

King Talal School of Business Technology



Faculty Curriculum Vitae (CV) 2020-2025

I. Personal and Contact Information

Full Name	Luay Ahmad Anaya
Current Rank	Assistant Professor
Faculty Type	<input checked="" type="checkbox"/> Core Faculty <input type="checkbox"/> Non-Core Faculty Non-Core Faculty (Adjunct, Visiting, Practitioner)]
Date of Appointment	16 / 9 / 2018
Academic Discipline/Field	Business Information Technology
Professional Email	l.anaya@psut.edu.jo
ORCID/Scopus ID	ORCID: 0000-0002-1398-688X SCOPUS 56622895100

II. Education and Qualifications

Please list all relevant degrees and professional certifications, starting with the highest degree (Ph.D./DBA).

Degree/Certification	Institution	Country	Year Completed	Academic Discipline
Ph.D./DBA	University of Agder, Norway	Norway	2016	Information Systems
Master's	The British University in Dubai, UAE	UAE	2011	Information Technology Management
Bachelor's	Applied Science University, Jordan	Jordan	1996	Computer Information Systems
Professional Certification	APMG International, AXELOS		2014	Certified PRINCE 2 Foundation
Professional Certification	Office of Govet. Commerce-UK, APMG, EXIN		2009	Certified ITIL V3 Foundation

Professional Certification	Project Management Institute (PMI)		2007	Certified Project Management Professional (PMP)
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III. Teaching and Pedagogical Activities

A. Courses Taught (Last 5 years)

Course Name	Program Level (UG/Master's)	Credit Hours	ERS Integration (Y/N)
Digital Business Innovation	Master	3	Y
Computer & Information Systems	Master	3	Y
Management Information Systems (MIS)/BIT1	UG	3	N
E-business	UG	3	Y
Database Management Systems	UG	3	N
Business Information Technology II	UG	3	N
Enterprise Resource Planning Systems	UG	3	Y
Enterprise Resource Planning Systems LAB	UG	1	N
IT Project Management	UG	3	Y

B. Student Supervision

Year	Student Name	Role Supervisor/ Co-sup	Thesis Title	Status Ongoing/Completed
2025	Ayah Darawsheh	Co-supervisor	Discovering and Predicting Online Purchase Intent Using Machine Learning Techniques	Ongoing
2025	Sara Dweikat	Supervisor	Using AI Tools to Support Mental Health in Tech Companies: Opportunities, Challenges, and Ethical Considerations	Ongoing

2025	Marwan Al-Masri	Supervisor	Marwan Al-Masri: Optimization of Aircraft Separation in Jordanian Airspace: Enhancing Air Traffic Control Officers Decision-Making for Efficient Airspace Utilization	Ongoing
2025	Nabela Abdelateef	Examiner	"A Proposed Model for Successful Implementation of Digital Transformation In Jordanian Business Organizations"	Completed
2025	Shaima' Fetyan	Examiner	Procurement Process Analysis in Humanitarian Organization Using Process Mining Techniques	Completed
2024	Ola Al Mahrouq	Examiner	Comparing ChatGPT and Google Translate for Educational Translation Practice: A Comparative Study	Completed

C. Teaching Innovation and Recognition

Describe any significant new course/program development, use of innovative pedagogical methods (e.g., simulations, blended learning, use of case study method), and list any teaching awards.

During my working at PSUT, I have taught diverse courses that include Eight undergraduate courses and two post-graduate (Master-level) courses, in addition of supervision of graduation projects and internship opportunities. For example, one of the master-level courses I taught was offered at the first time (Digital Business Innovation), so I developed the syllabus, content and resources for that course. I have also designed a new course for undergraduate students called Business Information Technology - BIT2 that aims to provide a deeper level of foundation to BIT students. Furthermore, I have been active member in the curriculum committee, in which I played effective role in developing the curriculum for the Business Information Technology (BIT) bachelor program, and I have participated as a committee member that worked in developing a new master program called Technology Policy and Management.

IV. Research and Intellectual Contributions (IC)

A. Peer Reviewed Journal Publications

Classify your intellectual contributions (IC) into the three categories: *Disciplinary/Basic Scholarship (DS)*, *Applied/Practice-Oriented Scholarship (AS)*, and *Pedagogic Scholarship (PS)*. ERS (*Ethics, Responsibility, and Sustainability*)

IC Type (DS/AS/PS)	Full Citation (Journal, Book, Case Study, etc.)	Publication Date	Journal Indexing/ IF (If Applicable)	ERS Focus (Y/N)
AS	Abushakra, A., Nikbin, D., and Anaya , L. (2025). "Navigating Patients' Intentions in Smart Health: Insights from Novel Factors". <i>Journal of Information and Knowledge Management</i> , Vol. 24, No. 1.	2025	Scopus, ISI (Q2)	Y
AS	Anaya , L., Flak, L., & Abushakra, A. (2023). Realizing Sustainable Value from ERP Systems Implementation. <i>Sustainability</i> , 15(7), 5783.	2023	Scopus, ISI (Q1)	Y
AS	Qutaishat, F., Abushakra, A., Anaya , L. and Al-Omari, M. (2023), "Investigating the factors affecting the intention to adopt cloud-based ERP systems during the COVID-19 era: evidence from Jordan", <i>Business Process Management Journal</i> , Vol. 29 No. 3, pp. 653-670.	2023	Scopus, ISI (Q1)	N
AS	Qutaishat F., Al-Oqaily, S., Khattab, S., Abu Zaid, M, Anaya , L. (2023). The Determinants of ERP User Satisfaction and its Effect on Organizational Performance. <i>International Journal of Business Information Systems</i> . Vol. 43, No.3, pp.309-326	2023	Scopus (Q3)	N
AS	Murad A., Irsheid A., Najdawi M., Anaya L. (2022). Investigation of Consumer Intention toward Online Shopping During Covid-19 Pandemic. <i>Information Sciences Letters</i> . 2022;11(6):2035-51.	2022	Scopus (Q2)	N
AS	Anaya , L., Dulaimi, M. & Abdallah, S. (2015). An investigation into the role of enterprise information systems in enabling business innovation, <i>Business Process Management Journal (BPMJ)</i> , 21 (4), 771-790.	2015	Scopus, ISI (Q1)	N

