop	UTM Skudai	27/09/2021	27/09/2021
11	Briefing on Leadskill Programme: The Importance of Upskilling to Stay Relevant	UTM Skudai	30/05/2021	30/05/2021
12	Rising Through the Ranks in Academia: Tips, Rules & Personal Journey	UTM Skudai	09/09/2021	09/09/2021
13	ISES Lets Walk the Talk	UTM Skudai	21/06/2021	21/06/2021
14	ISES Memperkasakan Pengurusan Akademik	UTM Skudai	05/05/2021	05/05/2021
15	Program ISES for Leaders – Enculturation of ISES. The Roles of Leaders	UTM Skudai	15/03/2021	15/03/2021
16	Wacana Kepimpinan Akademik: Preparing Future Leaders Visions, Diverse Voices and Reality	UTM Skudai	15/02/2021	15/02/2021
17	Student-Centered Learning Activities	UTM Skudai	24/03/2020	24/03/2020
18	Roles & Responsibilities of Assistant Chair in Viva Voce Examination (AV101 – Part A)	UTM Skudai	18/05/2020	18/05/2020
19	ALL102: Developing Diversity and Inclusion	UTM Skudai	22/09/2020	22/09/2020
20	ALI105 – Leading with Advanced Analytics and Artificial Intelligence	UTM Skudai	03/11/2020	03/11/2020
21	Human Resource Management & Development (Case Studies)	UTM Skudai	28/10/2020	28/10/2020
22	Kursus The Soul of Leadership: Unlocking Your Potential	UTM Skudai	21/09/2020	21/09/2020
23	Bengkel Outcomes Based Education (OBE)	UTM Skudai	03/12/2020	03/12/2020
24	Town Hall UTM Envision 2025	UTM Skudai	16/11/2020	16/11/2020
25	Bengkel Taskforce Strategi KPI AHIBS 2020	UTM Skudai	20/01/2020	21/01/2020
26	Bengkel Amalan 100% Pengajaran Atas Talian	UTM Skudai	17/10/2019	17/10/2019
27	Kursus Alternative Assessment for Online Distance Learning (ODL)	UTM Skudai	29/01/2019	29/01/2019
28	Bengkel Penjajaran Konstruktif dan Pembangunan Item	UTM Skudai	22/01/2019	22/01/2019
29	AHIBS Strategic Review & Planning Workshop 2019-2020	UTM Skudai	20/09/2019	22/09/2019

<b>NO</b>	<b>NAME OF ACTIVITIES</b>	<b>PLACE OF ACTIVITIES</b>	<b>STARTING DATE</b>	<b>ENDING DATE</b>
30	Program Townhall Setahun UTM Synergy 4.0	UTM Kuala Lumpur	15/08/2019	15/08/2019
31	AACSB Workshop	UTM Skudai	07/08/2019	08/08/2019
32	ALR102: Basic Governance and Decision Making	UTM Skudai	25/02/2018	25/02/2018
33	2 Day Workshop on Active Learning & Storytelling Innovating Science & Engineering Lectures	UTM Skudai	10/01/2018	11/01/2018
34	Bengkel Pelan Strategik CICT 2019 dan Bengkel Pemurnian Pelan Sistem Maklumat UTM 2019 - 2023	UTM Skudai	07/12/2018	09/12/2018
35	Bengkel "Future Ready Curriculum 4.0 Framework	UTM Skudai	10/10/2018	10/10/2018
36	NALI 2018 New Academia Learning Innovation for Education 4.0	UTM Skudai	25/09/2018	26/09/2018
37	Microsoft Power BI	UTM Skudai	05/03/2018	06/03/2018

## RESEARCH ACTIVITIES

BIL	NAME OF GRANT	ROLE	CATEGORY OF GRANT (UTM/ OTHERS)	TYPE OF GRANT	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTE NO
1	UTM Researchers Expert Profile Dashboard On Research Projects, Supervision and Publications.	Project Leader	External Grant	UTM R&D FUND	414510.60	01/03/2020	31/08/2023	PY/2020/03535
2	Engagement Model in Understanding Enterprise Architects and the Stakeholders in the Enterprise Architecture Development.	Project Leader	Internal Grant	Tier 1	38500.00	01/07/2017	30/06/2019	PY/2017/00752
3	Customer Relationship Management (CRM) System for Greentree Workshop.	Project Leader	Internal Grant	Case Writing Grant Scheme	10000.00	01/11/2016	31/12/2017	PY/2016/07993
4	Understanding BI Stakeholder Requirements	Project Leader	Internal Grant	Flagship	60000.00	01/12/2014	29/02/2016	PY/2015/04289
5	Shared Services Implementation Framework for E-Government	Project Leader	Internal Grant	Tier 1	20000.00	01/07/2014	30/09/2015	PY/2014/02387

BIL	NAME OF GRANT	ROLE	CATEGORY OF GRANT (UTM/ OTHERS)	TYPE OF GRANT	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTE NO
6	Enhancing AI Adoption in Healthcare: The Role of Explainable AI in Building Trust and Improving Decision-Making	Project Member	External Grant	International Grant	30000.00	01/11/2024	01/06/2026	PY/2024/02504
7	Constructing a Digital Safety Framework for Adolescents in Malaysian Schools: A Proactive Strategy for Future Cybercrime Prevention	Project Member	Internal Grant	Potential Academic Staff	20000.00	15/11/2024	14/05/2026	PY/2024/02173
8	Pengaruh Program Pendidikan Umrah Terhadap Transformasi Peribadi Jemaah	Project Member	External Grant	Contract	25000.00	01/12/2024	29/12/2025	PY/2024/02558
9	Modeling the impact of generative AI on Malaysian labor market in manufacturing sector	Project Member	Internal Grant	UTM Fundamental Research	67000.00	01/09/2024	31/08/2026	PY/2024/01319
10	UTMSPC 2.1: Kajian Impak Latihan dan Promosi bagi memperkasa kesejahteraan rakyat mengikut Kerangka Matlamat	Project Member	External Grant	Quick Win Research Grant	50000.00	15/03/2023	14/10/2025	PY/2023/00189

BIL	NAME OF GRANT	ROLE	CATEGORY OF GRANT (UTM/ OTHERS)	TYPE OF GRANT	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTE NO
	pembangunan Mampan: Kajian Kes di Yayasan Pembangunan Keluarga Darul Ta'zim							
11	Enhancing Healthcare Delivery through Machine Learning: Development and Deployment of Machine Learning Based Risk Score for Open Heart Surgery at Institut Jantung Negara	Project Member	Institut Jantung Negara	Contract	35000.00	14/12/2023	13/12/2024	PY/2024/00477
12	Pembangunan Usahawan Digital Pengusaha Inap Desa	Project Member	External Grant	Networking Grant	5000.00	01/02/2021	31/07/2022	PY/2021/00394
13	Erasmus+ Capacity Building in the Field of Higher Education – Master Degree in Industry 4.0	Project Member	External Grant	Business Entity	317128.00	15/11/2019	14/11/2022	PY/2020/04540

BIL	NAME OF GRANT	ROLE	CATEGORY OF GRANT (UTM/ OTHERS)	TYPE OF GRANT	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTE NO
14	Kajian Keperluan Pengguna dan Spesifikasi Keperluan Teknikal Sistem e-IPTS 2.0	Project Member	External Grant	Business Entity	50000.00	02/01/2020	30/04/2020	PY/2020/04772
15	TDR 36.4 (TI) The Establishment of a Digital Economy Environment through Asset and Facilities Management Framework	Project Member	Internal Grant	UTM Transdisciplinary Research Grant	60000.00	01/12/2018	31/05/2022	PY/2018/03496
16	HIR 3.6: Data-Driven Innovation Enabling Academia-Industry Collaboration for a Future Ready Curriculum (DDI4FRC)	Project Member	Internal Grant	High Impact Research Grant	93000.00	01/04/2018	30/09/2021	PY/2018/02971
17	A New Approach for Edge Detection in Segmenting Eye Redness Pixel Intensity Based Fuzzy Rule-Based System	Project Member	Internal Grant	Tier 1	50000.00	01/02/2018	31/01/2019	PY/2017/01855
18	Profiling of Foreign Workers in Pengerang	Project Member	External Grant	Institut Inovasi Strategik Johor	34500.00	15/07/2016	14/04/2017	PY/2016/06926

