



PERSONAL DETAILS

Name : Nazmona binti Mat Ali
Gender : Female
Date of Birth : 24th July 1976
Nationality : Malaysian
Marital Status : Married
Permanent Address : No. 45, Jalan PI 11/3, Taman Pulai Indah, 81110, Kangkar Pulai, Johor Darul Ta'zim

Correspondent Address : Azman Hashim International Business School (Information Systems), 81310, Universiti Teknologi Malaysia, Skudai, Johor Darul Ta'zim

Tel : (Mobile) : 019-6125054 (Office): 07-5532408
E-mail : nazmona@utm.my, nazmona@yahoo.com
Website : <http://people.utm.my/nazmona>
ID Staff : 8392

Expertise : Knowledge Management, Organisational Semiotics, Business Intelligence & Analytics, Management Information Systems

ACADEMIC QUALIFICATIONS

Year 2013 : Ph.D. in Informatics
University of Reading, United Kingdom

Year 2002 : M.Sc. in Computer Science
Universiti Teknologi Malaysia, Malaysia

Year 1999 : B. Sc. Computer Science
Universiti Teknologi Malaysia, Malaysia

Year 1997 : Diploma in Computer Science
Universiti Teknologi Malaysia, Malaysia

AWARD AND HONORS RECEIVED

- i) Active Blended Learning Course, IT Project Management Course (MCSC1263), Semester 2 2016/2017
- ii) Active Blended Learning Course, Technology and Information Systems Course (SCSD1513), Semester 1 2016/2017

- iii) Gold Award for Category 4: Travel and Tourism Technology (Pitching). International TechnoBiz & IDEAS Innovative Challenge (I-TIIC2016)
- iv) Active Blended Learning Course, IT for Organizational Transformation (MCM2573), Semester 2 2012/2013
- v) Best Paper in Knowledge Management International Conference (KMICE14). Title: "Malaysian Academic Quality Assurance System in the Context of Issues, Challenges and Best Practices"

PROFESSIONAL MEMBERSHIP / QUALIFICATIONS / RECOGNITION

- January 2004 – present : Lecturer, Universiti Teknologi Malaysia
- July 2000 – December 2003 : Tutor, Universiti Teknologi Malaysia
- June 1999 – June 2000 : System Analyst, Institute of Software Technology, Universiti Teknologi Malaysia
- i) Member, Association for Information Systems (AIS), Membership #17991576, February 2019
- ii) Member, Persatuan Sistem Maklumat Malaysia (MyAIS), Membership #L 033, Lifetime Member
- iii) Member, IEEE Malaysia Section, Membership # 93330317, December 2017
- iv) Oracle Database 11g Administrator Certified Associate, Since 8th September 2016

ADMINISTRATIVE EXPERIENCE

Faculty Level

- i) 2017 – 2018 : Coordinator for New Academia Learning Innovation (NALI), School of Computing, UTM
- ii) 2016 - 2018 : Committee Member of New Academia Learning Innovation (NALI), School of Computing, UTM
- iii) 2014 - 2016 : Treasurer for Information & Service Systems Innovation Research Group (ISSIRG)
- iv) 2013 - 2014 : Committee Member of Excellent Student Development, School of Computing, UTM
- v) 2006 - 2007 : Committee Member of Industrial Trainin, School of Computing, UTM
- vi) 2006 - 2007 : Committee Member of Student Development, School of Computing, UTM
- vii) 2002 - 2007 : Committee Member of Welfare, Information Systems Department, School of Computing, UTM

University Level

- i) Residential College Assistant Fellow, Melawis Apartment, Taman Universiti 2000-2002

OTHERS EXPERIENCE

NATIONAL COMMITTEE

- i) Internal Auditor for Persatuan Sistem Maklumat Malaysia (MyAIS) 2016-2018
- ii) Committee Member of Information Systems Research Method Workshop, 9-10 October 2013, Universiti Teknologi Malaysia. Organized by Information Systems & Service Innovation Research Group (ISSIRG)

