


**SERVICES VIA MOBILITY PORTAL
FOR
UNIVERSITY UTARA MALAYSIA**

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Pusat Komputer
Universiti Utara Malaysia

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: 

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SERVICES VIA MOBILITY PORTAL
FOR
UNIVERSITY UTARA MALAYSIA

A thesis submitted to the Graduate School in partial
fulfillment of the requirement for the degree
Master of Science (Information Technology)
Universiti Utara Malaysia

By

AlaaEddin H A AlMabhouh

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ABSTRACT

The technology such as mobile has become an important medium for people to communicate between each other. This research used the Object Oriented Methodology (OOM) as a guideline. The goal of this research project is to develop Mobile Portal System for UUM Information Services using Wireless Application Protocol (WAP) technology that supports the use of smart phones devices for the benefit of the public. A brief overview of several mobile technologies is presented. The development process and problems encountered when designing the prototype of the Mobile Portal System is discussed in this paper. The usability testing conducted in this research revealed that the WAP site application is effective and should be implemented for UUM Mobile Portal System.

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CHAPTER 1

INTRODUCTION

1.1 Background

The advancement in information technology has changed the communication process among the people around the world. The technology such as mobile and portal has become an important medium for people to communicate between each other. Many people already have good knowledge and experiences in using mobile devices in wireless or wired in particular of Internet applications. In interactive systems, to which data services belong to as well, customer orientation becomes more and more a fundamental user orientation. The user interface is the most important representation of the company. That means, in the context of mobile services it is the mobile communication to the customer. If the usability of the interface is bad, customers will not be able to utilize the system. Thus, they will terminate the running transaction and find the alternative providers.

The mobile devices and the emergence of wireless technologies are rapidly increasing. Firms adopted mobile devices and wireless technologies to assist and improve their business' performances. Today even small mobile devices access the

The contents of
the thesis is for
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