BIL	NAME OF GRANT	ROLE	CATEGORY OF GRANT (UTM/ OTHERS)	TYPE OF GRANT	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTE NO
19	User Engagement Model of Social Network Sites as an Intervention for Weight Loss Management	Project Member	Internal Grant	Tier 2	20000.00	01/10/2016	31/12/2017	PY/2016/07651
20	The Development and Evaluation of Tweet-biased Summarization	Project Member	Internal Grant	Tier 2	20000.00	01/10/2016	31/12/2017	PY/2016/07455
21	Framework for Embedding Gamification in Massive Open Online Course	Project Member	External Grant	Dana Pembangunan Pengajaran	20000.00	15/07/2016	14/07/2018	PY/2016/07027
22	IT Shared Service Implementation Framework for E-Government	Project Member	Internal Grant	Tier 2	20000.00	01/10/2016	31/12/2017	PY/2016/07484
23	Forum Structural Elements that Contribute to Knowledge Construction Among Massive Open Online Courses Learning Community	Project Member	Internal Grant	Tier 1	50000.00	15/11/2015	31/10/2017	PY/2015/04997

BIL	NAME OF GRANT	ROLE	CATEGORY OF GRANT (UTM/ OTHERS)	TYPE OF GRANT	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTE NO
24	A Conceptual Framework of Factors Affecting Unethical Behavior in Social Networking Web Sites	Project Member	External Grant	Fundamental Research Grant Scheme	68200.00	01/07/2014	30/06/2016	PY/2014/03191
25	An Adaptive Self-directed Learning Model Using Open Learner Model Approach	Project Member	Internal Grant	Encouragement Grant	20000.00	01/04/2014	31/03/2015	PY/2014/02562
26	Understanding of Social Network Sites (SNS) Appropriation by Malaysian Children and Teenagers in Family Context	Project Member	External Grant	Fundamental Research Grant Scheme	76164.00	16/12/2013	15/12/2015	PY/2014/01368
27	An Ontology Based Knowledge Management for Mobile English Learning Systems (OK-Miles)	Project Member	Internal Grant	Flagship COE	64200.00	01/07/2014	30/06/2017	PY/2014/03320
28	Information Systems Integration – A Case Study of A Malaysian Institution of Higher Learning	Project Member	Internal Grant	Tier 2	50000.00	01/12/2012	31/12/2013	PY/2013/00129

BIL	NAME OF GRANT	ROLE	CATEGORY OF GRANT (UTM/ OTHERS)	TYPE OF GRANT	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTE NO
29	The Development of an Ontology for Managing Compliance in Digital Heritage Domain	Project Member	Internal Grant	Flagship	30000.00	01/04/2013	31/03/2014	PY/2013/00512
30	Exploring Citizen Relationship Management (CiRM) Implementation Process in Malaysian Local Governments	Project Member	Internal Grant	Tier 2	32000.00	01/12/2012	31/12/2013	PY/2012/01580
31	Formulation of Methodology for Developing a Mobile-Based Knowledge Management Systems in Institutions of Higher Learning (IHLS)	Project Member	Internal Grant	UTM	-	March 2002	March 2004	-
32	Information Systems Planning	Project Member	Internal Grant	UTM	-	1999	2002	-

## COLLABORATION / MOU

NO	NAME OF MOU	LEVEL OF MOU (NATIONAL/ INTERNATIONAL)	STARTING DATE	ENDING DATE
1	Agreement for the Provisioning of Programme Development and Implementation of Accelerated Leadership Series (ALPS) for the Commission High Potential (HIPO) Talents.	National	01/05/2020	31/12/2021
2	Memorandum of Agreement on Research Collaboration Between Universiti Malaysia and Universiti Teknologi Malaysia.	National	01/07/2019	30/06/2020

## SUPERVISION

### PHD/ DBA STUDENTS

#### Main Supervisor

No	Name	Status (Graduated /Ongoing)	Title	Date / Sem
1	Hamood Said Mohammed Al Kharusi <i>(Recipient of UTM Best Postgraduate Award)</i>	Graduated	The Proposed Alignment Framework Enterprise Architecture Development for the Omani Public Sector.	July 2018
2	Sumera Ahmad <i>(Recipient of UTM Alumni Award and UTM Best Postgraduate Award)</i>	Graduated	Business Intelligence System Adoption Model for Textile and Apparel Industry in Pakistan	December 2020
3	Hussein Ali Alenzi	Ongoing	Model for Continuous Interaction between the Kuwaiti Government and Citizens Using Social Media Networks	12/16

No	Name	Status (Graduated /Ongoing)	Title	Date / Sem
4	Aamer Shehzad	Ongoing	Alignment Model of Disruptive Digital Technologies and Cross Organizational Collaboration for Value Chain Extension of Automotive Industry	9/16
5	Jaafar Ibraheem	Ongoing	Evaluation of E-Government of Nigeria by the Ministry of Communications and Digital Economy	7/16
6	Mohd Shamsul Hassan (DBA)	Ongoing	The Technology Planning Model And Fintech in Maybank R&D Management	14/16
7	Li NingLin	Ongoing	Digital Transformation of Supply Chain	3/16
8	Hao Zhaoliang	Ongoing	Adoption of Blockchain Technology in the E-Commerce Industry	5/16
9	Sun Wei	Ongoing	Enhancing Consumers' EWOM Engagement Intentions in Online Brand Community.	5/16
10	Ghufran Abdulrahman Neamah Al-Azzawi	Ongoing	Framework for Social Media Adoption Process as a Collaborative Tool in Iraqi Higher Education Institutions.	4/16

### PhD Co Supervisor

No	Name	Status (Graduated /Ongoing)	Title	Date / Sem
1	Yuzi Mahmud	Graduated	Social Network Site Appropriation Processes Based on Family Types	October 2015
2	Feldiansyah Bakri Nasution	Graduated	Integrated Double Loop Data Driven Model for Public Policy Making	October 2019
3	Kayode Ibrahim Adenuga <i>(Recipient of UTM Best Postgraduate Award)</i>	Graduated	Telemedicine Adoption Model for Clinicians in Nigeria	February 2018

No	Name	Status (Graduated /Ongoing)	Title	Date / Sem
4	Ravika Hafizi	Graduated	Inter Organizational ICT Shared Services Framework for E-Government	January 2018
5	Azizah Hassan	Graduated	The Determinants and Mediators of Continuous Auditing System Among Internal Auditors in Malaysia	January 2024
6	Apriansyah Putra Amiruddin	Ongoing	A Sustainable Model of E-Government Application Usage in Indonesia Government	4/16
7	Mira Afrina Rachman	Ongoing	Customer Loyalty Model Based on Customers' Changing Habits in E-Commerce	4/16
8	Abdullahi Olayiwola Alfa	Ongoing	Model to Reduce Social Media Addiction Among Teenage Students in Nigeria Tertiary Institutions	2/16
8	Wu Yuluan	Ongoing	Research on the Strategic Implementation of Cross-border E-Commerce Platform based on BSC	2/16
9	Folashade Oyinlola Adedokun	Ongoing	Adoption of Gamification Model in E-Library Services in Higher Education	2/16
10	Azizah Hassan	Ongoing	A Model of Continuous Auditing System Use Based on Auditor Quality and Information Sharing Predictions by Internal Auditors	13/16

## MASTER STUDENTS

### Master by Research (Co Supervisor)

No	Name	Status (Graduated /Ongoing)	Title	Date / Sem
1	Muhammad Reza Farhad Khan	Graduated	Adoption of Computer Based Learning in Underdeveloped Country: Case Study of Bangladesh	2015/2016 Sem 2