INTERNATIONAL APPOINTMENT/COMMITTEE

- i) Financial Co-Chair for 5th International Conference on Research and Innovation in Information Systems (ICRIIS17) 2017, 16-17 July 2017, Pulau Langkawi, Malaysia
- ii) Financial Co-Chair for 4th International Conference on Research and Innovation in Information Systems (ICRIIS15) 2015, 8-10 December 2015, Melaka, Malaysia
- iii) Technical Committee Member for 3rd International Conference on Research and Innovation in Information Systems (ICRIIS13), 27-28 November 2013, Universiti Tenaga Nasional, Selangor
- iv) Appointment as Track Chair for ICRIIS15 and ICRIIS17 (Information and Knowledge Management Track)

RESEARCH ACTIVITIES

RESEARCH PROJECT UNDERTAKEN

- i) Project principle. Knowledge Mapping Framework for Institutions of Higher Learning (IHLs). October 2000- October 2001. Sponsored By: Universiti Teknologi Malaysia (ST Grant)
- ii) Project member. Gap Analysis Study for Knowledge Management in UTM, December 2002 – Mac 2003. Sponsored By: Universiti Teknologi Malaysia
- iii) Project member. Development of ICT Management Framework for Facilities Management Companies. Mac 2004 - Feb 2006. Sponsored By: Kolej Universiti Teknologi Tun Hussin On, Malaysia (KUITTHO)
- iv) Project member. Understanding Knowledge Management Practice in Small Medium Software Companies. October 2003 – October 2004. Sponsored By: Universiti Teknologi Malaysia
- v) Project member. Knowledge Management Strategy for Property Management Companies in Malaysia. Jun 2006 - Mei 2008. Sponsored By: National Property Research Coordinator (Naprec), Ministry of Finance, Malaysia.

- vi) Project principle. A Shared-Meaning Schema for Organizational Policies: Towards Automated Policy Profile. April 2014-April 2015. Sponsored By: Universiti Teknologi Malaysia (UTM- Gup Tier 2)
- vii) Project member. Understanding Bi Stakeholder Requirements. February 2015 – February 2016. Sponsored By: Universiti Teknologi Malaysia (UTM- Flagship Grant)
- viii) Project member. Managing Continual Quality Improvement for Academic Quality Assurance Through Metamodelling Approach. April 2014 – April 2016. Sponsored By: Universiti Teknologi Malaysia (UTM-Gup Tier 1)
- ix) Project member. An Adaptive Self-Directed Learning Model Using Open Learner Model Approach. April 2014-April 2015. Sponsored By: Universiti Teknologi Malaysia (UTM-Gup Tier 2)
- x) Project member. Profiling of Foreign Workers in Pengerang. July 2016 – April 2017. Budget approved RM34,500. Sponsored by Institut Inovasi Strategik Johor (ISSJ)
- xi) Project principle. IT Shared Service Implementation Framework for E-Government. October 2016- Disember 2017. Sponsored by: Universiti Teknologi Malaysia (UTM-Gup Tier 2)
- xii) Project member. Framework for Embedding gamification in Massive Open Online Course. July 2016 – July 2018. Sponsored by Dana Pembangunan Pengajaran CTL UTM.
- xiii) Project member. Engagement Model In Understanding Enterprise Architects And The Stakeholders In The Enterprise Architecture Development. July 2017 – June 2019. Sponsored By: Universiti Teknologi Malaysia (UTM-Gup Tier 1)
- xiv) Project member. Pembangunan Komuniti Lestari Bangsa Johor Bagi Perumahan Berstrata Kos Rendah Dan Kos Separa Rendah (Bangsa Johor Sustainable Community Development for Low-Cost and Low-Medium Cost Stratified Housing). October 2018 – March 2019. Sponsored by: Yayasan Tuanku Zarith Sofia (Business Entity Grant)
- xv) Project member. Data-Driven Innovation Enabling Academia-Industry Collaboration for a Future Ready Curriculum (DDI4FRC). April 2018 – March 2021. Sponsored by: Universiti Teknologi Malaysia (High Impact Research Grant)
- xvi) Project principle. The Establishment of a Digital Economy Environment through Asset and Facilities Management Framework. November 2018 – October 2020. Sponsored by: Universiti Teknologi Malaysia (UTM-TDR Grant)

CONSULTANCY

- i) Project member for Information Systems Strategic Planning For Public Higher Education In Malaysia. Sponsored By: Ministry Of Higher Education. January 2006-January 2007
- ii) Projek member for Data Analytics for Ministry of Higher Education, Malaysia. May 2017- December 2017. Budget approved is RM997,460.00.
- iii) Projek member for 5th International Conference on Research and Innovation in Information Systems 2017 (ICRIIS 2017). January – December 2017. Budget approved is RM145,341.92. Vot no. 1190.

