資訊科技
Information Technology

推行資訊科技方案
Implementation of Information Technology Solutions

重新開發東華三院中醫普通科門診智能排隊系統

為提升東華三院中醫普通門診部求診登記及診症服務系統的用戶體驗，資訊科技處重新開發現有的東華三院智能排隊系統，將自助求診登記站現代化。另外，該處亦將該系統與本院中醫輪候管理顯示系統的中央資訊無縫整合，並於中醫普通科門診部安裝液晶體顯示屏以顯示即時求診輪候情況。重新開發的系統已於2019年7月在東華醫院中醫普通科門診部和廣華醫院中醫普通科門診部全面運作。

東華三院自助登記系統兼容八達通收費系統功能獲重新認證

廣華醫院－香港中文大學中醫藥臨床研究服務中心的自助登記資訊站一向兼容八達通收費系統的支付服務。本年度，該處按八達通卡有限公司的要求，加強該站及八達通收費系統所需的兼容功能，並於2019年7月通過八達通卡有限公司的型式認可測試及獲得重新認證。

Redevelopment of TWGHs Smart Queuing System for Chinese Medicine General Outpatient Clinics

To enhance the user experience in appointment registration and medical consultation at the Group's Chinese medicine general outpatient clinics, the existing TWGHs Smart Queuing System was redeveloped with installation of modernised self-service IT kiosks for appointment registration. In addition, the System was seamlessly integrated with the centralised data in TWGHs Smart Queuing and Display System, with installation of LCD display units at Chinese medicine general outpatient clinics to show the queuing status instantly. The redeveloped System came into operations at Tung Wah Hospital Chinese Medicine General Outpatient Clinic and Kwong Wah Hospital Chinese Medicine General Outpatient Clinic in July 2019.

Re-certification of Octopus Payment System Features for TWGHs Self-service Attendance Registration System

TWGHs Self-service Attendance Registration System at Kwong Wah Hospital – The Chinese University of Hong Kong Chinese Medicine Clinical Research and Services Centre is linked to the Octopus payment service system. In compliance with the requirement of Octopus Cards Limited, the Branch enhanced the compatible features for connecting to the Octopus Payment System. The enhanced System passed the Type Approval Test of Octopus Cards Limited and received the re-certification in July 2019.

整合東華三院中醫醫療資訊系統數據庫以提升整體系統性能和互通性

為促進本院中醫醫療資訊系統的可持續發展，該處於2020年3月全面整理現有系統中用於各種中醫藥服務的數據庫，並合併為具有標準化結構的中央數據庫，提升其數據檢索的效率，改善與其他系統的互通性，亦提高支援相關服務擴展的能力。

探索未來智慧醫院中醫藥服務技術方案

為本院中醫藥服務的未來發展作好準備，該處探討多種技術方案，如物聯網、生物識別和流動應用程式技術的應用，以及智慧醫院的其他自動化解決方案等。與此同時，該處就政府擬定的未來中醫醫院營運資格所要求的預審文件，向本院醫務科提出一些有利於中醫醫院發展的創新方案及建議。

重新開發東華三院電腦掃描中心資訊系統以作整合至東華三院醫療保健資訊系統

為整合本院的公眾醫療服務的相關系統，資訊科技處重新開發東華三院電腦掃描中心資訊系統為功能模組，並於2020年3月將該模組整合至東華三院醫療保健資訊系統。整合後的系統為本院的健康普查、診斷及治療服務中心提供綜合數據共享服務，以提高工作效率。

開發護理安老院流動應用程式試驗平台

為促進本院轄下護理安老院舍採用合適的嶄新樂齡科技，資訊科技處開發名為「智護理」的全方位流動應用程式，以提高醫護人員的工作效率、準確性及確保院友服藥安全。使用者可透過該程式去管理藥物派發、無線採集院友生命跡象數據、記錄院友日常護理服務及查詢院友病歷等工作。另外，應用程式採用人面辨識技術，協助醫護人員在處理院友紀錄前識別身份。相關應用程式試驗平台於2020年中旬前於東華三院船灣安老綜合中心率先使用。

「智護理」流動應用程式試驗平台
Trial Platform of "SmartCare" Mobile Application

開發東華三院安老院舍管理系統界面以獲取醫院管理局藥物摘要數據

為了加強存取藥物數據工作流程的準確性，該處聯同醫院管理局總藥劑師辦事處，為東華三院安老院舍管理系統進行技術提升，經由其界面直接讀取醫院管理局藥物摘要的二維碼。優化的系統及界面已於2019年第二季度完成開發，並供本院安老院舍使用。

Consolidation of TWGHs Chinese Medicine Clinical Information System (CMCIS) Databases to Enhance Overall System Performance and Interoperability

In order to foster the sustainable development of CMCIS, the existing system's databases for various Chinese medicine services were fully consolidated in March 2020 to become a central data repository with a standardised structure. This system upgrade enhanced the efficiency of data retrieval, improved its interoperability with other systems and increased its capability of support for service expansions.

Exploration of Technological Solutions for Chinese Medicine Services of Future Smart Hospitals

In preparation for the future development of Chinese medicine services, the Branch explored various technological solutions, such as the applications of Internet of Things (IoT), biometric identification, mobile computing technologies and other automation solutions for smart hospitals. Meanwhile, in response to the pre-qualification tender for the operation of future Chinese medicine hospitals proposed by the Government, some innovative solutions which would be conducive to the hospital development were recommended by the Branch to the Medical Division of the Group.