### Master by Mixed-Mode Course (Main Supervisor)

No	Name	Status (Graduated /Ongoing)	Title	Date / Sem
1	Abdullah Ahmed Ali Bagaber	Graduated	Business Process Reengineering in SMES (Case Study at Alsultan Company)	March 2014
2	Rahman Nahi Abid	Graduated	Descision Support Framework for Procurement System in University of Babylon	January 2014
3	Supiah Selamat Graduated	Graduated	Incorporating Business Process Reengineering into Information Systems Development	September 2015
4	Suhaira Abu Bakar	Graduated	McKeen Matrix Application Portfolio: A Case Study in UTM	September 2015
5	Nooradilla Abu Hassan <i>(Recipient of UTM Pro-Chancellor Award and UTM Best Postgraduate Award)</i>	Graduated	Business Intelligence Systems Readiness in Higher Education Institution	June 2016
6	Nurlydia Natasha Md Hatta <i>(Recipient of UTM Pro-Chancellor Award and UTM Best Postgraduate Award)</i>	Graduated	Business Intelligence System Adoption Model for SMEs	June 2016
7	Noreen Md Hashim	Graduated	Success Factors for ICT Shared Services in Higher Education Institutions	March 2018
8	Nani Amalina Zulkanain <i>(Recipient of UTM Pro-Chancellor Award and UTM Best Postgraduate Award)</i>	Graduated	An Adapted Pedagogical Framework in Utilizing WhatsApp for Learning Purpose	January 2019
9	Diniha Miskam <i>(Recipient of UTM Pro-Chancellor Award and UTM Best Postgraduate Award)</i>	Graduated	Customer Knowledge Management Towards Customer Satisfaction in Delivering Digital Services	November 2022

**Master by Mixed-Mode Course (Co Supervisor)**

No	Name	Status (Graduated /Ongoing)	Title	Date / Sem
1	Nurul Syazana Selamat	Graduated	User Judgement Evaluation for Document Summarization	December 2017

**Master by Taught Course (Main Supervisor)**

No	Name	Status (Graduated /Ongoing)	Title	Date / Sem
1	Sheela A/P Munusamy (MBA)	Graduated	An Improvement of Digitalized Construction Documentation at Xiao Li Engineering & Co Sdn. Bhd.	November 2024
2	Redzuan Shah Yusoff	Graduated	A Framework for Improving Home Wi-Fi Experience: A Case Study of UNIFI Subscribers	November 2023
3	Emil Rahmad Ghafar (MBA)	Graduated	E-Commerce Promotion Strategy in Exploring New Target Market	November 2022
4	Muhammad Hisyam Zainal Abidin (MBA) <i>(Recipient of UTM Best Postgraduate Award)</i>	Graduated	Increasing Employees' Adoption Level Toward the Implemented Health Information Ssystem (HIS) in Bahagian Kesihatan Pergigian Negeri Johor (BKPJ)	November 2022
5	Tan Xian Yong (MBA)	Graduated	The Implementation of E-Commerce System to the Delivery Supply Chains	November 2022
6	Yong See Yiun (MBA)	Graduated	Implementing Business Intelligence System to Improve Process Efficiency in Sales Forecasting for a Small and Medium Sized Enterprise	November 2022
7	Pavithran A/L Chandra Shekaran	Graduated	Redesigning an Organizational Structure to Improve Communication Between Employees of Different Sections	November 2022
8	Samantha Sue Anne A/P Seleveraj	Graduated	Effects of E-Learning on Parents and Children	November 2022

9	Sharanraj A/L Ravi	Graduated	Employees' Productivity Improvement by Enhancing Job Satisfaction in Lactus Paper Industries Sdn. Bhd.	November 2022
10	Nasrul Azim Abdal Aziz (MBA)	Graduated	B2B Solution to Improve Job Performance of an Organization	November 2022
11	Ahmad Faizal bin Rosehaizad (MBA)	Graduated	Cooperation and Coordination Through Digital Forensics	November 2022

## UTM POSTGRADUATE EXAMINATION / VIVA

### PHD VIVA VOCE

No	Role	Name of Student	Title	Year
1	Examiner	Rizka Dhini Kurnia	A Reconciliation for Managing Negative Electronic Word-of-Mouth in Maintaining Online Reputation Based on Users' Perspective.	2024

### PHD ASSESSMENT

No	Role	Name of Student	Title	Year
1	Examiner	Fatima Abu Bakar	Adoption of Knowledge Management System in UTM	2017

### PHD PROPOSAL DEFENSE/1<sup>st</sup> ASSESSMENT

No	Role	Name of Student	Title	Year
1	Examiner	Sariati Azman	Examining Enterprise Resource Planning (ERP) Implementation Towards Effective Accounting Information Systems (AIS) Among Two Cases of Manufacturing Companies in Malaysia	2021

No	Role	Name of Student	Title	Year
2	Examiner	Ahmad Najmi Amerhaider Nuar	Computational Thinking Ideation Canvas for Malaysian Small and Medium Enterprises	2021
3	Examiner	Mohd Zuhan Mohd Zain @ Zakaria	The Development of Systemic User Acceptance Model	2016
4	Examiner	Nur Fadziana Faisal Mohamed	Designing an Engaging Exergame Play to Encourage Physical Activity in Female Adolescents	2016
5	Examiner	Nor Irliana Mohd Rahim	Critical Success Factors for Development of Chatbot Knowledge Base in Public Higher Education Institutions	2016
6	Examiner	Abdelsalam H. Busalim	Proposed Customer Engagement Model for Social Commerce Website	2015
7	Examiner	Yahya Abdul A Hakimi	A Model for CBA Acceptance in Saudi Arabia Secondary School	2015
8	Examiner	Nur Alia Hamizah Mohamad	Kajian Kerangka Kepintaran Perniagaan Modul Akademik Pengajian Tinggi Berdasarkan Kaedah Change Data Capture	2014
9	Examiner	Haider Abdulkadhim Alwan	A Framework of Electronic Document Management Systems Implementation in Iraqi Government	2014
10	Examiner	Deborah Libu Paris	Business-to-Customer E-Commerce Implementation in Malaysian Small Medium Enterprise Organization	2014

### **MASTER BY RESEARCH PROPOSAL DEFENSE/1st ASSESSMENT**

No	Role	Name of Student	Title	Year
1	Examiner	Tiara Izrinda Jafni	The Readiness of Stakeholder in Rehabilitation Centre in Malaysia Towards Telerehabilitation	2017

**MASTER BY MIXED-MODE**

No	Role	Name of Student	Title	Year
1	Examiner	Md Ismail Hossain	Adoption Model for Wearable Devices in IoT Healthcare to Monitor Blood Glucose Measuring	2019
2	Examiner	Najim Ahmad Aziz	Strategic Alignment of Sustainability Strategy and Information System Strategy – A Case Analysis	2019
3	Examiner	Eu Lay Tien	Big Data Analytics Model for Malaysian SME	2019
4	Examiner	Nik Nor Farah Annysa Husin	Open Data Utilization: Flood Disaster in Malaysia	2019
5	Examiner	Rasha Najib Ahmed Abdullah Aljabali	Personalized Gamified Learning Based on Learning Style for Improving Student's Performance.	2018
6	Examiner	Nur Fatihah Abu Bakar	The Implementation of Gamification in Mooc	2017
7	Examiner	Siti Faridah Suratin	A Combination of Persuasive Technology with Edugames Approach in the Courseware Model for Children with Disability: Life Skills Subject	2016
8	Examiner	Fairuz Amalina Muzafar	Knowledge Management of Flood Disaster in Social Media	2016
9	Examiner	Fatima Abubakar	Impact of Knowledge Management Practice in Malaysia Higher Education: A Tactical Management Perspective	2016
10	Examiner	Mojtaba Zare	Quality Factors in Implementing of Mobile Learning Using Multiple Criteria Decision Making	2015
11	Examiner	Youcef Benferdia	Integrating Cooperative Users to Develop Framework for an Effective Mobile Physioteraphy	2014
12	Examiner	Mohammad Riazi	Crowdsourcing for Disaster Preparedness	2014
13	Examiner	Mohanad Ghazi Yaseen	A Framework for Adopting Open Source Software Within University ICTS: Universiti Teknologi Malaysia Case Study	2014

No	Role	Name of Student	Title	Year
14	Examiner	Basheer Mohammed Mohammed Al-Haimi	E-Government Model for the Republic of Yemen (Case Study of Ministry of Higher Education and Scientific Research)	2013
15	Examiner	Azam Abdollahzadehgan	To Assess the Effect of Organization Factor on Adopting Cloud Computing in SMEs	2013
16	Examiner	Muhamad Suhaib Mohamad Ghazali	Geospatial Data Model of Enterprise GIS for Kulai Municipal Council	2013