REVIEWERS

Journals

- i) Jurnal Teknologi UTM, 2016
- ii) Journal of Information Systems Research and Innovation (JISRI), (ISSN: 2289-1358), Vol.4 (2013), Vol.8 (2014), Vol. 9 (2015)
- iii) Asia-Pacific Journal of Information Technology and Multimedia, e-ISSN : 2289-2192, 2015
- iv) Journal of Convergence Information Technology (ISSN: 1975-9320), 2014

Conferences/Proceedings

- i) The 4th Visual Informatics International Seminar 2018 (VIIS '18)
- ii) Computing Proceeding, Faculty of Computing (UTM-FCP 2018)
- iii) 25th European Conference on Information Systems (ECIS2018)
- iv) 5th International Conference on Research and Innovation in Information Systems 2017 (ICRIIS 2017)
- v) 2nd International Conference of Reliable Information and Communication Technology 2017 (IRICT 2017)
- vi) 4th International Conference on Research and Innovation in Information Systems 2015 (ICRIIS 2015)
- vii) JACTIM Research Proposal Competition, MJIT UTM, 2013

CHIEF EDITOR

- i) Jurnal Teknologi UTM, Special Issues Recent Research in Knowledge and Information Systems, 2016
- ii) Jurnal Teknologi UTM, Vol 70, No.5, Special Issues in Science and Technology, 2015

TEACHING ACTIVITIES

Semester	Sem	Subject Code	Subject	Credit Hour
Undergraduate				
2013/2014	1	SCSD4823	Knowledge Management Systems	3
2013/2014	2	SCSD4823	Knowledge Management Systems	3
2014/2015	1	SCSD2523	Database	3
2014/2015	2	SCSD3032	Information Systems Project 1 (SCSD)	2
2014/2015	2	SCSD4823	Knowledge Management Systems	3
2015/2016	1	SCSD4823	Knowledge Management Systems	3
2015/2016	1	SCSD2613	System Analysis and Design	3

2015/2016	2	SCSD1513	Technology and Information Systems	3
2016/2017	1	SCSD4823	Knowledge Management Systems	3
2016/2017	1	SCSD1513	Technology and Information Systems	3
2016/2017	2	SCSD1513	Technology and Information Systems	3
2017/2018	1	SCSP513	Technology and Information Systems	3
2017/2018	1	SCSD4823	Knowledge Management Systems	3
2017/2018	2	SCSD1513	Technology and Information Systems	3
2018/2019	1	FSPK0012	Computer Literacy (Program Asasi UTM)	2
Postgraduate				
2012/2013	2	MCM2573	IT for Organizational Transformation	3
2012/2013	2	MCM2593	Information & Knowledge Management	3
2013/2014	1	MCM2573	IT for Organizational Transformation	3
2013/2014	2	MCM2593	Information & Knowledge Management	3
2014/2015	1	MCM2573	IT for Organizational Transformation	3
2015/2016	2	MCM2593	Information & Knowledge Management	3
2016/2017	2	MCSC1263	IT Project Management	3
2017/2018	2	MCM2593	Information & Knowledge Management	3

SUPERVISION

PhD Student

Year	No.	Name	Status	Title	Roles of Supervision
2017	1	Ravika Hafizi	Ongoing 2014-2018	Inter Organizational Ict Shared Service Framework For E-Government	Co-Supervisor

MSc. Student

Year	No.	Name	Status	Title	Type	Roles of Supervision
2018	1	Nura Abubakar Anka	Ongoing 2018-2019	Social Media for e-Learning	Mix-mode	Main Supervisor
	2	Salamatu Musa	Ongoing 2018-2019	Factors That Influence The Success Of Business Intelligence Initiatives In Higher Education	Mix-mode	Main Supervisor
	3	Noreen Mhd Hashim	Completed	Success Factors For Ict Shared Services In Higher Education Institutions	Mix-mode	Co-Supervisor
2017	1	Fatima Abubakar	Completed	Adoption Of Knowledge Management System In Utm	Mix-mode	Main Supervisor
	2	Sheela Tamil	Completed	Incorporating Knowledge Audit Into	Mix-	Main Supervisor