AS	Anaya, L. (2014). Developing business advantages from the technological possibilities of enterprise information systems , <i>International Journal of Information Systems and Project Management</i> , 2 (2), 43-56.	2014	Scopus(Q2)	N
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B. Conference Presentations and Research Grants

Activity	Title/Topic	Funding Body/Conference Name	Year
Conference Presentation	How do ERP systems contribute to sustainable development? A case study of two Middle Eastern enterprises.	CENTERIS 2024 – International Conference on Enterprise Information Systems	2025
Conference Presentation	Implementation of Artificial Intelligence and Robotics Process Automation in Jordanian Banking Sector: Benefits and Challenge	CENTERIS 2024 – International Conference on Enterprise Information Systems	2025
Conference Presentation	Implementing AI-based Chatbot: Benefits and Challenges.	CENTERIS 2023 – International Conference on Enterprise Information Systems	2024
Conference Presentation	Digital Technologies in the Healthcare Industry: Literature review	iSCSi – International Conference on Industry Sciencesand Computer Science Innovation	2024
Conference Presentation	ERP systems drive businesses towards growth and sustainability	ISCSI - International Conference on Industry Science and Computer Sciences Innovation	2022
Conference Presentation	To what extent is it viable to apply benefits management approach for ERP systems?	CENTERIS – <i>International Conference on Enterprise Information Systems</i>	2019
Conference Presentation	Start-up company? Get your ERP system ASAP!	<i>European, Mediterranean & Middle Eastern Conference on Information Systems (EMCIS 2015)</i>	2015
Conference Presentation	Implementing ERP in a Challenging Environment: The Case of a Palestinian Telecom Company	<i>8th European Conference on IS Management and Evaluation (ECIME 2014), Ghent, Belgium</i>	2014

V. Professional Experience and Relevance

A. Non-Academic Work Experience

List significant full-time non-academic employment, especially if relevant to your teaching and research.

Company/Organization	Title/Role	Start Date	End Date	Key Responsibilities/Achievements
Arab Trade Financing Program/ Arab Monetary Fund, UAE.	Systems Analyst	2005	2012	Business applications development and support
Abu Dhabi Chamber of Commerce, UAE.	Systems Analyst	2003	2005	Business applications development and support
Fujitsu Services – (ICL formerly), UAE.	Team Lead, Application Developer & Designer	1999	2002	Business applications development and support
Arab Turnkey Systems-ATS, Jordan & Palestine.	Oracle Programmer and Trainer	1996	1999	Business applications development and support

B. Professional Engagement

Activity	Organization/Client	Role/Nature of Work	Dates (Start-End)
Scientific Committee Member	CENTERIS - International Conference on Enterprise Information Systems.	Reviewing conference papers	Last 4 years
Scientific Committee Member	iSCSi – International Conference on Industry Science and Computer Sciences Innovation	Reviewing conference papers	Last 4 years

VI. Service and Engagement

List your service contributions, distinguishing between internal (University/School) and external (Community/Societal) roles.

Service Type	Committee/Role	Organization/Body	Dates (Start-End)
University/School Service	Representative of the BIT department in the school council	KTSBT/PSUT	2025-2026

University/School Service	Higher Education committee member at the department level	KTSBT/PSUT	2025-2026
University/School Service	Head of Committee for EQUIS Preparation (Self-Assessment Report) for Chapter2- Programs	KTSBT/PSUT	2024-2025
University/School Service	Representative of KTSBT at PSUT University Board	KTSBT/PSUT	2021-2022
Reviewer Activity	Reviewer for many journals *Awarded Emerald Outstanding Reviewer 2022	e.g., Business Process Management Journal and Journal of Information and Knowledge Management and others	Last 5 Years
Community/Societal Engagement	The Amman Baccalaureate School	Referee for High-School Projects	2022, 2023

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VII. Ethics, Responsibility, and Sustainability (ERS) Contribution

Please ensure all ERS-related activities are documented here, even if listed elsewhere. CSR (Corporate Social Responsibility)

Activity Type	Details of Contribution	ERS Theme (e.g., CSR, Climate, Governance)	Year
Teaching	Incorporated ERS-related topics into different courses like Enterprise Resource Planning systems, e-business and Digital Business Innovation	Ethics, Responsibility and Sustainability	2024-2025
Teaching	Supervised a group of students developed their course project on digital innovation on water management	Sustainability	2025
Research	Publication a paper called “Realizing sustainable value from ERP systems” in Sustainability Journal.	Sustainability	2023
Research	Publication of a research paper called “ERP systems drive businesses towards growth and sustainability” in Procedia Computer Science	Sustainability	2022

VIII. International Experience

List activities that demonstrate international engagement in teaching, research, and professional practice.

Activity Type	Institution/Location	Role/Purpose	Dates (Start-End)
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International Research Collaboration	Collaborated with professor Leif Flak from University of Agder in Norway	Published a research paper about sustainable value from ERP systems in collaboration with an international scholar	2023
International Research Collaboration	Collaborated with professors Eli Hustad and Dag Olsen from University of Agder in Norway to conduct research	Developing research with international scholars	2025-Present