Personal Details

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Education

Feb 2009 – Oct 2013   **PhD in Information Systems**
Department of Information Systems
College of Management and Social Sciences
University of Agder, Norway.
Thesis Title: ERP Systems in SMEs: Exploring ERP lifecycle cost issues.
Supervisors: Dag Håkon Olsen and Tom Roar Eikebrokk.
Opponents: Maya Daneva and Zahir Irani.

Oct 2000 – Apr 2003   **Master of Business Administration - Management Information Systems (MIS)**
Graduate School of Business
Arab Academy for Science and Technology (AAST), Egypt.
Thesis title: Query optimization for data warehouse applications.
Supervisor: Mohammad Nazih Elderini
GPA: 3.94/4.0
Rank: 2nd with Highest Honors.

Feb 1995 - Jan 1999   **Bachelor of Business Administration (BBA)**
College of Management and Technology – AAST, Egypt.
Major in Financial Management.

Publications List

Manuscripts Under Development

- Hustad, E., Haddara, M., Kalvenes, B., Stensholt, J. (2021). *"Customization Trade-offs and Dialectics in ERP Implementations: A Framework to Support Decision Makers"*. Journal of Software. (Under review).
- Haddara, M., Fagerstrøm, A., Rivera, G. "*Exploring the Future Ticketing Services of Smart Mobility: A Conjoint Analysis"*. International Journal of Electronic Commerce. (To be submitted in February 2021).
- Haddara, M., Bjerkenes, M. (2021). *"From Bait to Plate: How Can IoT Technologies Enhance Fish Supply Chains?"*.

Journal Articles

1. Haddara, M., Norveel, J., Langseth, M., (2021). *"Enterprise Systems and Blockchain Technology: The Dormant Potentials"*. Procedia Computer Science 181, 562-571.
2. Yasiukovich, S., Haddara, M., (2021). *"Social CRM in SMEs: A Systematic Literature Review"*. Procedia Computer Science 181, 535-544.
3. Haddara, M., Constantini, A., (2021). *"Fused or Unfused? The Parable of ERP II"*. International Journal of Information Systems and Project Management, 8(3), 48-64.
4. Elragal, A., Haddara, M., Hustad, Eli., (2020). *"Rejuvenating Enterprise Systems"*. Special Issue Editorial. Scandinavian Journal of Information Systems, 32 (2).

5. Haddara, M., Yasiukovich, S., (2020). *"Tracing the Clouds: A Research Taxonomy of Cloud-ERP in SMEs"*. Scandinavian Journal of Information Systems, 32 (2).

6. *Haddara, M., & Staaby, A. (2020). "Enhancing Patient Safety: A Focus on RFID Applications in Healthcare". International Journal of Reliable and Quality E-Healthcare (IJRQEH), 9(2), 1-17.*

7. Haddara, M, Hsieh, J, Fagerstrøm, A, Eriksson, N, Sigurðsson, V., *Exploring customer online reviews for new product development: The case of identifying reinforcers in the cosmetic industry*. Management Decision Economics 2019, Wiley. https://doi.org/ 10.1002/mde.308

8. Slaman, M., Haddara, M., (2019). *"How Green Can the Lettuce Be? A Case Study on Greening Initiatives in Supply Chain and Sustainable ERP Systems"*. Procedia Computer Science, 164, 79-85., Elsevier.

9. Humlung, O., Haddara, M., (2019). *"The Hero's Journey to Innovation: Gamification in Enterprise Systems".* Procedia Computer Science, 164 (2019): 86-95. Elsevier.

10. Elragal, A.; Haddara, M., (2019). *"Design Science Research: Evaluation in the Lens of Big Data Analytics"*. Systems, 7(27).

11. Andersen, Anders; Berre, Tor; Ellingsen, Pål; Habib, Laurence Marie Anna; Haddara, Moutaz; Hjelmås, Erik; Jakobsen, Mette Mo; Jøsang, Audun; Nätt, Tom Heine; Li, Jingyue; Nygård, Arne Roar; Rønjom, Sondre; Schaathun, Hans Georg; Steen, Arild; Torgersen, Tor-Fredrik. *Informasjonssikkerhet i høyere utdanning*. Nordic Journal of STEM Education 2019 ;Volum 3.(1) s. 267-271.

12. Staaby, A., Haddara, M., (2018). *"RFID Applications and Adoptions in Healthcare: A Review on Patient Safety"*. Procedia Computer Science, 138 (2018): 80-88.

13. Demi, S., Haddara, M., (2018). *"Do Cloud ERP Systems Retire? An ERP Lifecycle Perspective"*. Procedia Computer Science, 138 (2018): 587-594. Elsevier.

14. Bjelland, E.; Haddara, M., (2018). "Evolution of ERP Systems in the Cloud: A Study on System Updates". Systems, 6, 22.

15. Haddara, M. *"ERP systems selection in multinational enterprises: a practical guide",* International Journal of Information Systems and Project Management, vol. 6, no. 1, pp. 43-57, 2018.

16. Haddara, M., Costantini, A., (2017). *"ERP II is Dead, Long Live CRM",* Procedia Computer Science, (Vol. 121, pp 950–959), Elsevier.

17. Haddara, M., Moen, H., (2017). **"***User Resistance in ERP Implementation: A Literature Review",* Procedia Computer Science, (Vol. 121, pp 859–865), Elsevier.

18. Haddara, M., Hetlevik, T., (2016). "*Investigating the Effectiveness of Support Structures within the ERP Shakedown Phase*". Procedia Computer Science, (Vol. 100, pp 507–516), Elsevier.

19. Hustad, E., Haddara, M., Kalvenes, B., (2016). *"ERP and organizational misfits: An ERP customization journey".* Procedia Computer Science, (Vol. 100, pp 429–439), Elsevier.

20. Haddara, M., Elragal, A., (2015). *"The Readiness of ERP Systems to the Factory of the Future"*. Procedia Computer Science, (Vol. 64, pp 721-728), Elsevier.

21. Haddara, M., Fagerstrøm, A., Mœland, B., (2015). *"Cloud ERP Systems: Anatomy of Adoption Factors & Attitudes"*. Journal of Enterprise Resource Planning Studies. *Vol. 2015*.

22. Haddara, M., (2014). *"ERP Selection: The SMART Way"*. Procedia Technology, (Vol. 16, pp 394-403), Elsevier.

23. Elragal, A., Haddara, M., (2013). "The Impact of ERP Partnership Formation Regulations on the Failure of ERP Implementations". Procedia Technology, (Vol. 9, pp 527-535), Elsevier.

24. Haddara, M., Elragal, A. (2013). "*ERP Adoption Cost Factors Identification and Classification: A study in SMEs"*. International Journal of Information Systems and Project Management (IJISPM), vol. 1, no. 2, pp. 5-21.

25. Haddara, M., & Elragal, A. (2013). "*ERP Lifecycle: A Retirement Case Study".* Information Resources Management Journal (IRMJ), 26(1), 1-11.

26. Haddara, M. and Zach, O.*, "ERP in SMEs: An Extended Literature Review"*. International Journal of Information Sciences (IJIS) 2(6) (2012).

