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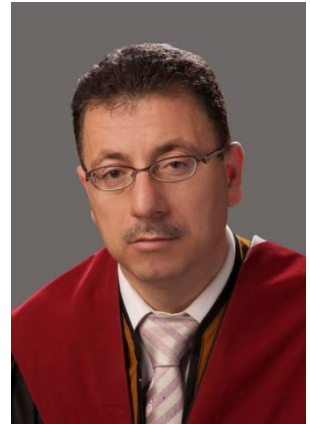
(Academic Rank: Professor)

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QUALIFICATION

Loughborough University, Loughborough, UK. / University Rank: 6th in UK
PhD and MPhil, Computer Science Department,
Thesis Title: *Quality Assessment of E-Commerce Websites Using Bayesian Belief Networks,* 2002- 2007

SPECIALIZATION AND DOMAIN OF INTEREST

➢ Software Quality, Quality of E-Business Systems, and Software Configuration Management.
➢ Development and Implementation of Knowledge Management, Information and E-Business Systems.
➢ Natural Language Processing, Machine Learning, and Semantic Web.

Thesis Title: *Quality Assessment of E-Commerce Websites Using Bayesian Belief Networks*
This thesis raises the issue of quality in E-commerce websites and addresses methodologies and approaches to standardize their assessment. The thesis blends the knowledge of academic research with the opinions and insights from experts and practitioners in the field to provide a comprehensive view of the issues and their remedies. Given that, the establishment of an E-commerce website is mainly a software development effort; there are several standards that apply in governing the quality of such development. There seems to be an almost overwhelming abundance of quality standards that lead to a high level of cynicism and skepticism surrounding them and the eventual lack of use. Furthermore, no standard can directly predict the quality a website under development is going to achieve. Past approaches concerning the quality of E-commerce websites emphasize usability standards using techniques like feature inspection and collecting data about end users' opinion by questionnaires. These methods provide important feedback and their results can be utilized as a useful background for future work, however, they do not contribute directly to a dynamic model that enables forecasting. The study of quality in the domain of the Internet in general, and E-commerce in particular, poses new challenges as technology evolves, including methods and metrics for estimating, managing quality during the product life cycle and quality-of-use measurement. The solution proposed by this research is to use a Bayesian Belief Network model. This model provides a consistent and practical approach to assessing the quality of the website. The assessment can be carried out before the completion of the website development, thus, providing insight on the trend and direction for correction and improvements. It can also be carried out on completed and operational work, providing analysis of areas for improvement. The model should be relatively quick and practical in providing an overall comprehensive assessment with root-cause analysis that would lead to corrective measures to improve the quality of the E-commerce website. In this research, idioms were applied in realizing a complete Bayesian Belief Network model. The conclusions are measured against comparative assessment to validate the practical benefits of the work accomplished. The WebQual method was utilized to validate the "belief" established by the model.

CAREER EXPERIENCE

Job Title	Place of work	Date
Professor Associate Professor Assistant Professor	The University of Jordan, King Abdullah II of Information Technology Amman - Jordan.	1/2/2009 to Now
Lecturer	Higher College of Technology - Oman	1/9/2008 to 1/1/2009

ADMINISTRATIVE WORKS AND COMMITTEES

Administrative work and committee	Date
Assistant Dean for Development Affairs King Abdullah II of Information	SEP –2011 to SEP –2012
Head of Business Information Technology Dept, King Abdullah II of	SEP –2010 to SEP –2011
• Member of the e-Learning Committee.	*2009 – Present*

PUBLICATIONS:

➢ Osama Rababah, A novel machine learning system for sentiment analysis and extraction, 6th International conference on Computer Science, Engineering and IT (CSEIT-2019), pp. 387-393, 2019. © CS & IT-CSCP 2019, Computer Science Proceeding AIRCC, Nov 2019.

➢ Osama Rababah and Maha Ghazal, The Impact of Mobile Website Quality on Behavioral Intention: Online Trust as Mediator: A field Study in Jordanian Private Universities in Amman, An Interdisciplinary Journal for Science and Technology Studies, Vol. 13, No. 01; 2019, Science Studies Publications sciencestudiespublication.com/journal, Feb 2019.