## EXTERNAL POSTGRADUATE EXAMINATION / VIVA

### PHD VIVA VOCE

No	Role	Name of Student	Title	Year
1	Examiner <i>MMU</i>	Ms. Jayamalathi A/P Jayabalan	Role of Intellectual Capital and Information Technology Capabilities to Achieve Frugal Innovation among Private Universities	2023

### MASTER BY RESEARCH

No	Role	Name of Student	Title	Year
1	Examiner <i>UTeM</i>	Waleed Saeed Moahmoud Ali	Managing Risk for Enterprise Resource Planning Software Project in Developing Countries	2018
2	Examiner <i>UKM</i>	Sazrina Ramli	Kerangka Perancangan Kapasiti Ke Arah Kelestarian Pusat Data Hijau	2018
3	Examiner <i>UKM</i>	Faiznor Aishah Ahmad Fuaad	Penggunaan Dan Penerimaan Aplikasi Pembelajaran Mudah Alih (M-Pembelajaran) Dalam Kalangan Pelajar Program Pengajian Jarak Jauh (PJJ) UKM	2017

## PUBLICATIONS

### JOURNAL

NO	ARTICLE TITLE	JOURNAL TITLE	ISSN	VOL	ISSUES	PAGE	PUB. YEAR	IF	TYPE OF PUB.	CATEGORY OF PUB.	QUARTILE RANKING	CATEGORY AUTHOR
1	Enterprise Architects and Stakeholders Alignment Framework in Enterprise Architecture Development	Information Systems & E-Business Management	16179846	19	1	37-181	2021	1.96	INDEXED (WOS/ ISI/ SCOPUS)	Article	Q3	UTM First Author
2	Statistical Assessment of Business Intelligence System Adoption Model for Sustainable Textile and Apparel Industry	IEEE Access	2169-3536	9	0	106560-106574	2021	4.367	INDEXED (WOS/ ISI/ SCOPUS)	Article	Q2	UTM First Author
3	A Conceptual Model of Business Intelligence System Adoption for the Textile and Apparel Industry in Pakistan	Mehran University Research Journal of Engineering and Technology	0254-7821	40	2	251-264	2021	-	INDEXED (WOS/ SCOPUS)	Article	-	UTM First Author
4	A New Model for Enhancing Student Portal Usage in Saudi Arabia Universities	Engineering Technology & Applied Science Research	22414487	11	3	715-717	2021	-	INDEXED (WOS/ SCOPUS)	Article	-	UTM First Author

NO	ARTICLE TITLE	JOURNAL TITLE	ISSN	VOL	ISSUES	PAGE	PUB. YEAR	IF	TYPE OF PUB.	CATEGORY OF PUB.	QUARTILE RANKING	CATEGORY AUTHOR
5	Business Intelligence Usage Model for Higher Education Institutions	Journal of Theoretical and Applied Information Technology	1992-8645	99	5	1020-1032	2021	-	INDEXED (SCOPUS)	Article	-	Co-Author
6	Exploration of Influential Determinants for the Adoption of Business Intelligence System in the Textile and Apparel Industry	Sustainability	20711050	12	18	1-21	2020	2.5	INDEXED (WOS/ ISI/ SCOPUS)	Article	Q2	UTM First Author
7	Towards Sustainable Textile and Apparel Industry: Exploring the Role of Business Intelligence Systems in the Era of Industry 4.0	Sustainability	20711050	12	7	1-23	2020	2.576	INDEXED (WOS/ ISI/ SCOPUS)	Article	Q2	UTM First Author
8	An Experimental Study: Personalized Gamified Learning Based on Learning Style	Journal of Theoretical and Applied Information Technology	1992-8645	98	22	3474-3488	2020	-	INDEXED (SCOPUS)	Article	-	Co-Author
9	An Adapted Pedagogical Framework in Utilizing WhatsApp for Learning Purpose	Education and Information Technologies	15737608	281	2	1-12	2020	-	INDEXED (WOS/ ISI)	Article	-	UTM First Author

NO	ARTICLE TITLE	JOURNAL TITLE	ISSN	VOL	ISSUES	PAGE	PUB. YEAR	IF	TYPE OF PUB.	CATEGORY OF PUB.	QUARTILE RANKING	CATEGORY AUTHOR
10	Modeling of Business Intelligence Systems Using the Potential Determinants and Theories with the Lens of Individual, Technological, Organizational and Environmental Contexts – A Systematic Literature Review.	Applied Sciences-Basel	207634 17	10	9	1-23	2020	2.217	INDEXED (WOS/ ISI/ SCOPUS)	Article	Q2	UTM First Author
11	Enterprise Architecture Development Approach in the Public Sector	International Journal of Enterprise Information Systems	154811 15	14	4	124-141	2018	-	INDEXED (SCOPUS)	Article	-	UTM First Author
12	Factor Effect on Saudi Student to Use University Portal in Saudi Arabia	Journal of Engineering and Applied Sciences	181694 9X	13	0	5435-5441	2018	-	INDEXED (SCOPUS)	Article	-	Co-Author
13	Towards Reinforcing Telemedicine Adoption Amongst Clinicians in Nigeria	International Journal of Medical Informatics	138650 56	104	0	84-96	2017	3.21	INDEXED (WOS/ ISI/ SCOPUS)	Article	Q1	Co-Author
14	A Framework of Knowledge Personalization in Mobile Learning	Journal of Theoretical and Applied Information Technology	199286 45	89	1	104-114	2016	-	INDEXED (SCOPUS)	Article	-	Co-Author

NO	ARTICLE TITLE	JOURNAL TITLE	ISSN	VOL	ISSUES	PAGE	PUB. YEAR	IF	TYPE OF PUB.	CATEGORY OF PUB.	QUARTILE RANKING	CATEGORY AUTHOR
15	Analyzing Sharing Experiences in Government Sector Based on Shared Services Perspectives	Journal of Theoretical and Applied Information Technology	19928645	88	1	123-134	2016	-	INDEXED (SCOPUS)	Article	-	UTM First Author
16	Drivers Influencing Shared Services Adoption	Journal of Theoretical and Applied Information Technology	19928645	90	1	93-100	2016	-	INDEXED (SCOPUS)	Article	-	Co-Author
17	Business Intelligence Readiness Factors for Higher Education Institution	Journal of Theoretical and Applied Information Technology	19928645	89	1	174-181	2016	-	INDEXED (SCOPUS)	Article	-	UTM First Author
18	Initial Recommendations of MOOCS Characteristics for Academic Discipline Clusters	Journal of Theoretical and Applied Information Technology	19928645	87	2	204-213	2016	-	INDEXED (SCOPUS)	Article	-	Co-Author
19	Social Network Site (SNS) Appropriation Process in Family Perspective Based on Family Types	Journal of Theoretical and Applied Information Technology	19928645	88	3	464-475	2016	-	INDEXED (SCOPUS)	Article	-	Co-Author
20	A Proposed Framework for Standardizing Information Technology Professional Skills and Evaluation	ARNP Journal of Engineering and Applied Sciences	18196608	10	23	17588-17595	2015	-	INDEXED (SCOPUS)	Article	-	Co-Author

NO	ARTICLE TITLE	JOURNAL TITLE	ISSN	VOL	ISSUES	PAGE	PUB. YEAR	IF	TYPE OF PUB.	CATEGORY OF PUB.	QUARTILE RANKING	CATEGORY AUTHOR
	Schema for New IT Employees											
21	Applying the Principles of Interpretive Field Research: As Example of an IS Case Study on Shared Services	ARP Journal of Engineering and Applied Sciences	18196608	10	23	18078-18086	2015	-	INDEXED (SCOPUS)	Article	-	Corresponding Author
22	A Business Intelligence Framework for Higher Education Institutions	ARP Journal of Engineering and Applied Sciences	18196608	10	23	18070-18077	2015	-	INDEXED (SCOPUS)	Article	-	UTM First Author
23	Business Intelligence System Adoption Theories in SMEs: A Literature Review	ARP Journal of Engineering and Applied Sciences	18196608	10	23	18165-18174	2015	-	INDEXED (SCOPUS)	Article	-	UTM First Author
24	Implementation Issues Affecting the Business Intelligence Adoption in Public University	ARP Journal of Engineering and Applied Sciences	18196608	10	23	18061-18069	2015	-	INDEXED (SCOPUS)	Article	-	Co-Author
25	An Initial Model for Telemedicine Adoption in Developing Countries	ARP Journal of Engineering and Applied Sciences	18196608	10	23	17614-17623	2015	-	INDEXED (SCOPUS)	Article	-	Co-Author