27. Haddara, M., "*Exploring ERP Adoption Cost Factors"*. Journal of Computer Technology & Applications (JCTA) 3(3) (2012), 250-261.

28. Elragal, A., & Haddara, M. (2012). *"The Future of ERP Systems: look backward before moving forward"*. Procedia Technology, (Vol. 5, pp 21-30), Elsevier.

29. Haddara, M., & Elragal, A. (2011). "*ERP lifecycle: When to retire your ERP system?"*., Communications in Computer and Information Science (Vol. 219, pp. 168-177), Springer.
30. Kotb, M. T., Haddara, M., & Kotb, Y. T. (2011). "*Back-propagation artificial neural network for ERP adoption cost estimation"*., Communications in Computer and Information Science (Vol. 220, pp. 180-187), Springer.
31. Elragal, A., & Haddara, M. (2010). *"The Use of Experts Panels in ERP Cost Estimation Research"*., Communications in Computer and Information Science (Vol. 110, pp. 97-108), Springer.

Conference Articles

1. Cleveland, S. M., and Haddara, M. (2021) "*IOT for Diabetics: A User Perspective"*. Computing Conference 2021. *(Forthcoming)*
2. Longva, A.M., Haddara, M. (2019). *"How can IoT Technologies Help Improve the Life-Quality of Diabetes Patients?."* International Conference on Circuits, Systems, Communications and Computers (CSCC), Athens, Greece.
3. Backer, R., Haddara, M. (2019). *"Exploring Consultants' Role in ERP Systems Implementations".* 12th IADIS International Conference Information Systems, Utrecht, The Netherlands*.*
4. Anders Andersen, Tor Berre, Pål Ellingsen, Laurence Habib, Moutaz Haddara, Erik Hjelmås, Mette Mo Jakobsen, Audun Jøsang, Tom-Heine Nätt, Jingyue Li, Arne Roar Nygard, Sondre Rønjom, Hans Georg Schaathun, Arild Steen, Tor-Fredrik Torgersen, *"Informasjonssikkerhet i høyre utdanning"*, MNT-konferansen 2019, 28.-29. Tromsø, Norway.
5. Haddara, M., Lin Su, K., Alkayid, K., Ali, M., (2018). *"Applications of Big Data Analytics in Financial Auditing- A Study on The Big Four"*, AMCIS 2018, New Orleans, Louisiana, USA.
6. Hatlem, S., Fagerstrøm, A., Haddara, M. *"Exploring Critical Success Factors of Enterprise Resource Planning Implementations in Nordic And Baltic SMEs"*. IADIS, Sydney, Australia, 2017.
7. Haddara, M., Fagerstrøm, A., Hoff, A. *"Investigating the Use of Social Network Intranets and How They Influence Internal Communication: The Case of Workplace™ By Facebook™".* IADIS, Sydney, Australia, 2017.
8. Elragal, A., Haddara, M., Introduction to *"Enterprise Systems and Gamification"* workshop, CENTERIS, Barcelona, Spain 2017.
9. Sædberg, A., Haddara, M., *"An Exploration Of Adoption Factors For Cloud- Based ERP Systems In The Public Sector"*, (2016). Paper presented at NOKOBIT 2016, Bergen, 28-30 Nov. *NOKOBIT*, vol. 24, no. 1, Bibsys Open Journal Systems, ISSN 1894-7719.
10. Thabet, Y., Haddara, M., *"Query Caching and Answering: an atom based neuro-architecture*. IEEE Intelligent Systems Conference Proceedings, London, UK, September 2016.
11. Sajid, O., Haddara, M., **"NFC Mobile Payments: Are We Ready for Them?** IEEE Conference Proceedings in SAI Computing Conference, London, UK, June 2016.
12. Mœland, B., Haddara, M., Fragstrøm, A., *"Perception of SaaS Adoption in Norwegian Enterprises: Focus On ERP",* NOKOBIT, Fredrikstad, Norway, 2014.
13. Elragal, A., Haddara, M., "*Big Data Analytics: A Text Mining-Based Literature Analysis"*, NOKOBIT, Fredrikstad, Norway, 2014.
14. Thapa, D., Haddara, M., *"Long Term Preservation of 3D Architectural Data: A Literature Review"*. Norsk konferanse for organisasjoners bruk av informasjonsteknologi) NOKOBIT 2013, 17-20 November, 2013, Stavanger, Norway.
15. Haddara, M., *"ERP Cost Factors in SMEs"*, EMCIS 2011, May 28-30, Athens, Greece.
16. Haddara, M. and Päivarinta, T., *"Why Benefits Realization from ERP in SMEs Doesn't Seem to Matter?"*. HICSS 44, January 4-7, 2011, Kauai, Hawaii.
17. Haddara, M. and Zach, O., *"ERP Systems in SMEs: A Literature Review"*. HICSS 44, January 4-7, 2011, Kauai, Hawaii.
18. Haddara, M. and Elragal A., *"Cost Estimation for ERP Adoption in SMEs: A Conceptual Framework"*, IRIS 32 - Information Systems Research Seminar in Scandinavia, 9-12 Aug 2009, Molde, Norway.

19. Assad, Y., Haddara, M., El-Ragal, A. "*LinventiX - Technology Transfer and Information and Communications Technology the Open Source Way*". The International Conference on Computer Theory and Applications (ICCTA), IEEE, Alexandria, 2005.

Books
- Haddara, M., ***Query Optimization for Data Warehouse Applications***, 2011, AV Academikerverlag GmbH & Co. KG, Saarbrücken, Germany.

Book Chapters/Sections/Series

1. Langseth, M., & Haddara, M. (2020). ***"Exploring Data Science & Data Analytics Adoption in Public Procurement: The Case of Norway"***, Nordic Open Access Scholarly Publishing. *(Forthcoming)*
2. Longva, A. M., & Haddara, M. (2019). ***"How Can IoT Improve the Life-quality of Diabetes Patients?."*** In *MATEC Web of Conferences* (Vol. 292, p. 03016). EDP Sciences.
3. Hosseini, C., Haddara, M. (2019). ***"Gamification in Enterprise Systems: A Literature Review"***. Advances in Intelligent Systems and Computing, Vol. 1070, pp. 552-562 Springer.
4. Bjerkenes, M., Haddara, M. (2019). ***"Blockchain Technology Solutions for Supply Chains"***. Advances in Intelligent Systems and Computing, Vol. 1069, pp. 909-918 Springer.
5. Haddara, M., Ye, X. (2019). ***"Factors affecting Consumer-to-Consumer Sales Volume in E-Commerce"***. Advances in Intelligent Systems and Computing, Vol. 1069, pp. 631-643, Springer.
6. Vollen, A., & Haddara, M. (2019, August). IoT Aboard Coastal Vessels: A Case Study in the Fishing Industry. In *International Conference on Mobile Web and Intelligent Information Systems* (pp. 163-177). Springer, Cham.
7. Haddara, M., Helgesen, T. (2018). "***Wireless Power Transfer Solutions for 'Things' in the Internet of Things"***, Advances in Intelligent Systems and Computing, (880), pp. 92-103. Springer, Cham. Chicago.
8. Kotb Y., Haddara M. (2018). ***Query Caching and Answering Using an Atom Based Neuro-Architecture***. In: Bi Y., Kapoor S., Bhatia R. (eds). Lecture Notes in Networks and Systems, vol 16. Springer, Cham.
9. Haddara, Moutaz and Larsson, Anders Olof (2017). ***Big Data. Hvordan finne relevant beslutningsgrunnlag i store informasjonsmengder?*** In: Næss, Hans Erik and Pettersen, Lene (Eds.), Metodebok for kreative fag: Universitetsforlaget.
10. Haddara, M., "***Achieving Operational Excellence and Customer Intimacy: Enterprise Applications"***, in Management Information Systems: Managing the Digital Firm., 12th Ed, by Laudon, Laudon, & Elragal, 2013, Pearson.
11. Elragal, A., & Haddara, M. (2012). **The Use of Experts Panels in ERP Cost Estimation Research**. In J. Varajão, M. Cruz-Cunha, & A. Trigo (Eds.), Organizational Integration of Enterprise Systems and Resources: Advancements and Applications (pp. 117-130). Hershey, PA, USA.