➢ Osama Rababah and Nadin Alhin, Analysis the Relationship between Big Data and Knowledge Management Process: A Field Study in Jordanian Commercial Banks in Amman, An Interdisciplinary Journal for Science and Technology Studies, Vol. 13, No. 01; 2019, Science Studies Publications sciencestudiespublication.com/journal, Feb 2019.

➢ Osama Rababah, A Survey of Web 2.0. Directions and the Future Research, An Interdisciplinary Journal for Science and Technology Studies, Vol. 12, No. 12; 2018, Science Studies Publications sciencestudiespublication.com/journal, Dec 2018.

➢ Osama Rababah, Building a Trust Model for Social Network, Modern Applied Science, Vol. 12, No. 4; 69-82, Canadian Center of Science and Education, 2018.

➢ Osama Rababah, Assessing the Quality of E-Services Software Using Artificial Intelligent Techniques, Modern Applied Science, Vol. 12, No. 9; 242-253, Canadian Center of Science and Education, 2018.

- Osama Rababah and Faten Hamed, Analysis of Security Risks, weakness points, attacks the methods of detection and prevention for Bluetooth, Text Technology: The Journal of Computer Text Processing (TJCTP), Vol. 14, No. 12; 51-62, http://tjctp.orgMcMaster University Hamilton, Ontario CANAD, 2018.

- Osama Rababah, Ahmad AlHwaitat, Saher Al Manaseer, Hussam Fakhouri, Rula Halaseh, Web Threats Detection and Prevention Framework, Communications and Network, Vol. 8, pp. 170-178, Scientific Research Publishing Inc, Aug 2016.

- Osama Rababah, Ahmad Hwaitat, Dana Al Qudah, Rula Halaseh, Hybrid Algorithm to Evaluate E-Business Website Comments, Communications and Network, Vol. 8, pp. 137-143, Scientific Research Publishing Inc, July 2016.

- Osama Rababah, Mohammad Alshraideh, Mohammad Abushariah3, Saher Manaseer and Maged AlQisi, Optimizing the process of developing E-Government Website Using Decision Support System, Scientific Research and Essays, Vol. 11(10), pp. 104-116, Academic Journals, May 2016.

- Osama Rababah, Ahmad Hwaitat2, Dana Al Qudah, Sentiment analysis as a way of web optimization, Scientific Research and Essays, Vol. 11(8), pp. 90-96, Academic Journals, April 2016.

- Saher Manaseer, Ahmad Alamoush, Osama Rababah, Load Balancing for Hex-Cell Interconnection Network, International Journal Communications, Network and System Sciences, Vol. 9, pp. 98-116, Scientific Research Publishing Inc, April 2016.

- Osama Rababah, Thair Hamtini, Hussam Fakhouri, Amjed Hudeb, and Ahmad Hwaitat, Theoretical framework for social network marketing based on genetic algorithm, Scientific Research and Essays, Vol. 11(3), pp. 90-96, Academic Journals, Feb 2016.

- Muhannad Al-Shboul1, Osama Rababah, Moh'd Al-Shboul, Rawan Ghnemat, Samar Al-Saqqa, Challenges and Factors Affecting theImplementation of E-Government in Jordan, Journal of Software Engineering and Applications, Vol.7, pp. 1111-1127, Scientific Research Publishing Inc, Dec 2014.

- Osama Rababah, Muhannad Al-Shboul, Fawaz Al-Zaghoul, Rawan Ghnemat, Website Search Engine Optimization: Geographical and Cultural Point of View, Journal of Software Engineering and Applications, Vol.7, pp. 1087-1095, Scientific Research Publishing Inc, Dec 2014.

- Osama Rababah, Thair Hamtini, Osama Harfoushi, Bashar Al-Shboul, Ruba Obiedat, Sahem Nawafleh3, Towards Developing Successful E-Government Websites, Journal of Software Engineering and Applications, Vol.6, pp. 559-563, Scientific Research Publishing Inc, Oct 2013.