NO	ARTICLE TITLE	JOURNAL TITLE	ISSN	VOL	ISSUES	PAGE	PUB. YEAR	IF	TYPE OF PUB.	CATEGORY OF PUB.	QUARTILE RANKING	CATEGORY AUTHOR
26	Achieving Rigour in Literature Review: Insights from Qualitative Data Analysis and Tool Support	Communication of the Association for Information Systems	15293181	37	1	154-204	2015	-	INDEXED (SCOPUS)	Article	-	UTM First Author
27	A Systematic Literature Review Dynamic Design Challenges in Implementing Big Data	Advanced Science Letters	19366612	21	6	2077-2080	2015	-	INDEXED (SCOPUS)	Article	-	Co-Author
28	Personal Knowledge Management in M-Learning: A Systematic Literature Review	Advanced Science Letters	19366612	21	6	1910-1914	2015	-	INDEXED (SCOPUS)	Article	-	Co-Author
29	Exploring Factors that Affect on Cancer Patients Performance in Social Networks for Informational Support	International Journal of Business Information Systems	17460972	20	3	348-361	2015	-	INDEXED (SCOPUS)	Article	-	Co-Author
30	Continuous Intention Criteria of SNS Appropriation Process in Family Context: A Systematic Literature Review	Jurnal Teknologi	21803722	75	1	127-143	2015	-	INDEXED (SCOPUS)	Article	-	Co-Author
31	Exploring Shared Services from an IS Perspective: A Literature Review and Research Agenda	Communication of the Association for Information Systems	15293181	34	1	1001-1040	2014	-	INDEXED (SCOPUS)	Article	-	UTM First Author

NO	ARTICLE TITLE	JOURNAL TITLE	ISSN	VOL	ISSUES	PAGE	PUB. YEAR	IF	TYPE OF PUB.	CATEGORY OF PUB.	QUARTILE RANKING	CATEGORY AUTHOR
32	Towards a Typology of Structural Arrangements for Shared Services Evidence from the Higher Education Sector	Electronic Markets	10196781	23	2	149-162	2013	0.769	INDEXED (WOS/ ISI/ SCOPUS)	Article	Q3	Corresponding Author
33	Success Factors for ICT Shared Services in the Higher Education Sector	Journal of Information Technology Research (JITR)	19387857	5	3	1-24	2012	-	INDEXED (SCOPUS)	Article	-	Corresponding Author

## **H INDEX :**

14 (Scopus) - <https://www.scopus.com/authid/detail.uri?authorId=54929871100>

9 (Web of Science) - <https://www.webofscience.com/wos/author/record/40293737>

## **PROCEEDINGS/CONFERENCE (SCOPUS)**

1. R. S. Yusoff, **S. Miskon** and N. S. Abdullah, A Framework for Improving Home Wi-fi Experience: A Case Study of Unifi Subscribers, *2021 7th International Conference on Research and Innovation in Information Systems (ICRIIS)*, Johor Bahru, Malaysia, 25-26 October 2021, (ISBN 978-1-6654-0805-9).
2. G. A. Al-Azzawi, **S. Miskon**, N. S. Abdullah and N. Mat Ali, Factors Influencing Customers' Trust in E-Commerce during COVID-19 Pandemic, *2021 7th International Conference on Research and Innovation in Information Systems (ICRIIS)*, Johor Bahru, Malaysia, 25-26 October 2021, (ISBN 978-1-6654-0805-9).
3. D. Miskam, **S. Miskon**, N. S. Abdullah and N. Mat Ali, Customer Knowledge Management (CKM) Towards Customer Satisfaction in Delivering Digital Services, *2021 7th International Conference on Research and Innovation in Information Systems (ICRIIS)*, Johor Bahru, Malaysia, 25-26 October 2021, (ISBN 978-1-6654-0805-9).
4. T. X. Yong, **S. Miskon** and N. S. Abdullah, Barriers in Implementing E-Commerce System: A Case Study of Computer Retail Outlet, *2021 7th International Conference on Research and Innovation in Information Systems (ICRIIS)*, Johor Bahru, Malaysia, 25-26 October 2021, (ISBN 978-1-6654-0805-9).
5. I. A. A. Bahar, S. Nasirin, S. Lada, N. M. Nistah, E. A. A. Seman and **S. Miskon**, Developing COVID-19 Web and Mobile Web Situation Reporting Applications for the State Health Authority, *2021 Iberian Conference on Information Systems and Technologies (CISTI)*, Chaves, 23 – 26 June 2021, (ISBN 978-989546591-0).
6. S. Ahmad and **S. Miskon**, Steps Towards Successful Artificial Intelligence Integration in the Era of Industry 4.0, *2021 International Conference in Innovation and Intelligence for Informatics, Computing, and Technologies (3ICT)*, 29 - 30 September 2021, pp. 137-142, (ISBN 978-166544032-5).
7. S. Ahmad and **S. Miskon**, IoT Driven Resiliency with Artificial Intelligence, Machine Learning and Analytics for Digital Transformation, *2020 International Conference on Decision Aid Sciences and Application (DASA 2020)*, Bahrain, 8 – 9 November 2020, pp. 1205 – 1208 (ISBN 978-1-7281-9678-7).
8. S. Ahmad and **S. Miskon**, The Adoption of Business Intelligence Systems in Textile and Apparel Industry: Case Studies, In: *2020 Saeed F., Mohammed F., Gazem N. (eds) Emerging Trends in Intelligent Computing and Informatics. IRICT 2019 Advances in Intelligent Systems and Computing*, pp. 12 – 23 (ISBN 978-3-030-33581-6).
9. A. T. Ramachandran, N. Ahmad, **S. Miskon**, N. A. Iahad and N. M. Ali, Factors Influencing the Adoption of Social Media in Service Sector Small and Medium Enterprises (SMEs). In: *2020 Saeed F., Mohammed F., Gazem N. (eds) Emerging Trends in Intelligent Computing and Informatics. IRICT 2019. Advances in Intelligent Systems and Computing*, pp. 917 - 925 (ISBN 978-3-030-33581-6).
10. E. L. Tien, N. M. Ali, S. Miskon, N. Ahmad and N. S. Abdullah, Big Data Analytics Adoption Model for Malaysian SMEs. In: *2020 Saeed F., Mohammed F., Gazem N. (eds) Emerging*

