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INDUSTRY VISIT TO JOHOR CORPORATION

SECP1513-02 TECHNOLOGY AND INFORMATION SYSTEM

INTRODUCTION

In recording the event for this newsletter, it should be pointed out that Johor Corporation (JCorp), one of the industry's largest investment holding conglomerates, was visited by students of SECP1513-02 Technology and Information System course. The industry visit was scheduled for January 7, 2026. The arrangement and conduct of the visit were handled by a senior official of JCorp, Budiman Bujang, who presently serves as the Deputy Chief Digital Officer and Insight Strategist of the Digital Division. Industry visits are considered a key component of the Technology and Information System course.

OBJECTIVE OF THE VISIT

Insight into the close-up workings of JCorp was offered by the visit. A look was provided at the manner in which far-flung operations are handled through a single, integrated architecture.

The sophisticated computer-assisted systems of JCorp were introduced to the students. A primary focus was placed on the Command Centre, which is utilized as a nerve center where AI and real-time data transmission are leveraged to enable future strategic visioning. Furthermore, the utilization of ServiceNow technology for the automation of IT service delivery was demonstrated, alongside the implementation of the Workday system for the management of human capital.

The Cloud First Strategy adopted by JCorp was highlighted as a main objective to be grasped. Through this strategy, 100% of the group's on-premise servers were migrated to the Cloud so that a seamless connectivity service could be provided.

An enlightening journey was also experienced through the transformation from a traditional Network Operation Center to an AI-Driven Operations concept. Within this framework, day-to-day network operations, including the handling and remediation of anomalies in real-time, are taken care of by artificial intelligence.

COMPANY BACKGROUND

As part of the ongoing documentation of industry leaders, Johor Corporation (JCorp) is recognized as one of the premier Malaysian government-linked corporations and investment holding entities. Interests across a wide array of sectors are held by the organization. As an interlocked conglomerate, substantial operations are maintained within the Agribusiness, Wellness & Healthcare, Food & Restaurants, and Real Estate & Infrastructure segments.

The scale of JCorp's influence is evidenced by the following:

- Agribusiness: More than 60,000 hectares of palm oil operations are managed within this segment.
- Wellness & Healthcare: The position of the largest private sector player is occupied by JCorp.
- Food & Restaurants: The KFC and Pizza Hut brands are owned, with more than 1,400 outlets currently operated.

The role of JCorp is regarded as a vital component of the Johor community, where it is viewed as a symbol of both societal welfare and sustainable economic development. At a regional and global level, JCorp is identified as a fully integrated food player. The entire food chain, from production to the end-consumer, is managed throughout the territories of Singapore, Brunei, and Cambodia.

Furthermore, global norms, such as the RSPO certification within the agri-business sector, are strictly upheld. Currently, a major makeover is being undergone by JCorp to transition into an AI-First Investment Holding Company.

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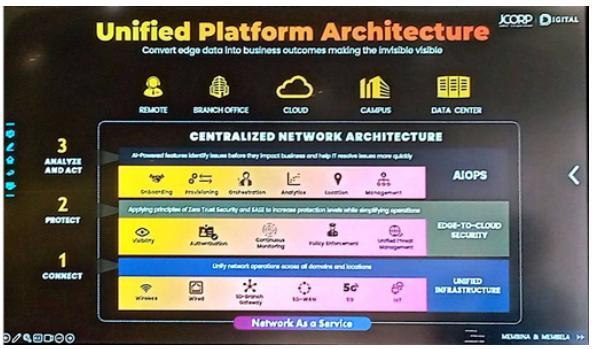
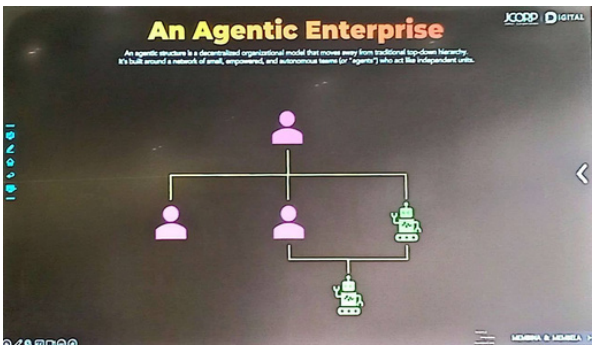
ROLE OF COMPUTING & INFORMATION SYSTEM

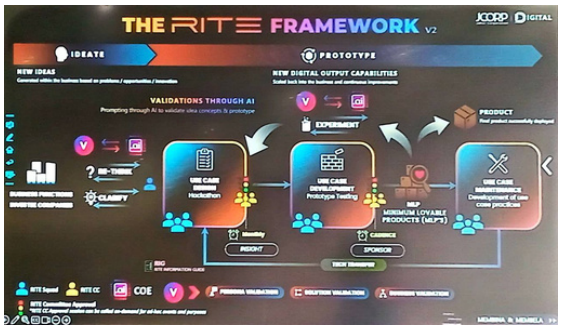
TYPE OF COMPUTER SYSTEM

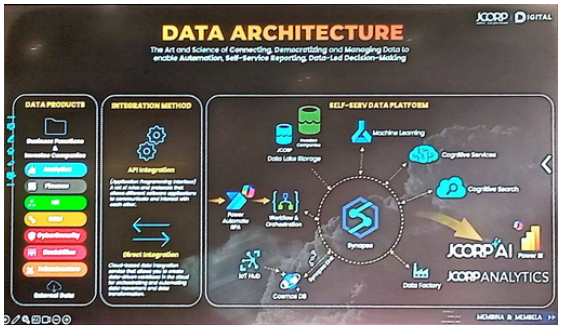
A Hybrid Edge-to-Cloud architecture is utilised by JCorp to integrate data from diverse sources. This is including remote locations, branch offices, and campuses into centralized data centers and cloud environments. The organization is currently being transitioned into an Agentic Enterprise which involves a shift from manual operations to an AIOps model. It is for real-time remediation and automated system management. This systems is further supported by a Unified Platform Architecture that is designed to ensure high availability and scalability across the entire infrastructure.