Educational Reports
- Schelén, O., Elragal, A., & Haddara, M. (2015), ***A Roadmap for Big-Data Research and Education***. Technical Report, 20(50), 100, Luleå University of Technology.

Project Activities / Consulting / Research Groups

March 2020 - Present	**Lighthouse Fund for IDEAS Lab**
	Budget: *750,000 NOK*
	Funding to establish the Innovation & Digitalization for Enterprises and Society (IDEAS) Lab at Kristiania University College

Dec 2020 - Present	**DESP (Data Science in Sustainable Public Procurement)** **Budget:** *107000 NOK* *Interdisciplinary Research Fund" for a project titled **Data Science in Sustainable Public Procurement.***
Dec 2020 - Feb 2021	**Strategic Funds** **Budget:** *47000 NOK* Strategic Funds" to develop an RCN application.
August 2019- Present	**Testlab: Data Science in Supply Chain and Public Procurement (DASPRO)** **Budget:** *200000 NOK* A *Testlab* project for exploring how artificial intelligence and machine learning can impact supply chain management and public procurement in Norwegian public organizations. I serve as a project manager. The project involves Kristiania and MIT Supply Chain Lab.
July 2019 - Present	**Agency for Public Management and eGovernment (DIFI)** **Budget:** *600000 NOK* Started a project along with the consulting company Norconsult to develop an artificial intelligence research data lab to enhance governmental procurement practices. The project is funded by DIFI.
Nov 2016 - Present	**Deloitte** ***Subject Expert on enterprise systems in higher education*** I was recruited by Deloitte UK to contribute to their annual ERP report.
Oct 2018 - Present	**Norwegian Government** ***Member of the "National Future of ICT Security Education" Workgroup*** **Budget:** *1 million NOK* This workgroup was established by a royal order and supported by funding from the Norwegian Government in order to conduct research and investigate how to strengthen security competence in future of ICT education.
Apr 2018 - Present	**Mekonomen AS** ***Data Science Expert*** Mekonmen is one of the largest automotive parts and service dealers in the Nordic region. My work was to develop data analytics models to be used by the key personnel at the organization. The models developed utilized descriptive and predictive techniques.
Apr 2017 - Present	**Behavior & Technology Lab - at Kristiania University College** Conducting behavioral research experiments on the use of Enterprise Systems.
Jul 2018 – Jul 2018	**Roskilde Festival- Denmark** Participated in a data science team that conducted demonstrations on data mining of the Roskilde Festival data.
Nov 2016 - Present	**The Norwegian Computer Society (Den Norske Forening)** Conducting cognitive experience on the use of CRM systems in cooperation with the Norwegian Computer Society.
Aug 2016 - 2017	**International Atomic Energy Agency (IAEA)** ***ERP Post-Implementation Evaluation Consultant*** I was approached by the IAEA to conduct a post-implementation evaluation for their ERP System in Vienna headquarters.

Mar 2017 - Present	**The Future of Retail – A Nordic Approach** Participated in developing a proposal for this project with several partners. The proposal has been submitted in March 2017 and is currently under review. The research consortium includes Westerdals- Oslo ACT and Arctic University, Norway- Arcada University of Applied Science, Finland- and Reykjavik University, Iceland.
Feb 2017	**ØkonomiBistand Sør AS** ***External ERP Consultant to the project manager*** Aiding the project manager with identifying and calculating implementation risks for VISMA ERP implementations.
October 2015 - Present	**Future of Retail** ***Project funded by Aracada University of Applied Sciences, Helsinki, Finland.*** The aim with this research project is to increase our understanding on the impact of technology on the consumer behavior in a Nordic future retail context. The project consotruim includes: Arcada University of Applied Sciences, Westerdals-Oslo ACT, Copenhagen Business School, and Reykjavik University. I am involved in WP 3, titled "Big Data, Analytics and Decision Making"
Jan 2015 – July 2015	**OPENED- Opening Digital Archives and Collections as Service with Emerging Data Analytics Technology** ***Proposal for Call: Horizon 2020*** Participated in developing a proposal for H2020 with several partners. The proposal has been submitted in July 2015. My tasks included framing a work package related to big data mining, and finding an SME with a matching profile to join the consortium. The consortium is formed from several universities, government agencies, and private companies. The members are: Stockholm City Archives, National Library of Finland, Teradata Sweden, Oricane AB, Custodix NV, Luleå University of Technology, Westfaelische Wilhelms-Universitaet Muenster, Tampere University of Technology, Mitt-Universitetet, and Universitat Liechtenstein.
Jan 2014 – Jan	**Business Intelligence and Analytics Research Group** ***Business Analytics Competency Center (BACC), Luleå University of Technology, Sweden*** As a co-founder of the research group and competence center, I am involved in initiating research and projects related to big data and data mining fields. Also, the center provides training on data mining/analytics tools to colleagues in order to build wider capabilities and competences among peers.
Nov 2013 – Nov 2014	**State-of-the-art report on data analytics in big data** **Sponsored by:** ***Cloudberry Project for Data Centers, Sweden.*** **Budget: 500,000 SEK** This effort surveys the current status of research and practice in data mining and analytics techniques used in big data environments. The review has been published in an academic article and report as part of the Cloudberry initiative.

Jan 2013 – **Aug 2014**	**Automated Automotive Tests (AAT)** **Sponsored by:** *CASTT (Center for Automotive Systems Technologies and Testing)* **Budget: 1.500000 SEK** This project involved several research and development activities. The main aim of this project is to model and develop a simulator that would be able to capture and analyze data sent through various sensors within cars under testing. The data would be later mined in order to discover potential associations and other interesting knowledge that would aid in maintenance or modifications. Also, the data models we are developing should be able to recommend the types of tests needed for certain car manufacturers' models.
Feb 2009 – **Feb 2013**	**ERP Systems Research Group** *Centre of Enterprise Systems, University of Agder, Norway* The research group focused on various ERP topics related to SMEs. I have actively participated in the research group, and successfully published articles that match the group's research profile and focus. The research we have done includes ERP implementations cost management, benefits realization and post-implementation evaluations.
Jan 2007 - **Present**	*ERP & Web Consultant* **GateWorx, Egypt** • GateWorx provides ERP Systems and Information Security solutions in the Middle East and North Africa region. • Provided consultations for implementing ERP systems in several medium and large organizations. • Served as an ERP consultant to the largest retailer in Egypt. • Deployed an ERP employee-transactions governance and auditing system in 4 different medium and large enterprises. • Conducted post-implementation evaluation of ERP systems at several large enterprises.
Jul 2006 – **April 2007**	*Local Senior Expert – Visibility on Web Expert* **European Union (EU) and Government of Egypt (GOE)** **Budget: 66 Mil Euros** • Assistance to the Reform of The Technical and Vocational Education and Training system *(TVET)*. • A project co-funded by the European Union and the Government of Egypt. • My role was to provide expert consultation for the EU and GOE on the TVET's project visibility and accessibility on the World Wide Web. This process included developing ontology-based data structures, developing Intranet/Extranet systems, Enterprise portal, and implementing data maintenance and publication-automation systems.