- Trends in Intelligent Computing and Informatics. IRICT 2019. Advances in Intelligent Systems and Computing, pp. 45 - 53 (ISBN 978-3-030-33581-6).
11. S. M. Jamiu, N. S. Abdullah, **S. Miskon** and N. M. Ali, Data Governance Support for Business Intelligence in Higher Education: A Systematic Literature Review. In: 2020 Saeed F., Mohammed F., Gazem N. (eds) Emerging Trends in Intelligent Computing and Informatics. IRICT 2019. Advances in Intelligent Systems and Computing, pp. 35 - 44 (ISBN 978-3-030-33581-6).
  12. N. A. Zulkanain, **S. Miskon**, N. S. Abdullah, N. M. Ali and N. Ahmad, Communication and Learning: Social Networking Platforms for Higher Education. In: 2020 Saeed F., Mohammed F., Gazem N. (eds) Emerging Trends in Intelligent Computing and Informatics. IRICT 2019. Advances in Intelligent Systems and Computing pp. 926 - 935 (ISBN 978-3-030-33581-6).
  13. M. Bahari, T. I. Jafni, **S. Miskon** and W. Ismail, A Review of Success/Failure Factors Influencing Healthcare Personnel for Telerehabilitation, 2019 6th International Conference on Research and Innovation in Information Systems (ICRIIS), Johor Bahru, Malaysia, 2-3 December 2019, pp. 1-7 (ISBN 978-172816726-8).
  14. H. Alenzi and **S. Miskon**, Factors for continued interaction between the kuwaiti government and citizens via social media networks: A proposed model, 2019 6th International Conference on Research and Innovation in Information Systems (ICRIIS), Johor Bahru, Malaysia, 2-3 December 2019, pp. 1-6 (ISBN 978-172816726-8).
  15. N. N. M. Hatta, **S. Miskon** and N. S. Abdullah, Social media facilitate compliance communication in higher education institutions, 2019 6th International Conference on Research and Innovation in Information Systems (ICRIIS), Johor Bahru, Malaysia, 2-3 December 2019, pp. 1-6 (ISBN 978-172816726-8).
  16. S. A. Abdulkadir, **S. Miskon** and N. S. Abdullah, The role of ICT in project-based learning: A literature review, 2019 6th International Conference on Research and Innovation in Information Systems (ICRIIS), Johor Bahru, Malaysia, 2-3 December 2019, pp. 1-5 (ISBN 978-172816726-8).
  17. N. M. Hashim, N. MM. Ali, N. S. Abdullah, **S. Miskon** and S. H. Huspi, Success factors Model for ICT shared services, 2017 5th International Conference on Research and Innovation in Information Systems (ICRIIS), Langkawi, Kedah, Malaysia, 16-17 July 2017, (ISBN 978-150903035-4).
  18. H. Al-Kharusi, **S. Miskon**, and M. Bahari. Alignment framework in enterprise architecture development. 2017 21st Pacific Asia Conference on Information Systems, PACIS 2017; Langkawi, Kedah, Malaysia, 16-29 July 2017.
  19. H. Al-Kharusi, **S. Miskon**, and M. Bahari. Research Perspective in Enterprise Architecture. 2017 21st Pacific Asia Conference on Information Systems, PACIS 2017; Langkawi, Kedah, Malaysia, 16-29 July 2017.
  20. N. N. M. Hatta, N. S. Abdullah and **S. Miskon**. Business Intelligence System Adoption Model for SMEs. 2017 21st Pacific Asia Conference on Information Systems, PACIS 2017; Langkawi, Kedah, Malaysia, 16-29 July 2017.
  21. R. Hafizi, A. A. Rahman, **S. Miskon**, N. M. Ali, N. S. Abdullah and S. H. Huspi. Transformation of shared service typology arrangement using watson and Mundy's E-government framework. 2017 21st Pacific Asia Conference on Information Systems, PACIS 2017; Langkawi, Kedah, Malaysia, 16-29 July 2017.

22. **S. Miskon**, W. Bandara and E. Fielt. Understanding the benefits of IT shared services: Insights from the higher education sector. *2017 21st Pacific Asia Conference on Information Systems, PACIS 2017*; Langkawi, Kedah, Malaysia, 16-29 July 2017.
23. H. Al-Kharusi, **S. Miskon**, and M. Bahari. Factors Influencing the Engagement Between Enterprise Architects and Stakeholders in Enterprise Architecture Development. *2017 20th Pacific Asia Conference on Information Systems, PACIS 2016*; Chiayi, Taiwan, 27 June - 1 July 2016 (ISBN 978-986049102-9).
24. K. I. Adenuga, N. A. Iahad and **S. Miskon**. Framework for Rural Cloud Telemedicine Development in Sub-Saharan African Countries. *2016 IEEE-EMBS Conference on Biomedical Engineering and Science*, Kuala Lumpur, 4 – 8 December 2016 (ISBN 978-146737791-1)
25. M. Mirabolghasemi, N. A. Noorminshah and **S. Miskon**. Exploring factors that affect on cancer patients performance in social networks for informational support. *2014 International Conference on Computer and Information Sciences, ICCOINS 2014*, Kuala Lumpur, 3 – 5 June 2014 (ISBN 978-147994391-3).
26. R. Hafizi, **S. Miskon** and A. A. Rahman. *2014 International Conference on Advanced Computer Science and Information Systems*, Jakarta, 18 – 19 October 2014 (ISBN 978-147998075-8).
27. Y. Mahmud, N. Z. Ab. Rahim and **S. Miskon**. Preliminary findings of Facebook appropriation process in family context. *2013 International Conference on Research and Innovation in Information Systems*, Selangor, Malaysia, 27 – 28 November 2013 (ISBN 978-147992487-5).
28. Y. Mahmud, N. Z. Ab. Rahim and **S. Miskon**. Developing a conceptual framework of Social Network Site (SNS) appropriation in family context. *2013 Science and Information Conference (SAI)*, West Yorkshire, United Kingdom, 7 – 9 October 2013 (ISBN 978-098931930-0).
29. W. Bandara, **S. Miskon** and E. Fielt. A systematic, tool-supported method for conducting literature reviews in information systems. *2011 19<sup>th</sup> European Conference on Information Systems (ECIS)*, Detroit, United States America, 9 – 10 June 2011.
30. **S. Miskon**, W. Bandara, G. Gable and E. Fielt. Success and failure factors of Shared Services: An IS literature analysis. *2011 International Conference on Research and Innovation in Information Systems (ICRIIS)*, Kuala Lumpur, Malaysia, 23 – 24 November 2011 (ISBN 978-161284295-0).
31. **S. Miskon**, W. Bandara, E. Fielt and G. Gable. Understanding Shared Services: An Exploration of the IS Literature. *2009 20th Australasian Conference on Information Systems*, Brisbane, Australia, 2 – 4 December 2009.

#### **PROCEEDINGS/CONFERENCE (WOS/ISI)**

1. S. Ahmad and **S. Miskon**, The Adoption of Business Intelligence Systems in Textile and Apparel Industry: Case Studies, In: *2020 Saeed F., Mohammed F., Gazem N. (eds) Emerging Trends in Intelligent Computing and Informatics. IRICT 2019 Advances in Intelligent Systems and Computing*, pp. 12 – 23 (ISBN 978-3-030-33581-6).
2. A. T. Ramachandran, N. Ahmad, **S. Miskon**, N. A. Iahad and N. M. Ali, Factors Influencing the Adoption of Social Media in Service Sector Small and Medium Enterprises (SMEs). In: *2020 Saeed F., Mohammed F., Gazem N. (eds) Emerging Trends in Intelligent Computing*