		Many		Business Process Improvement Towards Organization's Performances	mode	
	3	Nursyafeeka Binti Zainuddin	Completed	The Incorporation Of Task Technology Fit And Bloom's Taxonomy Towards Improved E-Learning	Mix-mode	Main Supervisor
2016	1	Huzaifah Binti Mohd Salamon	Completed	Recommendation of Moocs Characteristics for Academic Disipline Clusters	Mix-mode	Main Supervisor
2015	1	Priyavahani Subramanian	Completed	Incorporating K-Maps into KM-Oriented BPR: A Case Study at Industrial Training Management of UTM	Mix-mode	Main Supervisor

POSTGRADUATE EXAMINATION /VIVA

MSc. Internal Examiner

- i) Noor Baidura Binti Ismail, Design Model For Technical Features Of Social Commerce Website, July 2017
- ii) Jenny Landak Anak Song, Comparative Study Of Bibliographic Management Tool Using Utaut Model, December 2016
- iii) Nor Hajar Atieqah Binti Zawawi, Mobile Technology Adoption For Halal Auditing For Food Premises Among Sme's, December 2016
- iv) Chon Peek Hoon, Ontology-based Knowledge Sharing for User Manual Writing, May 2016
- v) Nurlydia Natasha Md Hatta, Business Intelligence Systems Adoption Model, May 2016
- vi) Nur Zahidah Binti Abdul Latif, Conceptualization of Data Quality Assessment in Big Data Implementation: A Case in Malaysian Public Sector, May 2015
- vii) Aida Khoshraftar Nouri, Perceived Service Quality vs Customer Expectation for Motorcycle Shop, May 2014
- viii) Mohammad Riazi, Crowdsourcing for Disaster Preparedness, May 2014
- ix) Syaza Farhana Norazman, Student Percepton the Implementation of e-Portfolio System, January 2014
- x) Tam Sakirin, A Framewrok Green IT Capabiltiy Maturity for IT Product Liecycle, January 2014
- xi) Ibrahim Salihu Anka, Improving Documentations of Users' Requirement for E-Service Systems Using Service Responsibility Tables as a Tool. May 2013
- xii) Shidrokh Goudarzi, Impact of Trust on Internet Banking Adoption, May 2013

- xiii) Nastaran Mohammadhossein, A Study Towards the Impact of CRM Customer Benefits on Customer Satisfaction, May 2013

PUBLICATIONS

WEB OF SCIENCE

1. Hafizi, Ravika; Rahman, Azizah Abdul; Miskon, Suraya; Ali, **Nazmona Mat**, Huspi, Sharin Hazlin; Abdullah, Norris Syed (2018). Review of Theories for Inter-Organizational ICT Shared Service in E-Government. *Advanced Science Letters*, Volume 24, Number 6, June 2018, pp. 4364-4371(8). Publisher: American Scientific Publishers. DOI: <https://doi.org/10.1166/asl.2018.11606>
2. N. M. Hashim, **N. M. Ali**, N. S. Abdullah, S. Miskon and S. H. Huspi, "Success factors Model for ICT shared services," (2017). *International Conference on Research and Innovation in Information Systems (ICRIIS)*, Langkawi, 2017, pp. 1-6. DOI: 10.1109/ICRIIS.2017.8002503
3. Mokhtar, Rashidah; Rahman, Azizah Abdul; Othman, Siti Hajar; Ali, **Nazmona Mat** (2014). Malaysian Academic Quality Assurance System in the Context of Issues, Challenges and Best Practices. *Proceeding Of Knowledge Management International Conference (Kmic) 2014*, Vols 1 And 2, pp: 459-464, UNIV UTARI MALAYSIA-UUM
4. **Ali, N.M.** and Liu, K., (2010), "A Conceptual Framework for Role-Based Knowledge Profiling Using Semiotics Approach". In R.Setchi et al. (Eds): *KES2010, Part I, LNAI 6276*, pp. 554-565, Springer-Verlag Berlin Heidelberg.
5. **Ali, N.M.** and Liu, K., (2009), "Understanding Organisational Morphology for Knowledge Management". In *Proceedings of the IEEE Second International Symposium on Knowledge Acquisition and Modelling (KAM '09)*, Wuhan, China, vol.1, pp. 194-198.