- Osama Rababah. "Online Shopping: Perceptions and Expectations of the Students at The University of Jordan", Journal of American Science, Vol.9, No. 3, pp.66-71, Marsland Press/ U.S.A. 2013.

- Osama Rababah, Muhannad Al-Shboul, Fawaz A. AL Zaghoul. "Utilizing Knowledge Management in Education: The case of 'The University of Jordan'", International Journal of Emerging Technologies in Learning (iJET), Vol. 8 No. 1 , Kassel University Press GmbH Germany, 2013.

- Muhannad Al-Shboul,Osama Rababah,Munim Al-Saideh, Iman Betawi and Sinaria Jabbar. "A Vision to Improve E-Learning at The University of Jordan", World Applied Sciences Journal 21 (6): 902-914, IDOSI Publications, 2013.

- Muhannad Al-Shboul, Osama Rababah, Rizik Al-Sayyed, Ghaleb Sweis, and Hanadi Aldreabi. Roadmap to Advance E-Learning Management System at the University of Jordan, Journal of American Science, Vol.9, No. 1, pp.531-545, Marsland Press/ U.S.A. 2013.

- Osama Rababah. "Toward a knowledge-based society - The case of Jordan", Journal of American Science, Vol.8, No. 12, pp.1173-1179, Marsland Press/ U.S.A. 2012.

- Sahem Nawafleh, Osama Harfoush Samaher Fakhouri Ruba Obiedat, Osama Rababah, "Facebook Impact on Users Social Life", Journal of American Science, Vol.8, No. 12, pp.333-339, Marsland Press/ U.S.A. 2012.

- Hamtini, T., and Osama Rababah. "Graphical Model for Assessing the Quality of E-Commerce Systems", International Review on Computers and Software (IRECOS), Vol.7, No. 1, pp:9-17, Praise Worthy Prize S.R.I-USA 2012.

- Osama Rababah, Muhannad Al-Shboul and Rizik Al-Sayyed." A New Vision for Evaluating the Quality of Ecommerce Websites", International Journal of Advanced Corporate Learning (iJAC), Vol. 1, Issue 1, pp. 32-41, Kassel University Press GmbH, Germany, 2011.

- Hamtini, T., and Osama Rababah. Designing and Implementing a Navicat Database System for a Call Center, International Journal of Advance Corporate Learning, Vol. 4, Issue 1, pp. 12-17, Kassel University Press 2011.

- R. M. H. Al-Sayyed, S. Manaseer and Osama Rababah. "Mobile Information System, How to Build with Case Study", International Journal of Interactive Mobile Technologies (iJIM), Vol. 4, No. 4, pp. 12-17, Kassel University Press GmbH, Germany 2010.

- Osama Rababah, Hamtini, T. "Causal Interrelations Among E-business Website Quality Factors", ABHATH AL-YARMOUK: Journal of Basic Science and Engineering, Vol. 19, No. 1, pp. 137-158, 2010.

Scientific conferences and symposia

Conference Title	Place and date of conference	Type of participation
International Conference on Machine Learning & Applications (CMLA 2019)	Zurich – Switzerland / 11-2019	Research Paper
International Business Information Management	Marrakesh – Morocco / 9-2009	Research Paper

Others …
- I attended many International Conference.
- I attended many training courses including developing staff at The University of Jordan.
- I attended many international seminars and workshops.
- I have other publications in the area "Quality of Web Application".
- I have received many certificates of appreciation.

Teaching activities

Taught Courses	Bachelor	Graduate
Decision Making for Public Sector		x
Information Security Governance and Risk Management		x
Knowledge Management		x
Software Engineering	x	x
E-Business (E-Portal Development)	x	x
Web Application Development I and II (HTML, Java Script, PHP)	x	
Active Server Pages.Net	x	
Java Programming	x	
IT Fundamentals	x	
Management Information System	x	
C, C++ Programming	x	
Database	x	
Social Media Networks	x	
Computer Skills-2	x	
Photoshop	x	
Multimedia	x	
Supervising Graduate Projects	x	
Supervising Master Thesis		x