- and Informatics. IRICT 2019. Advances in Intelligent Systems and Computing, pp. 917 - 925 (ISBN 978-3-030-33581-6).
3. E. L. Tien, N. M. Ali, S. Miskon, N. Ahmad and N. S. Abdullah, Big Data Analytics Adoption Model for Malaysian SMEs. In: 2020 Saeed F., Mohammed F., Gazem N. (eds) Emerging Trends in Intelligent Computing and Informatics. IRICT 2019. Advances in Intelligent Systems and Computing, pp. 45 - 53 (ISBN 978-3-030-33581-6).
  4. S. M. Jamiu, N. S. Abdullah, **S. Miskon** and N. M. Ali, Data Governance Support for Business Intelligence in Higher Education: A Systematic Literature Review. In: 2020 Saeed F., Mohammed F., Gazem N. (eds) Emerging Trends in Intelligent Computing and Informatics. IRICT 2019. Advances in Intelligent Systems and Computing, pp. 35 - 44 (ISBN 978-3-030-33581-6).
  5. N. A. Zulkanain, **S. Miskon**, N. S. Abdullah, N. M. Ali and N. Ahmad, Communication and Learning: Social Networking Platforms for Higher Education. In: 2020 Saeed F., Mohammed F., Gazem N. (eds) Emerging Trends in Intelligent Computing and Informatics. IRICT 2019. Advances in Intelligent Systems and Computing pp. 926 - 935 (ISBN 978-3-030-33581-6).
  6. M. Bahari, T. I. Jafni, **S. Miskon** and W. Ismail. A Review of Success/ Failure Factors Influencing Healthcare Personnel for Telerehabilitation. 6th International Conference on Research and Innovation Systems: Empowering Digital Innovation, 2-3 December 2019, Johor Bahru, Malaysia.
  7. H. Alenzi and **S. Miskon**, Factors for continued interaction between the kuwaiti government and citizens via social media networks: A proposed model, 2019 6th International Conference on Research and Innovation in Information Systems (ICRIIS), Johor Bahru, Malaysia, 2-3 December 2019, pp. 1-6 (ISBN 978-172816726-8).
  8. N. N. M. Hatta, **S. Miskon** and N. S. Abdullah, Social media facilitate compliance communication in higher education institutions, 2019 6th International Conference on Research and Innovation in Information Systems (ICRIIS), Johor Bahru, Malaysia, 2-3 December 2019, pp. 1-6 (ISBN 978-172816726-8).
  9. S. A. Abdulkadir, **S. Miskon** and N. S. Abdullah, The role of ICT in project-based learning: A literature review, 2019 6th International Conference on Research and Innovation in Information Systems (ICRIIS), Johor Bahru, Malaysia, 2-3 December 2019, pp. 1-5 (ISBN 978-172816726-8).
  10. S. Musa, N. Mat Ali, **S. Miskon**, M. A. Giro. 2019 In: F. Saeed, N. Gazem, F. Mohammed, A. Busalim (eds) Recent Trends in Data Science and Soft Computing (IRICT), Advances in Intelligent Systems and Computing, Kuala Lumpur, Malaysia, 23 – 24 July 2019, pp. 332-330 (ISSN 2194-5357)
  11. N. A. Zulkanain, **S. Miskon**, N. Syed Abdullah, N. Mat Ali and M. Bahari. Social Network Sites (SNS) Utilization in Learning Landscape - Systematic Literature Review. 2019 In: F. Saeed, N. Gazem, F. Mohammed, A. Busalim (eds) Recent Trends in Data Science and Soft Computing (IRICT), Advances in Intelligent Systems and Computing, Kuala Lumpur, Malaysia, 23 – 24 July 2019, pp. 332-330 (ISSN 2194-5357)

## **THESIS**

1. Suraya Miskon (2013), ICT Shared Services in the Higher Education Sector: Foundations, Benefits, Success Factors and Issues, Ph. D. Thesis, Queensland University of Technology, Brisbane, Australia.
2. Suraya Miskon (2001), Pembangunan Prototaip Sistem Alatbantu Teknik-teknik Perancangan Sistem Maklumat, Master Thesis, Universiti Teknologi Malaysia, Johor, Malaysia.
3. Suraya Miskon (1998), Sistem Tiket Bas Ekspres, Bachelor Degree Thesis, Universiti Teknologi Malaysia, Johor, Malaysia.

## **ORIGINAL BOOK**

1. Mohd Shahizan Othman, Lizawati Mi Yusof, **Suraya Miskon** dan Syed Norris Hikmi Syed Abdullah (2006). "Pengaturcaraan Web Hypertext Preprocessor (PHP)". Penerbit UTM. ISBN: 983-52-0405-5
2. Mohd Shahizan Othman, **Suraya Miskon**, Syed Norris Hikmi Syed Abdullah dan Lizawati Mi Yusuf (2006). "Pembangunan Aplikasi Web Menggunakan Active Server Pages (ASP)", Penerbit UTM. ISBN: 983-52-0400-4
3. Mohd. Shahizan Othman, **Suraya Miskon**, Syed Norris Hikmi Syed Abdullah, Norasnita Ahmad dan Roliana Ibrahim (2004). "Microsoft SQL Server 2000: Teori dan Amali", Penerbit UTM. ISBN: 983-52-0354-7
4. Md Hafiz Selamat, Mahadi Bahari, Habsah Abdullah, **Suraya Miskon**, Zeti Darlena Eri, Ab Razak Che Hussin (2000) "Pengenalan Kepada Pangkalan Data: Teori dan Praktis", Asia Customise Edition, Mc Graw-Hill, ISBN: 983-9340-12-3.

## **BOOK CHAPTER (SCOPUS)**

1. Afrina, M., Samsuryadi, Hussin A. R. C, **Miskon, S.** (2021) Derivation of a Customer Loyalty Factors Based on Customers' Changing Habits in E-Commerce Platform. In: Lecture Notes on Data Engineering and Communication Technologies. Vol 72, Pages 879 – 890 (ISSN: 23674512).
2. Zulkanain N.A., **Miskon S.**, Abdullah N.S., Ali N.M., Bahari M. (2019) Social Network Sites (SNS) Utilization in Learning Landscape – Systematic Literature Review. In: Saeed F., Gazem N., Mohammed F., Busalim A. (eds) Recent Trends in Data Science and Soft Computing. IRICT 2018. Advances in Intelligent Systems and Computing, Springer, Cham, Vol 843, Pages 963-972 (**ISBN**: 978-331999006-4).
3. Zulkanain N.A., **Miskon S.**, Abdullah N.S., Ali N.M., Bahari M., Ahmad N. (2019) Social Network Sites (SNS) Issues in Learning Landscape – Systematic Literature Review. In: Badioze Zaman H. et al. (eds) Advances in Visual Informatics. IVIC 2019. Lecture Notes in Computer Science, Springer, Cham, Vol 11870. Pages 592-600 (**ISBN**: 978-3-030-34031-5).

4. **Miskon, S.**, Bandara, W., Fielt, E. And Gable, G. G. (2012). Understanding Shared Services: An Exploration of the IS Literature. In A. Scupola (Ed.), Innovative Mobile Platform Developments for Electronic Services Design and Delivery Hershey, PA: Business Science Reference, pp. 249-264. doi:10.4018/978-1-4666-1568-7.ch015

## **EXPERT REPORT**

1. **S. Miskon**, N. Syed Abdullah, N. Mat Ali, and M. Bahari, Engagement Model in Understanding Enterprise Architects and the Stakeholders in the Enterprise Architecture Development. Final Report submitted to UTM, December 2019.
2. Bahari, M., Zain, A.M., Haron, H., **Miskon, S.**, Talib, M.S., and Zakaria, N.H., A New Approach for Edge Detection in Segmenting Eye Redness Pixel Intensity Based on Fuzzy Rule-Based System, Final Report submitted to UTM, January 2019.
3. N. Ahmad, **S. Miskon**, N. A. Iahad, A. F. Yusof and H. Hashim (2018), User Engagement Model of Social Network Sites as an Intervention for Weight Loss Management, Final Report submitted to UTM, July 2018.
4. **S. Miskon**, A. Abdul Rahman, N. Syed Abdullah, N. Mat Ali, N. Ahmad and S. H. Huspi, Customer Relationship Management (CRM) System for Greentree Workshop, Final Report submitted to UTM, July 2018.
5. N. Salim, **S. Miskon**, A. Abdul Rahman, M. S. S. Omar, N. Mohd Zakwan, A. Jusoh, M. Bahari, N. H. Zakaria, A. Bakri, A. Zainal, U. N. Ungku Ahmad, K. Thukiman, N. Mat Ali, H. Hashim. S. R. Awang, H. Yusof, S. H. Tan and H. Yusoff (2017), Profiling of Foreign Workers in Pengerang, Final Report submitted to UTM, May 2017.
6. H. Jee Mei, S. Alex Tze Hiang and **S. Miskon** (2016), A Conceptual Framework of Factors Affecting Unethical Behavior in Social Networking Web Sites, Final Report submitted to UTM, August 2016.
7. **S. Miskon**, N. Syed Abdullah, N. Mat Ali, N. Ahmad, H. Hashim, R. A. Alias and M. A. Maarof, Understanding Business Intelligence Stakeholder Requirement, Final Report submitted to UTM, July 2016.
8. N. Syed Abdullah, **S. Miskon** and M. H. Selamat (2016). The Development of an Ontology for Managing Compliance in Digital Heritage Domain, Final Report submitted to UTM, July 2016.
9. N. Ahmad, N. A. Iahad, N. H. Zakaria, N. Mat Ali, **S. Miskon** and A. Bakri, An Adaptive Self-Directed Learning Model Using Open Learner Model Approach, Final Report submitted to UTM, June 2016.
10. **S. Miskon**, A. Abdul Rahman, N. Syed Abdullah, A. T. H. Sim, and N. Ahmad, Shared Serviced Implementation Framework for E-Government, Final Report submitted to UTM, February 2016.
11. N. Z. Ab. Rahim and **S. Miskon** (2016) Understanding Social Network Sites (SNSs) Appropriation by Malaysian Children and Teenagers in Family Context, Final Report submitted to UTM, January 2016.
12. N. Mohamed, **S. Miskon** and B. Mahadi (2013), Information Systems Integration – A Case Study of a Malaysian Institution of Higher Learning, Final Report submitted to UTM, March 2013.