SCOPUS Journal

1. Musa S., **Ali N.B.M.**, Miskon S.B., Giro M.A. (2019) Success Factors for Business Intelligence Systems Implementation in Higher Education Institutions – A 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*, vol 843. Springer, Cham
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*, vol 843. Springer, Cham
3. Huzaifah Mohd Salamon, **Nazmona Mat Ali**, Suraya Miskon, Norasnita Ahmad (2016), "Initial Recommendations Of Moocs Characteristics For Academic Discipline Clusters". *Journal of Theoretical and Applied Information Technology (JATIT)*, 20th May 2016 -- Vol. 87. No. 2 – 2016
4. Nooradilla Abu Hasan, Suraya Miskon, Norasnita Ahmad, **Nazmona Mat, Ali**, Haslina Hashim, Norris Syed Abdullah, Rose Alinda Alias, Mohd Aizaini Maarof (2016). "Business Intelligence Readiness Factors For Higher Education Institution". *Journal Of Theoretical And Applied Information Technology*. 15th July 2016. Vol.89. No.1
5. Nurlydia Natasha Md Hatta, Suraya Miskon, **Nazmona Mat Ali**, Norris Syed Abdullah, Norasnita Ahmad, Haslina Hashim, Rose Alinda Alias and Mohd Aizaini Maarof (2015). "Business Intelligence System Adoption Theories In SMEs: A Literature Review". *ARPN Journal Of Engineering And Applied Sciences*. Vol. 10, No. 23, December 2015. ISSN 1819-6608
6. Nur Ain Zulkefli, Suraya Miskon, Haslina Hashim, Rose Alinda Alias, Norris Syed Abdullah, Norasnita Ahmad, **Nazmona Mat Ali**, and Mohd Aizaini Maarof (2015). "A Business Intelligence

Framework For Higher Education Institutions”. ARPN Journal Of Engineering And Applied Sciences. Vol. 10, No. 23, December 2015. ISSN 1819-6608

7. Ahmad Fadhil Yusof, Suraya Miskon, Norasnita Ahmad, Rose Alinda Alias, Haslina Hashim, Norris Syed Abdullah, **Nazmona Mat Ali** and Mohd Aizaini Maarof (2015). “Implementation Issues Affecting The Business Intelligence Adoption In Public University”. ARPN Journal Of Engineering And Applied Sciences. Vol. 10, No. 23, December 2015. ISSN 1819-6608
8. M.N. Ahmad Sharif, N.H. Zakaria, **N. Mat Ali**, M.Z. Abd. Rozan (2005), “Preliminary Study: Knowledge Management (KM) Practices In The Small Medium Software Companies”. Journal of Knowledge Management Practice, Volume 6, August 2005

NON INDEXED Journal

1. Priyavahani Subramanian, **Nazmona Mat Ali**. Suraya Miskon, (2015), “Incorporating Knowledge Mapping Into Km-Oriented Business Process Reengineering Towards Beneficial Knowledge”, Journal of Information Systems Research and Innovation (JISRI), Vol, 9, Issue 2.

