



INDUSTRIAL VISIT

HEW SIANG LING A25CS5006

HONG GRACE ENYING A25CS5007

HONG WEI YANG A25CS5027

GUAN DERONG A25CS5052

JOHOR PORT NEWS

Infrastructure

Information and Communication Technology (ICT) infrastructure plays a crucial role in ensuring the stability, security, and efficiency of today's port and logistics operations. This visit highlights how the Johor Port Authority relies on a well-designed network architecture to achieve seamless communication between systems, departments and external parties. The implementation of firewalls and cybersecurity measures aims to protect critical operational data from cyber threats and ensure business continuity and data integrity.

Servers and databases form the foundation of the port's daily operations, handling massive amounts of real-time data, including cargo transport, vessel scheduling and customer transactions. Furthermore, office systems and business automation systems streamline internal workflows, reduce manual operations, and improve overall productivity. This robust infrastructure enables the port to operate reliably in a fast-paced and demanding logistics environment.



ADMIN & HELPDESK

The Information and Communications Technology (ICT) Management Team strives to provide continuous operational support to the government. Through comprehensive daily operations, public relations activities, personnel coordination and standardized cultural management, we ensure consistency and rapid response in ICT processes and build an efficient ICTmanagement system.

The ICT Service Desk Production Center, System Communication Center and System-Related Issues Technical Support Coordination Center provide timely and effective communication and support, minimizing service wait times, reducing system failures, improving employee efficiency and preventing serious disruptions to evacuation operations. I have worked as part of the ICT Department's support team throughout my career.

PROJECT & GOVERNMENT

The importance of large machinery and in the field of communication and information of communication technology

(ICT) management is self-evident. ICT equipment requires careful management to ensure it meets industry requirements and is continuously maintained. Effective equipment management practices help address various challenges and ensure the successful implementation of security systems.

Furthermore, the ICT department is also responsible for complying with information security standards (such as ISO/IEC). The implementation of an Information Security Management System (ISMS) ensures security, integrity and availability. This is particularly important in a port environment because it involves highly sensitive business operations information.

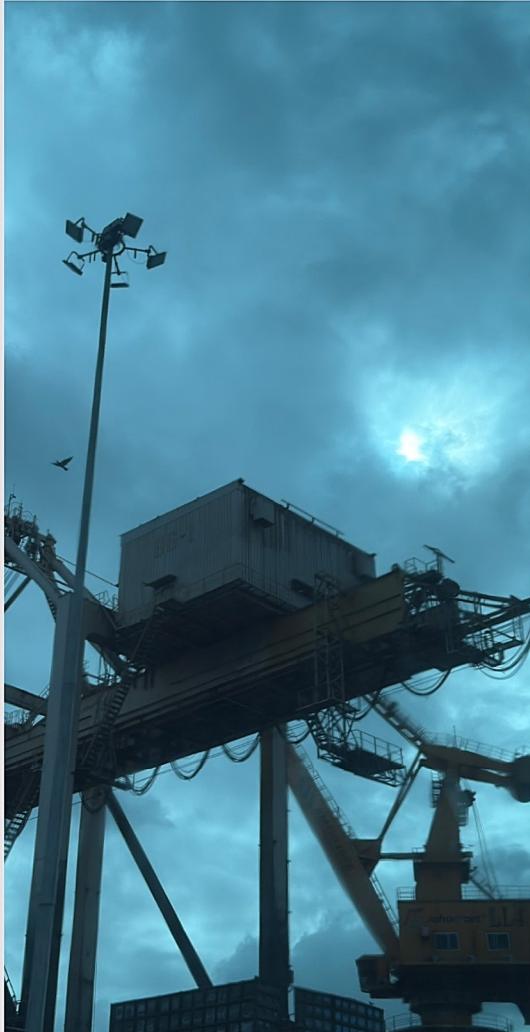


SUMMARY

Technologies & Issues Discussed

The technologies introduced during this visit helped me gain a clearer understanding of the connection between classroom theory and practical application. Systems such as network infrastructure, servers, databases and enterprise applications demonstrated how information and communication technology (ICT) concepts can be applied to large-scale operations. Tools such as Enterprise Resource Planning (ERP) systems and data analytics platforms (including Power BI) highlighted the importance of data management and analysis in supporting daily port decision-making.

This visit also gave us a deeper understanding of the challenges facing the ICT industry, particularly in areas such as cybersecurity, system reliability and data security.



The reflection from the visit

This industry visit was a valuable learning experience that went beyond textbooks and lectures, deepening students' understanding of the role of information and communications technology (ICT). By witnessing how ICT supports complex port operations, students experienced how theoretical concepts such as networking, databases and system security are applied in real-world situations. It also helped students understand that ICT requires not only technical skills but also problem-solving, teamwork and inter-departmental communication skills.

HIGHLIGHTS

The industrial visit was conducted at Johor Port Berhad to understand the pivotal role of the Information & Communication Technology (ICT) Department in the ports and logistics industry. The talk established that ICT is a "vital business tool" used to integrate day-to-day operational planning and management activities. The visit provided a deep explanation of how a major port uses