## NON-INDEXED JOURNAL

1. Abid, R. N., **Miskon, S.**, and Syed Abdullah, N (2015). A Decision Support System Procurement Solution for the University of Babylon. *Journal of Information Systems Research and Innovation (JISRI)*, 9, 2, 11-19.
2. Abu Bakar, S. and **Miskon, S.** (2015). Development of Application Portfolio Prototype Using Design Science Research for Information Technology Planning Process. *Journal of Information Systems Research and Innovation (JISRI)*, 9, 2, 49-53.
3. Subramanian, P., Mat Ali, N., and **Miskon, S.** (2015). Incorporating Knowledge Mapping Into KM-Oriented Business Process Reengineering Towards Better Beneficial Knowledge. *Journal of Information Systems Research and Innovation (JISRI)*, 9, 2, 54-63.
4. Farhad Khan, M. R., A.lahad, N., and **Miskon, S.** (2014). Exploring the Influence of Big Five Personality Traits towards Computer Based Learning (CBL) Adoption. *Journal of Information Systems Research and Innovation (JISRI)*, 8, 1-8.
5. Selamat, S. and **Miskon, S.** (2014). Incorporating Business Process Reengineering (BPR) into Information System (IS) Development: Case Study at Universiti Teknologi Malaysia (UTM). *Journal of Information Systems Research and Innovation (JISRI)*, 8, 25-34.
6. **Miskon, S.**, Bandara, W., Felt, E., and Gable, G. (2010). Understanding Shared Services: An Exploration of the IS Literature. *International Journal of E-Services and Mobile Applications*, 2(4), 60-75. DOI: 10.4018/jesma.2010100105

## NON-INDEXED CONFERENCES

1. Mohammad Nazir Ahmad Sharif, Norhidayati Zakaria, **Suraya Miskon**, Syed Norris Hikmi Syed Abdullah (2005). "Perlaksanaan Pengurusan Pengetahuan (KM) Dalam Industri Kecil dan Sederhana (IKS) Bagi Syarikat Perisian di Malaysia". Seminar Capaian Maklumat & Pengurusan Pengetahuan.
2. Md. Hafiz Selamat, **Suraya Miskon**, Zeti Darleena Eri (2003), "The Implementation of Collaborative Network for Innovation Process in Higher Education Institutions (HEIs): A Knowledge Management Perspective", Universiti Islam Antarabangsa.
3. Md. Hafiz Selamat, **Suraya Miskon**, Zeti Darleena Eri, Mohamad Nazir Sharif, Maziatul Hanis Mior Harun (2003), "Qualitative Research: Knowledge Management Perspective", UMcced.
4. **Suraya Miskon**, Syed Norris Hikmi Syed Abdullah, dan Rose Alinda Alias (2002). "Teknik Analisa Rantai Nilai Sebagai Alatbantu Pembuat Keputusan dalam Perancangan Sistem Maklumat Strategik". Seminar Sains Pemutusan Kebangsaan, Universiti Utara Malaysia.

## MONOGRAPH

1. **Suraya Miskon**, Syed Norris Hikmi Syed Abdullah, Rozilawati Dollah, Mahadi Bahari, Aryati Bakri, Zeti Darleena Eri, Mohd Shahizan, Nazmona. "Kompilasi Latihan Sistem Pangkalan Data", Third Edition, 2006.
2. **Suraya Miskon**, Syed Norris Hikmi Syed Abdullah, Rozilawati Dollah, Mahadi Bahari, Aryati Bakri, Zeti Darleena Eri, Mohd Shahizan "Kompilasi Latihan Sistem Pangkalan Data", Second Edition, 2005.

3. **Suraya Miskon**, Syed Norris Hikmi Syed Abdullah, Rozilawati Dollah, Mahadi Bahari, Zeti Darleena Eri, Mohd Shahizan. "Kompilasi Latihan Sistem Pangkalan Data", First Edition, 2004.

**PLENARY/CHAIRPERSON/ORAL POSTER PRESENTER/KEYNOTE ADDRESS / INVITED GUEST SPEAKER**

NO	ROLE	TITLE OF PROGRAMME	DATE	LOCATION
1	Fasilitator	Executive Onboarding Program (EOP)	17/03/2022-19/03/2022	Pulai Spring Resort, Skudai
2	Moderator	Project Action Plan (PAP) dalam Program UTM Dean's Course (UTMDec)	23/08/2021	Universiti Teknologi Malaysia.
3	Fasilitator	Kursus Baseline Competencies Differentiated Career Pathway (BC4DCP) 2021 – Kumpulan 1	26/08/2021	Universiti Teknologi Malaysia.
4	Speaker	Google Meets + Breakout Session for Teaching & Learning	30/09/2021	Azman Hashim International Business School, UTM.
5	Chairperson	AHIBS Pitch for Funding	11/07/2021	Azman Hashim International Business School, UTM.
6	Fasilitator	Kursus The Soul of Leadership: Unlocking Your Potential	21/09/2020	Universiti Teknologi Malaysia.
7	Fasilitator	Kursus Baseline Competencies Differentiated Career Pathway (BC4DCP) 2020 – Kumpulan 2	28/09/2020	Universiti Teknologi Malaysia.
8	Speaker	Let's Try Padlet and Mentimeter	15/09/2020	Azman Hashim International Business School, UTM.
9	Speaker	Program Motivasi Saya Seorang Graduan	28/02/2020	Sekolah Kebangsaan Taman Universiti, Johor Bahru, Johor.
10	Speaker	Bengkel NVivo: Systematic Literature Review	06/09/2019	Universiti Teknologi Malaysia.

NO	ROLE	TITLE OF PROGRAMME	DATE	LOCATION
11	Session Chair	21 <sup>st</sup> Pacific Asia Conference on Information Systems	15/07/2017	Meritus Pelangi Langkawi, Malaysia
12	Speaker	NVivo Short Course (Using NVivo for Systematic Literature Review Analysis)	20/04/2016	Faculty of Computing, UTM

## PROFESSIONAL SERVICES

### Consultation and Training

NO	NAME OF CONSULTANCY	ROLE	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTE NO
1	7 <sup>th</sup> International Conference on Research and Innovation in Information Systems 2021 (ICRIIS 2021)	Project Leader	30,270	01/04/2021	31/12/2021	1879
2	Programme Development and Implementation of Accelerated Leadership Programme Series ("ALPs") for the Malaysian Communication and Multimedia Commission (MCMC) High Potential Talents	Member	2,968,000.00	01/05/2020	31/12/2021	1680
3	6 <sup>th</sup> International Conference on Research and Innovation in Information Systems 2019 (ICRIIS 2019)	Project Leader	77,109.29	25/03/2019	31/12/2019	1438

NO	NAME OF CONSULTANCY	ROLE	AMOUNT (RM)	STARTING DATE	ENDING DATE	VOTE NO
4	Projek Supply, Design, Development, Testing and Commissioning of KPI Dashboard for Universiti Tun Hussein Onn Malaysia.	Member	159,321.00	06/01/2019	30/11/2019	1104
5	5 <sup>th</sup> Conference on Research and Innovation in Information Systems 2017 (ICRIIS 2017)	Project Leader	146,341.92	01/01/2017	31/07/2018	1190

### **Copyright**

NO	NAME OF COPYRIGHT	STATUS OF COPYRIGHT	DATE
1	Step by Step Padlet	Approved (IP/CR/00807)	27/08/2020
2	Visualization Dashboard for Foreign Workers in Pengerang	Approved (IP/CR/2017/0586)	17/10/2018
3	Business Intelligence Stakeholders Requirements for Higher Education Institution	Approved (IP/CR/2017/0569)	24/04/2018