PROCEEDINGS/CONFERENCE

1. Suraya Miskon, Azizah Abdul Rahman, Syed Norris Hikmi Syed Abdullah, Norasnita Ahmad, Sharin Hazlin Huspi, **Nazmona Mat Ali** (2017). “Greentree Sdn. Bhd.: Knowing Your Customers Better Through Information Systems”. 6th International Conference On Case Writing - Leadership In Action. October 2017, Kuala Lumpur
2. Hafizi, Ravika; Abdul Rahman, Azizah; Miskon, Suraya; **Mat Ali, Nazmona**; Syed Abdullah, Norris; and Huspi, Sharin Hazlin, "Transformation of Shared Service Typology Arrangement using Watson and Mundy's E-Government Framework" (2017). PACIS 2017 Proceedings. 232. <http://aisel.aisnet.org/pacis2017/232>
3. Ahmad Fadhil Yusof, Suraya Miskon, Norasnita Ahmad, Rose Alinda Alias, Haslina Hashim, Norris Syed Abdullah, **Nazmona Mat Ali**, Mohd Aizaini Maarof (2015). “Implementation Issues Affecting The Business Intelligence Adoption In Public University”, 4th International Conference on Research and Innovation in Information Systems – 2015 (ICRIIS’15).
4. Nur Ain Zulkefli, Suraya Miskon, Haslina Hashim, Rose Alinda Alias, Norris Syed Abdullah, Norasnita Ahmad, **Nazmona Mat Ali**, Mohd Aizaini Maarof (2015). “A Business Intelligence Framework For Higher Education Institutions”, 4th International Conference on Research and Innovation in Information Systems – 2015 (ICRIIS’15).
5. Nurlydia Natasha Md Hatta, Suraya Miskon, **Nazmona Mat Ali**, Norris Syed Abdullah, Norasnita Ahmad, Haslina Hashim, Rose Alinda Alias, Mohd Aizaini Maarof (2015). “Business Intelligence System Adoption Theories In Smes: A Literature Review”, 4th International Conference on Research and Innovation in Information Systems – 2015 (ICRIIS’15).
6. Nooradilla Abu Hasan, Suraya Miskon, Norasnita Ahmad, **Nazmona Mat Ali**, Haslina Hashim, Norris Syed Abdullah, Rose Alinda Alias, Mohd Aizaini Maarof (2015). “Business Intelligence Readiness Factors For Higher Education Institution”, 4th International Conference on Research and Innovation in Information Systems – 2015 (ICRIIS’15).
7. **Ali, N.M.** and Liu, K., (2010), “A Semiotic-based Knowledge Profiling Framework for Organisational Knowledge”. In Proceedings of United Kingdom-Malaysia-Ireland Engineering Science Conference 2010 (UMIES2010), Queen’s University Belfast, United Kingdom.
8. **Ali, N.M.** and Liu, K., (2010), “A Norm-based Approach for Profiling Business Knowledge”. In Proceedings of World Academy of Science, engineering and Technology: International

Conference on Knowledge Management and Knowledge Economy, Paris, France, vol.66, pp. 1046-1050.

9. **Ali, N.M.** and Liu, K., (2010), "A Semiotic Approach for Profiling Organisational Knowledge". Doctoral Consortium in Collaboration with 12th International Conference on Informatics and Semiotics in Organisations, University of Reading, United Kingdom.
10. M.Bahari, A.Zain, **N. Mat Ali** (2006), "Selection of Life Insurance Product Using Simple Multi-Attribute Rating Technique (SMART)", National Symposium of Qualitative Science, Helang Hotel, Langkawi, Kedah, Malaysia; 19th– 21st December 2006.
11. N.Ahmad, **N. Mat Ali** (2006), "Integration of Knowledge Management Concept in E-Learning Environment Through Implementation of Infomediary Concept", The 19th Malaysian Educational Technology Convention. Universiti Sains Malaysia, Awana Porto Malai, Langkawi; 9th -11th September 2006
12. M.N. Razali, I.Y. Sahir, **N. Mat Ali**, S.H. Othman (2005), "The Design of Best Practice Framework In Information and Communication Technology Concept in Facilities Management: Case Study in Malaysia", 11th Joint CIB International Symposium, Advancing Facilities Management and Construction Through Innovation. Helsinki, Finland; 13th – 16th June 2005.
13. N.Ahmad, **N. Mat Ali** (2005), "Why Knowledge Mapping Is Crucial In Institutions of Higher Learning (IHL) Context". International Conference on Knowledge Management 2005. PWTC, Kuala Lumpur, 7th- 9th July 2005
14. **N. Mat Ali**, S.Sahabudin, N.Zakaria, M.N. Razali (2005), "The Design of Knowledge Creation Cycle Using Delphi Techique in Knowledge Management", International Conference on Knowledge Management 2005. PWTC, Kuala Lumpur, 7th- 9th July 2005
15. M.N. Razali, I.Y. Sahir, **N. Mat Ali**, S.H. Othman (2004), "The ICT Management Framework for Facilities Management Business in Malaysia", 1st International Borneo Business Conference (IBBC), Kota Kinabalu, Sabah, 9th – 11th December 2004
16. M.N. Razali, I.Y. Sahir, **N. Mat Ali**, S.H. Othman (2004), "The Design of Best Practice Framework in ICT Concept in Facilities Management". UNITEN International Business Management Conference 2004. Kuantan, Pahang, 6th – 7th December 2004

THESIS

1. Nazmona Mat Ali, "Role-based Knowledge Profiling Using Organisational Semiotics", Ph.D. Thesis, University of Reading, UK (2013).