Academic Activities

Memberships

• Advisory Board Member, Microsoft Dynamics Academic Alliance.
• Group member for "strengthening security competence in future ICT education", appointed by the Norwegian government
• Member of the Behavioral Lab research group (Behaviorallab.net)
• Member, Association of Information Systems (AIS).
• Bulletin Director, AIS –Egyptian Chapter (EAIS).
• Member, IEEE Collabratec.

PhD Activities

- Supervisor of a PhD student (Marius Langseth) at NTNU. Topic is titled "Sustainability Analytics").
- Supervisor for a PhD student (Hossam Hassanein) at Luleå University of Technology. The topic is titled "Advanced Analytics for Enterprise Systems lifecycle: Focus on Usage and Maintenance".
- External examiner for a PhD student at Copenhagen Business School, Copenhagen, February 2020.
- Oponent in a PhD defense at the University of Juvaskyla, Juvaskyla, Finland, December 2016.
- External examiner for a PhD student at Lappeenranta University of Technology, Finland 2016.

Current and Recent Master Supervision

Current Students

- Diana Tunqui, *Exploring Consumer motivations to purchase in the Second-hand goods (SHG) industry in Peru and the Netherlands.* TIAS School for Business & Society.
- Hemant Kumar, *A Comparative Analysis of Machine Learning Algorithms for Prepaid Customers of the South Asian Telecom Market.* TIAS School for Business & Society.
- Sophie Morshuis, *The Impact of COVID-19 pandemic on the Customer Perceived Value on Service in Luxury Hotels in The Netherlands. A text mining approach.* TIAS School for Business & Society.
- Jeong Lee, *The effects of implementing Digital Business Ecosystem Architecture Framework in the manufacturing industry.* TIAS School for Business & Society.

Former Students

- Georg Karampakalis, *ERP & Blockchains.* Kristiania University College.
- Tina Ameri & Tonje Holm, *Digital transformation roadmap, The case study of Orkla (From ERP to ERP II).* Kristiania University College.
- Anine Nilsen Dyngeland and Ingrid Nergaard, *IoT in micromobility.* Kristiania University College.
- Fredrik Ramsy Solvik og Katarina Skallist, *ERP cloud service integration.* Kristiania University College.
- Siarhei Yasiukovich, *Pega's low-code application development platform.* Kristiania University College.
- Chris Håndstad & Magnus Bjerkan, *Open Banking and PSD2 or Implementation of new IoT technologies in Bohus'new warehouse.* Kristiania University College.
- Lisa Dirscherl, *Data Mining Techniques used for Customer Churn Prediction: A Comparative Analysis.* TIAS School for Business & Society.
- Taís Laurindo Pereira, *Customer Churn Analysis in a Non-Contractual Setting: An E-commerce Retailer Case Study.* TIAS School for Business & Society.
- Lina Lorenzo, *Identifying determinants of academic performance: A case study of TIAS MScBA students' results on TIAS preparation courses.* TIAS School for Business & Society.
- Milou Slaman & Raniin Chantel Backer, *Exploring the sustainability phenomenon in the Norwegian ERP market (2020).* Kristiania University College.
- Bjarne Ousten, *Factors of Influence Toward the Adoption of Smart Dairy Farming Technology in Norway (2020).* Kristiania University College.
- Rina Duggal, *Effect of game-based training in learning Enterprise Systems: An exploratory case study of two Norwegian companies (2020).* Kristiania University College.
- Neha Agrawal, *The impact of weather on the crime rate in Chicago and predictive analysis for arrest rates and crime types (2019).* TIAS School for Business & Society.
- Anna Kuleshova, *Capturing business value from transactional data: a case of UK online retailer (2019).* TIAS School for Business & Society.
- Long Nguyễn Việt, *Determinants Of Banking Efficiency: Empirical Evidence From Vietnamese Banking Sector (2019).* TIAS School for Business & Society.
- Huong Pham, *Snack trend forecasting model - the effect of motivation of consumer toward snacking and health-based social norm on consumer's preference on healthy and unhealthy snacks (2019).* TIAS School for Business & Society.
- Moyo Adenmosun, *A Blockchain Track & Trace Feasibility Study for The Dairy Food Sector (2019).* TIAS School for Business & Society.

- Kien Nguyen, *Leveraging text mining in regulatory announcement analysis for equity market application: analyzing FED statements to assess the potential impacts on Asian emerging equity markets (2019).* TIAS School for Business & Society.
- Michele Piccoli, *How Balanced Scorecard and Visual Analytics integrate each other to enhance the decision-making process – HFLEX Case Study (2019).* TIAS School for Business & Society.
- Jéssica Baltazar, *The influence of organizational culture on corporate performance and job satisfaction. A text mining approach (2019).* TIAS School for Business & Society.
- Stina Dreierbakken, *Internet of things and the future of retail,* Kristiania University College.
- Gelareh Mohebbi, *Exploring predictive maintenance and IOT applications in the Industrial Context,* Kristiania University College.
- Erik Zacharias Nilsson and Jørgen Bergset, *Electronic Word of Mouth and Sharing Economy,* Kristiania University College.
- Tim De Fouw, *Security Convergence: definition and challenges (2018).* TIAS School for Business & Society.
- Vidya Sekhar, *Comparative study and analysis of IoT Analytics' impact in smart city development projects across Europe and Asia (2018).* TIAS School for Business & Society.
- Pei-Chuan Hsieh, *The Power of Electronic Word of Mouth in Cosmetic Product Development* (2018). TIAS School for Business & Society.
- Pranitha Bhat, *Measuring Purchasing Intent Using Social Media Data: An Examination of Competitive Strategy of India's Smartphone Industry (2018).* TIAS School for Business & Society.
- Cao Minh Thuy Nguyen, *Forecasting House Prices in Ho Chi Minh City (2018).* TIAS School for Business & Society.
- Chi Ya Wen, *Social media application to service improvement: The impact of data mining of online customer reviews on Airbnb (2018).* TIAS School for Business & Society.
- Reza Tabrizizadeh, *The Impact of Staff Allocation on EBIT (2018).* TIAS School for Business & Society.
- Sjed-Sonny Demi, *A cloud life cycle: the retirement phase (2018),* Westerdals- Oslo ACT.
- Gia Bao Nguyen & Espiritu, Andreas, *Organizational ambidexterity and Internet of Things* (2018), Westerdals- Oslo ACT.
- Jinyu Shao, *Is Google enough? Introduction of Companybook-A discovery engine with AI news trigger (2018)*, Westerdals- Oslo ACT.
- Endale Mitiku Adere, *Competitive advantage: Through manpower or digital workforce? Enterprise Resources Planning Vs Robotic Process (2018)*, Westerdals- Oslo ACT.
- Su Kuan-lin, *Approaches to implement Big Data analytics into the different stages of financial statement audits* (2017). TIAS School for Business & Society.
- Xin Roxy Ye, *The impact of credit system on C2C online sales-A case study of Taobao platform* (2017). TIAS School for Business & Society.
- Linh Thi My Hoang, *Cashew nut price-forecasting model – which factors affect the price of cashew nuts in Vietnam?* (2017). TIAS School for Business & Society.
- Andreas Saedberg Hansen, *Cloud ERP Motivations and Barriers in the Norwegian Public Sector* (2016), Westerdals- Oslo ACT.
- Liao Chun Yuan, *Using Statistical Figures to Analyze NBA Games and Getting Game Insights* (2016), TIAS School for Business and Society.
- Ozaire Sajid, *The motivation and perception of Contactless NFC Mobile Payment in Norway - A look into the users' perspective* (2015/2016), Westerdals- Oslo ACT.
- Aamir Ashraf, *Customer Experience Management: How to identify the constructs and its indicators to develop Customer Experience Index for Norwegian retail industry?* (2015), Westerdals- Oslo ACT.
- Ghulam Mujtaba, *Analyzing Social Engineering Threats within an Information Technology Environment* (2015/2016), Westerdals- Oslo ACT.
- Jeff Somto Orazulume, *ERP implementation (managing client-consultant relationship in ERP implementation.* (2016/2017), Westerdals- Oslo ACT.
- Muhammad Sair, *How Organization Can Integrate Big Data in Their Digital Strategies for Purpose of Creating New Value and Product* (2016/2017), Westerdals- Oslo ACT.