ENTERPRISE SYSTEMS

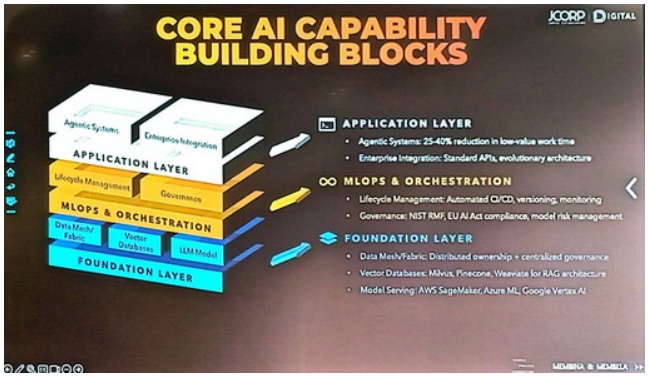




The enterprise systems are structured around an Application Layer where standard APIs and an evolutionary architecture are employed in seamless integration. Workflow and Orchestration are managed through Synapse to coordinate complex data flows, while Power Automate RPA is used to automate repetitive business processes. Additionally, an IoT Hub is utilized as a central integration point for Internet of Things devices across various business functions. Strategic governance for these systems is provided by the RITE Framework. It ensures that enterprise projects are validated through stages of Ideate, Prototype and validation through AI.

USE OF DATABASES & SYSTEMS

A modern data infrastructure is maintained through a Self-Serv Data Platform. It incorporating advanced database technologies to support digital operations. Vector Databases like Milvus, Pinecone, and Weaviate are implemented to facilitate Retrieval-Augmented Generation (RAG) and Large Language Models (LLMs). Furthermore, Cosmos DB is utilized as a core database integrated vis Synapse Link, while Data Lake Storage serves as the main repository for data from JCorp and its invested companies. This environment is managed using a Data Mesh/Fabric approach for distribute ownership and is supported by Data Factory for data movement and Cognitive Search for Intelligent data discovery.



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REFLECTION

HAFIZUDDIN

The visit to JCorp demonstrated the real-world application of information technologies within a large-scale corporate environment. By observing their organizational systems, I gained a clearer understanding of how data management and digital workflows function in practice.

FARAH AISYA

New knowledge was gained about JCorp large scale data digitization and its move toward predictive business intelligence. A deeper understanding of real-world computing applications was achieved by looking at how theoretical AI concepts are applied. Furthermore, it was realized that successful IT integration requires close collaboration across different business sectors.

ZHI MIN

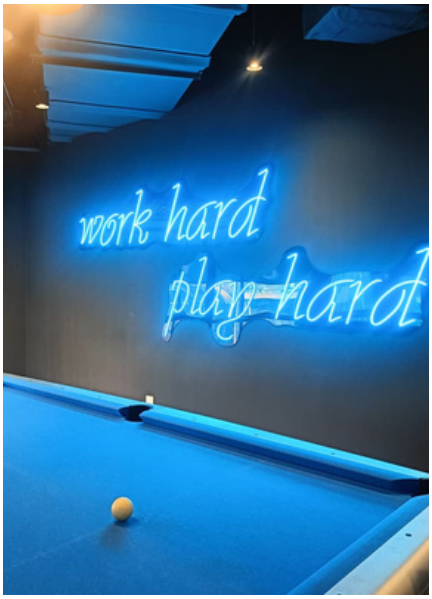
The power of AI being leveraged by JCorp to manage organizational activities was found to be far more impressive than typical classroom instruction. A realization was reached regarding the real-world application in the management of massive franchises like KFC and Pizza Hut.

SKILLS AND KNOWLEDGE DEVELOPMENT

Observations were made regarding how organizational efficiency is enhanced by enterprise systems and data-driven decision-making. The vital role of soft skills, specifically communication and teamwork, was emphasized in connecting technical and non-technical departments. Firsthand exposure was gained to industry standards, workplace ethics, and the critical need for data security and reliability.

RELEVANCE TO ACADEMIC STUDIES & CAREER

A front-row seat to the real-world impact of academic studies was offered by the visit to JCorp. By stepping out of the classroom and into a high-stakes corporate environment, the connection between CS or IT theory and professional excellence has been made clearer than ever before.



ACKNOWLEDGEMENT

Sincere gratitude is expressed to JCorp for the warm hospitality shown and for the professional expertise and industry insights generously shared. An invaluable perspective on the practical application of studies within the industry was provided by this experience.

Special thanks are also extended to Dr. Aryati for her dedication and meticulous planning. Her efforts were pivotal in ensuring the success of this industry visit and in the provision of such a meaningful learning opportunity.

Tell me and I forget, teach me and I may remember, involve me and I learn.

- Benjamin Franklin

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