- Elise Bjelland, *The process of cloud based ERP system updates* (2016/2017), Westerdals- Oslo ACT.
- Maruf Ahmed Khan, *How Organization Can Integrate Big Data in Their Digital Strategies for Purpose of Creating New Value and Product* (2016/2017), Westerdals- Oslo ACT.

Presentations/Talks

- Invited talk on "Artefact Creation" in the Design Science Research course at Claremont Graduate University, California, USA. September 2021.
- Invited keynote speaker by the General Auditing Bureau of Saudi Arabia to give a talk on Data Analytics Applications in Financial Auditing at the 17th annual seminar arranged by the General Auditing Bureau, 19th April 2020 in Riyadh, KSA. The theme of the seminar will be "the Role of Digital Transformation in Enhancing the Efficiency and Effectiveness of the Public Sector Auditing".
- Invited keynote speaker at BioVision Alexandria 2020 conference "New Life Sciences: Shaping the Future", held on 9 to 11 April 2020 at the Bibliotheca Alexandrina, Egypt.
- A Keynote Speaker at Bibliotheca Alexandrina at a conference titled "Alexandria Pedagogical Innovation and Technology Enhanced Learning". The Keynote speech was title "Technologies Shaping the Future"
- Research talk on "Text Mining Applications", Luleå University of Technology, May 22, 2019.
- Keynote Speaker at the 8th ICT in Our Lives International Conference. Alexandria University, Alexandria, Egypt. December 2018.
- Invited industrial talk on "The Future of Retail" at the largest retailer in Egypt, HyperOne, December 2018.
- Invited research talk on "How to Conduct Systematic Literature Reviews" at the Arab Academy for Science and Technology. December 2018.
- Invited industrial talk on IoT Technologies and Applications in Retail Business at HyperOne (the largest retailer in Egypt), December 2018.
- Presentation titled "Do Cloud ERP Systems Retire? An ERP Lifecycle Perspective". CENTERIS 2018, Lisbon, Portugal. November 2018.
- Presentation titled "RFID Applications and Adoptions in Healthcare: A Review on Patient Safety". HcIST 2018, Lisbon, Portugal. November 2018.
- Presentation on the "Effectiveness of Traditional Support Structures in ERP Implementations". Porto, Portugal. November 2018.
- Invited guest lecturer on the topic "Data Warehousing and Big Data Analytics" at Oslo Metropolitan University, October 2017.
- Invited guest lecturer on the topic "E-Business Strategies and Environment" at Universitetet i Sørøst-Norge (USN), February 2017.
- Invited to lecture on some topics in a data analytics summer course 2017 at Oslo Metropolitan University.
- Invited talk on "Data Science", AAST, Alexandria, Egypt, Jan 2017.
- Invited Workshop on Enterprise Business Applications, SP Jain, Singapore, October 2016.
- Presentation on the "Effectiveness of Traditional Support Structures in ERP Implementations". Porto, Portugal. October 2016.
- Invited talk "Big Data Applications in Smart Cities" at the National University of Singapore (NUS). August 2016.
- Invited research talk "Conducting Systematic Literature Reviews- *A Practical Approach*" at SP Jain School of Global Management, Singapore. August 2016.
- Invited speaker and panelist at Bibliotecha Alexanderina Technology Summit 2015 (technesummit.com), the talk's titled "Big Data and Smart Cities". Egypt, 2015.
- Representing Norway in the "Nordic Education Expo" in Amman, Jordan. October 2015.
- "Object Oriented Programming- History and Concepts"- Presentation at University of Agder, 2015.
- Invited speaker at Høgskolen Buskerud Og Vestfold. Presentation titles" Big Data Analytics: Opportunities and Challenges" 2015.
- Guest Speaker at the German University in Cairo. Talk title "ERP Implementations: Costs, Risks, and Benefits", February 2015.
- Conference on ENTERprise Information Systems (CENTERIS), Algarve, Portugal, October 2015

- Cloudberry Data Centers- *Cloudberry Datacenters & Days,* 2 days conference with industry partners. Moderator and delivered a speech on "Big data analytics challenges and opportunities in the energy industry". Sweden, June 2014.
- Workshop on *Big Data Analytics* with Ericsson, Sweden, May 2014.
- Presentation to ABB, "*Big data analytics*", Sweden, March 2014.
- CENTERIS, Lisbon, Portugal, October 2014.
- NOKOBIT, Fredrikstad, Norway, November 2014.
- NOKOBIT, Stavanger, Norway, November 2013.
- System- och rymdteknik (SRT) Seminar: a talk on "*Enterprise Resource Planning Systems in Small and Medium-Sized Enterprises*", LTU, Sweden, May 2013.
- A talk at Luleå Univesity of Technology. Title "*ERP Implementations Cost Management*", Sweden, February 2013.
- CENTERIS, Algarve, Portugal, October, 2012.
- CENTERIS, Algarve, Portugal, October, 2011. (Two presentations)
- *"Conducting Case Studies in PhD"*, an invited talk at the German University in Cairo, August, 2011.
- ECIS Doctoral Consortium and conference, Helsinki, Finland, June, 2011.
- EMCIS2011, Athens, Greece, May, 2011.
- HICSS 44, Kauai, Hawaii, USA, January, 2011. (Two papers)
- CENTERIS, Viana Do Castello, Portugal, October, 2010.
- PhD days in Oslo, Norway, February, 2010.
- PhD days in Oslo, Norway, September, 2009
- IRIS 32, Molde, Norway, August, 2009.
- An invited talk on ERP Cost Estimation Models for SMEs. The faculty of engineering, University of Agder, Grimstad, Norway.
- An invited talk on ERP Cost Estimation at the EU Funded project "Methodologies for Interactive Networked Enterprises (MINE)" 7th workshop & Information and Software Technologies conference (IT 2009), Kaunas University of Technology, Lithuania, April, 2009.
- ICCTA IEEE, Alexandria, Egypt, July 2005.

Recognitions/Awards/Nominations

o *A certificate of excellence in teaching by SP Jain School of Global Management for the high student evaluations.*
o *"ICT in Our Lives Conference Keynote Speaker"*, University of Alexandria, December, 2018.
o *"Certificate of Appreciation and Gratitude,* Arab Academy for Science and Technology, Alexandria, Egypt, December, 2018.
o *"Certificate of Outstanding Contribution in Reviewing"* Journal of Future Computer Systems, Elsevier.
o *"Teacher of the Year Award"* Nomination for the year 2013/2014. **Luleå University of Technology,** Sweden*.*
o *Techne Summit Award, "Appreciation of Your Outstanding Contribution in Techne Summit 2015".* **Bibliotheca Alexandrina**, Alexandria, Egypt.
o *Research and Teaching Fellowship*, Centre of Enterprise Systems, *University of Agder*, Norway, 2009.
o *Award for Outstanding Contribution to Faculty Services & for Outstanding Performance and Lasting Contribution to the German University in Cairo during 2005/2006*. **The German University in Cairo**, October 2006.
o *Certificate of Recognition for Supporting and Showing Commitment and Devotion to Teaching, MIS Department Website, and Orientation Catalogue*. **Arab Academy for Science and Technology**. March 2005.
o *Certificate of Recognition and Appreciation for the Outstanding Devotion and Support to the MIS Major Students Throughout the Period 2000/2001*. **Arab Academy for Science and Technology**. July 2001.
o *Nominated by UIA and accepted by ECIS 2011 committee to present my work at ECIS' Doctoral Consortium.*

- o *Highest Honors for graduating 2nd on the master's degree class with a GPA 3.94/4.0.*

Academic Services

- Guest editor for a special issue titled "Rejuvenating Enterprise Systems" at the Scandinavian Journal of Information Systems (AIS) (2019-2020).
- Guest editor for a special issue on Enterprise Systems and Gamification at the Systems Journal (2019).
- Lead guest editor for a special issue titled "Internet of Things Applications in Healthcare: A Focus on Improving Patient Safety" at the Journal of Healthcare Engineering.
- Associate editor for the "Data Science and Predictive Analytics" Track at the International Conference on Information Systems (ICIS) 2018, California, USA.
- Associate editor for the book "Handbook of Research on Business Transformations in the Era of Digitalization", to be published by IGI Global.
- Associate editor for the "Success in Digitization Projects" Track and program committee member at the European Conference on Information Systems (ECIS) 2018, Portsmouth, UK.
- Associate editor for the "Economics and Value of IS" Track and program committee member at the European Conference on Information Systems (ECIS) 2017, Barcelona, Spain.
- Associate editor for the "Information Systems Development" Track and program committee member for the European Conference on Information Systems (ECIS) 2016, Istanbul, Turkey.
- Invited and Elected Member of the Academic Advisory Board for Microsoft in the EMEA region since June 2016.
- Master and bachelor thesis examiner for several students at the University of Agder and Universitetet i Sørøst-Norge (The University of Southeast Norway), BI Norwegian, Norway.
- Editorial board member of the Business Analytics (Taylor & Francis).
- Editorial board member of the Systems journal (MDPI).
- Editorial board member of the International Journal of Information Systems and Project Management (AIS).
- Editorial board member of the IEEE Transactions on Social Computing journal.
- Editorial board member International Journal of Management Science and Engineering Management.
- Editorial board member of the Journal of Enterprise Resource Planning Studies (JERPS).
- Editorial board member of the Journal of Smart Cities: Challenges and Solutions.
- Advisory board member of the International Journal of Internet of Things and Big Data (IJITBD)
- Editorial board member of the International Journal of Information Technology & Decision Making (IJITDM).
- Editorial board member of the Information Resources Management Journal (IRMJ).
- Editorial board member of the Computer Science and Information Technology (CSIT) journal.
- Editorial board member of the International Journal of Business Information Systems (IJBIS).
- Editorial board member of the American Journal of Science and Technology.
- Editorial board member of the Science, Technology and Development journal.
- Editorial board member of the American Journal of Computer Science and Information Engineering.
- Board of reviewers- member, International Journal of Computer Applications in Technology (IJCAT).
- Program committee member, International Conference on IoT and Big Data Security (IoTBDS 2017, Porto, Portugal.
- Program committee member, NOKOBIT 2017, Oslo, Norway.
- Program committee member, NOKOBIT 2016, Bergen, Norway.
- Program committee member, International Conference on IoT and Big Data 2017, Porto, Portugal.
- Program committee member, International Conference on IoT and Big Data 2016, Rome, Italy.
- Scientific committee board member of the International Conference on Project MANagement (ProjMAN), since 2013.
- Program committee member, NOKOBIT 2015, Ålesund, Norway.

- Scientific committee member of the Third International Conference on Virtual and Networked Organizations (ViNOrg), Póvoa de Varzim, Portugal, November 5-7, 2014.
- Served as session chair for several conferences including ECIS, NOKOBIT, CENTERIS, etc.
- Reviewer for the Journal of the Association for Information Systems (JAIS).
- Reviewer for the Communications of the Association for Information Systems (CAIS).
- Reviewer for the Computers and Electronics in Agriculture Journal.
- Reviewer for the Journal of Software: Evolution and Process.
- Reviewer for Journal of Enterprise Information Management (JEIM).
- Reviewer for Journal of Systems and Software (JSS).
- Reviewer for the Computer Standards & Interfaces journal.
- Reviewer for the Journal of The Institution of Engineering & Technology (IET Software Journal).
- Reviewer for Journal of Integrated Design and Process Science (JIDPS).
- Board of reviewers- member, 2nd International Conference on Education Reform and Modern Management (ERMM2015).
- Board of reviewers- member, Informing Science & IT Education (InSITE).
- Board of reviewers- member, EMCIS Conference.
- Board of reviewers- member, IBIMA Conference.
- Reviewer for the HICSS Conference, Waikoloa, 2016, 2017, 2018.
- Reviewer for the ECIS Conference, Munster, 2015.
- Reviewer for DESRIST Conference, Dublin, Ireland, 2015.
- Reviewer for the ECIS Conference, Tel Aviv, 2013.
- Reviewer for the ECIS Conference, Barcelona, Spain, 2012.
- Reviewer for the ACIS Conference, Geelong, Australia, 2012
- Reviewer for HICSS 44, Kauai, USA, 2011.
- Reviewer for NOKOBIT, Tromsø, Norway, 2011.
- Reviewer for the ECIS Conference, Helsinki, Finland, 2011.
- Reviewer for the IRIS33 Conference, Comwell Rebild Bakker, Denmark, 2010
- Reviewer for the IRIS32 Conference, Molde, Norway, 2009
- Organizing committee member of The 2nd International Conference on Theory and Practice of Electronic Governance (ICEGOV), Cairo, Egypt, 2008.
- Organizing committee member of "The Prospects of Arab Economic Cooperation to Boost Savings & Investments" Conference, Alexandria, Egypt, 2004.

Other Activities

o Organizer of the yearly PingFin Workshop in Oslo. An International Workshop (and Hackathon) dealing with handling of financial SEPA payments. The workshop runs in Oslo and is coordinated by Westerdals Oslo School of Arts, Communicaton and Technology, Norway, Odisee University College, Brussels, Belgium, Colchester Institute, UK, Faculty of Organization and Informatics, Varazdin, Croatia, Fachhochschukle Salzburg, Austria, and Malta College of Arts, Science and Technology, Malta.
o SAP technical contact at Kristiania University College.
o Former SAP technical contact at GUC (SAP University Allicance Program technical contact).
o First Elected PhD Students' represntative at the University of Agder's PhD Committee 2009-2010.
o Initiated a student exchange agreement between UiA and GUC which has been approved in spring 2012.
o Bulletin Director of the Association for Information Systems (AIS) chapter of Egypt (EAIS).
o President of the Management Information Systems Association (MISA) at AAST, 2000-2004.
o Former Technical Administrator of the GUC's Working Papers Database on the University of Connecticut's (IDEAS- RePEc) database. (http://ideas.repec.org/s/guc/wpaper.html)
o Former Web Administrator of the Arabic website of the European Union funded project Accsess e-Gov. (http://www.accessegov.org/acegov/web/ar/index.jsp?id=0)
o Member of the organizing committee of "The Prospects of Arab Economic Cooperation to Boost Savings & Investments" Conference, Alexandria-2004.

o Former committee member of the AAST-MIS Courses Development Committee.
o Former committee member of the GUC Research Committee.
o Participated in introducing and developing the eCommerce Major for the College of Management & Technology at the Arab Academy for Science & Technology in 2004.
o Designed and developed several websites for the AAST and GUC including the departments' websites.
o Designed the MIS department's students orientation catalogue.
o Participated in organizing several Microsoft events, conferences and seminars at the AAST –Miami Campus.
o Organized Open Source (OSS) Awareness and "Install Fest" events at the German University in Cairo.
o Member of Egyptian Linux Group (EGLUG).
o Head of the Association of Egyptians in Norway (Den Egyptisk Forening I Norge).
o Alumni in Caritas Middle-East and North Africa Region.

Work Experience

Aug 2019- Present *Professor of Information Systems*
Kristiania University College, Oslo, Norway
- Teaching several Master and Bachelor courses.
- Headed the team that developed the Business Analytics specialization within the Master of Information Systems.
- Member of the team that developed the PhD Program.
- Member of the team that is developed the Fintech specialization within the Master of Information Systems.

Oct 2019- Present *Visiting Professor*
University of South-East Norway
- Teaching two courses (eCommerce and Data Analytics) at Vestfold and Ringerike campuses.

Jan 2019- Present *Programme Director- Bachelor of IT in e-business*
Kristiania University College, Oslo, Norway
- Managing the overall bachelor program and review of applications.
- Ensuring that the program meets international standards and current state-of-the-art topics and technologies.

Jan 2018- Present *Programme Director- Master of Science in Digital Business Systems*
Kristiania University College, Oslo, Norway
- Managing the overall master track and review of applications.
- Ensuring that the track meets international standards and current state-of-the-art topics and technologies.

June 2016- Present *Advisory Council Member (invited & elected) - EMEA Region*
Microsoft Dynamics Academic Alliance
- The goals of the council is to advise Microsoft in order to continuously improve the Microsoft Dynamics Academic Alliance program at all levels.

May 2016 - Present *Adjunct Professor*
S P Jain School of Global Management, Dubai-Singapore-Sydney.
- Teaching several courses including Data Science, Enterprise Business Applications, Decision Making, and Web Strategies at the world-ranked master program. I teach at Dubai, Singapore and Sydney campuses.

Oct 2015 - Present	***Adjunct Professor*** **TIAS- School for Business & Society, Netherlands** • Teaching Business Data Analytics, and Business Processes & Data Mapping courses at the award-winning & world-ranked master program. • Supervision of master students
Aug 2015 - Present	***Expert Project Applications' Evaluator*** **Ministry of Communication & Information Technology (MCIT) -Information Technology Industry Development Agency (ITIDA)** Responsible for evaluating ICT related applications submitted to the MCIT for governmental funding.
Jul 2014 – Aug 2019	***Associate Professor*** **Westerdals- Oslo School of Arts, Communication & Technology** *(Now called Kristiania University College)***, Norway** • Teaching several courses to under/postgraduate students. • Supervising bachelor and master thesis. • Active participation in the IS Research group. • Training students on several market-leading business applications including SAP Business One, QlikView, Rapid Miner, SugarCRM, and Microsoft Dynamics products.
Apr 2014 – Jul 2014	***Associate Professor*** **The Norwegian School of IT (NITH), Norway** • Teaching several courses to under/postgraduate students.
Mar 2014 - Feb 2016	***Adjunct Associate Professor*** **Luleå University of Technology (LTU), Sweden** **Department of Computer Science, Digital & Space Engineering.** • Online teaching of Advanced Databases, Data Mining, Enterprise Application Integration, Software Oriented Architecture, Research Trends in Computer Security, and Client Security courses to under/postgraduate students. • Thesis supervision. • Engaged in developing several project applications. • Cofounded the Business Analytics research group.
Jan 2015 - Present	***Head, Norway*** **Fursa International AB** • Fursa was founded in January, 2015 at the historical city of Lund in the southern part of Sweden by a number of business leaders, academics, and human development experts. • Fursa is an organization specialized in human development. It operates at several European and Arabic countries including Sweden, Denmark, Norway, Palestine, and Jordan.
Feb 2013 – Feb 2014	***Senior Research Engineer/ Lecturer*** **Luleå University of Technology (LTU), Sweden** **Department of Computer Science, Digital & Space Engineering.** • Teaching Advanced Databases in undergraduate, Software Oriented Architecture and Information Security to postgraduate students. • Master thesis supervision. • Engaged in developing several project applications. • Conducting research in ERP systems, big data, and data mining.
Oct 2013- Apr 2014	***Visiting Lecturer*** **The Norwegian School of IT (NITH), Norway** **Master in IS program** Teaching ERP, Supply Chain Management, and Customer Relationship Management systems courses at the undergraduate and master program.

Feb 2013 - Present	*Visiting IS Lecturer* **Universitetet i Agder (UiA), Norway** **College of Economics and Social Sciences- Department of Information Systems.** • Delivering lectures and lab training for Enterprise Systems courses to undergraduate and master students.

Feb 2009 –
Feb 2013
Assistant Professor/ IS Lecturer
Universitetet i Agder (UiA), Norway
College of Economics and Social Sciences- Department of Information Systems, Enterprise Systems Centre.
- Conducting academic research on ERP systems.
- Teaching under-graduate and post-graduate courses that include Enterprise Systems, Information Resource Management, e-Business, and Information Systems.
- Supervising student graduation theses and projects.
- Instructing training labs for several open source ERP, CRM, and DMBS systems.
- Presenting UiA in a consortium of universities that has submitted PREMIND, an EU proposal for *big data* archives.

Apr 2010 –
Feb 2013
Lecturer
Free Technology Academy (FTA.org)- EU funded project.
- Online teaching of "The concepts of Free Software and Open Standards" Open Source Software Concepts" course in the online master's degree in Open Source.

Sept 2004 –
Jan 2009
Assistant Lecturer of Information Systems
German University in Cairo (GUC)
Faculty of Management Technology- Information Systems Dept.
- Assistant lecturer of Information Systems and Business Informatics courses (Information Systems - Business Intelligence - Information & Communication Architecture - Information Management – Databases - Research Methodology - Enterprise Systems, Electronic Business & Government – Ecommerce Development – Research Methodology, Information Architecture & Middleware - IS Projects Management).
- I taught courses in the Information Systems, Business Informatics, and the Computer Science and Engineering programs.
- I have also delivered practical and certification training for several systems including SAP, Teradata BI, SugarCRM, ARIS, and Dolibarr ERP.
- Supervised several graduation projects and theses.
- Participated in Semantic Web for e-government related research and an EU proposal.

Sep 2000 -
Aug 2004
Teaching Assistant/Web Designer
Arab Academy for Science and Technology (AAST)
Management Information Systems Department.
- Teaching Assistant for MIS Major's courses (Computer Networks – Information Systems Management – Databases – Advanced Databases – Introduction to Information Technology – Management Information Systems - Multimedia Technology - E-Commerce)
- Gave tutorials on SQL Server, Oracle 7/8I, Macromedia Flash, Adobe Photoshop, and MS ASP.
- Supervised several graduation projects.
- Taught courses in several branches of the college of business and college of engineering.
- Designed brochures, certificates, posters, and websites for the department, including the department's webpage and students' orientation catalogue.

Mar 2004 -
Jan 2009
IT Lecturer (part time)
Institute of International Maritime Transport & Logistics
International Transport & Logistics Diploma
Teaching Database courses and labs

Mar 2003 - Jan2009	*IT lecturer* (part time) **Graduate School of Business – Cairo** Teaching e-business, databases, and e-marketing for Masters of Business Administration, and Doctorate of Business Administration (DBA) students.
Mar 2001 – Jan 2009	*IT Trainer* (part time) **Advanced Management Institute – AAST** • Taught various IT courses such as: Windows 2000 Professional, MS Word, Access and Excel. Trained the Central Bank of Egypt's Managers and Senior Staff.
Sep 2000 - Sep 2002	*Teaching Assistant* (part time) **Arab Academy for Science and Technology - AAST** **Management Information Systems Department- *Cairo Branch*** • Teaching Assistant for MIS Major courses (Multimedia Technology- E-Commerce) and supervised many graduation projects.
Feb 2000 – 2004	*Multimedia Instructor* (part time) **IT Corner – Alexandria.** • Teaching Macromedia (now Adobe) Flash Courses.
Mar 1999 - Sep 2000	*IT Trainer* (part time) **American University in Cairo, The Community Service and Continuing Education Center – AAST Branch** • Teaching: Internet Technology, Macromedia Flash, Web Development Concepts, MS FrontPage, Microsoft Site Builder certification courses and ICDL certification courses.
Mar 1999 - Sep 2000	*Network Administrator - Internet Support Specialist* **Office Information Center (OIC) – AAST** As a part of the OIC team, my day-to-day responsibilities was to perform various technical jobs including: • Internet/Network troubleshooting, monitoring and preventing virus attacks in OIC computer labs. • Performing advanced research on the Internet, designing websites, administering and managing OIC computer network. • Installed and configured the Sylvan Prometric authorized testing center's network and servers.

Professional Certificates & Training

Aug 2000	Microsoft Certificate of Achievement (MCA)- Preinstalling and Deploying MS windows 2000 Professional, Microsoft.
Aug 2000	Microsoft Certificate of Achievement (MCA)- Installing and Configuring MS Windows 2000 File, Print and Web Servers, Microsoft.
Aug 2000	Microsoft (MCA) – Creating and Managing Web Solutions, Microsoft.
Feb 2001	Microsoft Certified Professional + Internet (MCP+I) , Microsoft.
Feb 2001	Microsoft Certified Systems Engineer (MCSE) - 6 Exams, Microsoft.
Sep 2001	International Computer Driving License (ICDL), Unesco, Egypt.
Feb 2004	Microsoft Business Intelligence Platform (MS BI), Microsoft, Egypt.
Nov 2006	IDS-Sheer ARIS - Certificate of Completion ARIS Training Course.
Mar 2008	SAP - University Alliance Program (SAP- UAP100), Helsinki, Finland.
May 2008	SAP01 SAP Overview, SAP AG, Helsinki, Finland.
May 2008	SAP20 SAP Business Suite, SAP AG, Helsinki, Finland.
May 2008	WDESAP SAP Business Suite, SAP AG, Helsinki, Finland.
June 2008	Teradata Business Intelligence, Teradara, Egypt.
June 2012	UCC10 – Introduction: Cooperation within the SAP University Alliances Program, GUC, Cairo, Egypt.
June 2012	UCC20 – SAP Overview, GUC, Cairo, Egypt.

Aug 2012	SAP, GBI 2.1 curricula, GUC, Cairo, Egypt.
Jan 2014	Rapid Miner - data mining tool, Luleå, Sweden.
Apr 2014	QlikView, Qlik, Oslo, Norway.
Apr 2014	Rapid Miner & Tableau -Advanced datamining & visualization techniques, Sweden.
Nov 2014	XLedger ERP training- Xledger, Oslo, Norway.
Nov 2015	Visma eAccounting- Visma AS, Oslo, Norway.
Oct 2016	R Programming for Big Data Analytics, Porto, Portugal.
Apr 2018	AI & Chat Bots by ASURE AS, Oslo, Norway.
Mar 2019	Introduction to SAP Analytics (SAP BW on HANA + SAP BO + Front End Tools). University of Magdeburg, SAP Alliance HQ, Germany.

Academic & Pedagogical Courses

Feb 2002	"Effective Teaching Methods" training course for Assistant Lecturers, (Arab Academy for Science and Technology AAST).
Feb 2009	"Teaching Methods and Reliable Assessment" training course for lectrurers, (The German University in Cairo GUC).
Jan 2010	"Qualitative Methods and Data Analysis" course by Ann Langley, Janet Sallaf, and Arent Greve, Norwegian School of Economics NHH, Bergen.
June 2011	"Quantative Methods" course by Detmar Straub, UiA.

Language Skills

Language	*Speak*	*Read*	*Write*
Arabic	Native	Native	Native
English	Fluent	Fluent	Fluent
Norwegian	Very Good	Excellent	Very Good

References

- **Maung Sein**
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