Redevelopment of TWGHs Computed Tomography Imaging Centre Information System for Integration with TWGHs Healthcare Information System (HIS)

To consolidate the Group's public medical services related systems, the existing TWGHs Computed Tomography Imaging Centre Information System was redeveloped as a functional module on the HIS in March 2020. The integrated HIS offers comprehensive sharing of data at TWGHs screening, diagnostic and medical service centres to enhance work efficiency.

Development of Trial Mobile Application Platform for Care and Attention Homes for the Elderly

To promote the adoption of suitable innovative gerontechnology for the TWGHs care and attention homes for the elderly, the Branch developed a full-fledged mobile application called "SmartCare" with an aim to enhance the efficiency and accuracy of healthcare workers as well as ensuring medication safety for the homes' residents. The mobile application allows its users to perform medication administration, wireless collection of the residents' vital sign readings, daily service logging and enquiry of medical records. Besides, the application adopts facial recognition technology to help healthcare workers identify the residents before processing their records. The platform of the related application was piloted at TWGHs Shuen Wan Complex for the Elderly before mid-2020.

Development of TWGHs Elderly Home One-stop Management Electronic System (eHOMES) Interface for Accessing Data from Medication Summary of the Hospital Authority (HA)

To strengthen the accuracy of workflow in accessing medication data, the Branch worked with the Chief Pharmacist's Office of the HA in enhancing the system interface of eHOMES, so that the barcode data in the HA's medication summary can be obtained. Completed in the second quarter of 2019, the improved eHOMES and interface is currently used at the Group's residential homes for the elderly.

持續發展長者中心會員資訊系統及電子健康流動應用程式

資訊科技處繼去年開發長者中心會員資訊系統以收集長者的健康數據後，今年進一步改善系統以支援長者中心會員學分的收集和匯報。此舉能鼓勵會員持續進修、投入多元學習及加強支持中心的課程和活動。而該系統的電子健康流動應用程式於2019年第二季在本院屬下9間長者中心推出。此外，該處於2019年年底協助兩間長者中心將其外判管理的資料轉回該系統，並按用戶體驗優化系統報告和顯示健康資料的方式。而供會員查閱個人健康資料的流動應用程式亦正在處於開發階段。

重新發展「友心情」網站及流動應用程式

為促進公眾參與，該處重新發展「友心情」網站及流動應用程式。改進後的「友心情」網站加入具適應性的網頁設計，以供用戶在手提電話和平板電腦上得到最佳瀏覽體驗。而該處亦在原有流動應用程式新增自我檢測功能及不同類型的資訊，以更互動及個人化的方式提高用家對精神健康的意識。資訊科技處自開發流動應用程式的第一個版本時便與「友心情」團隊緊密合作，全新版本於2020年推出。

支援開拓網上捐款渠道

資訊科技處一直與籌募科緊密合作，支援各種網上捐款活動，並開拓更多網上捐款渠道。今年，該處協助本院透過中國銀行(香港)有限公司的捐款易平台接收捐款，同時亦開發多個程式，方便公眾透過由香港上海滙豐銀行有限公司提供的PayMe電子錢包捐款，本院年度大型活動「歡樂滿東華」亦提供此捐款渠道。此外，該處開發的慈善門票募捐平台亦應用於「東華三院慈善粵劇專場《穆桂英大破洪州》」等活動。其他程式支援包括就職花籃代金以及賣旗意見調查等。

無薪假期電子申請表

資訊科技處就無薪假期申請自動化平台的開發，提供專業管理和技術支援。專業支援包括開發商管理、用戶協調及表格測試。該處亦開發了資料互換和核對的程式。該電子表格已通過數輪初步測試，並會於通過最後用戶測試及其他行政安排後正式推出。

機構的財務會計和人力資源資訊系統重建的可行性研究

本院現有的財務會計和人力資源資訊系統已運作超過15年，其相關的技術限制導致系統未能開拓新功能。經過深入研究及評估系統重建的方式後，該處決定採用一套內部開發方案，以合符成本效益和減低項目風險。有關建議已獲資訊科技委員會通過，財務會計和人力資源資訊系統將分別於2020年及2021年重新開發。

Continuous Development of Client Information System for Elderly Centres (CISE) and eHealth Mobile Application

Following last year's development of CISE that collects the health data of the elderly, the Branch continued to enhance it to support the collection and reporting of the members' learning credits. Such development helped further cultivate the habit of continuous learning, encourage diversified learning and gain more support from the members towards the centres' programmes and activities. The CISE eHealth Mobile Application was launched at 9 TWGHs elderly centres in the second quarter of 2019. In addition, the Branch assisted in transferring the externally managed data of 2 elderly centres to the System at the end of 2019. Based on user experience, the reporting and presentation of health data were enhanced. A mobile application for easy access to members' personal data is currently under development.

Revamp of "Radio-i-Care" Website and Mobile Application

To achieve a deeper level of public engagement, the "Radio-i-Care" website and mobile application were revamped. Responsive web design was adopted at the revamped "Radio-i-Care" website to optimise the viewing experience on mobile phones and tablets for users. Self-assessment functions and multifarious materials and resources were added to the existing mobile application to raise users' awareness of mental health through a more interactive and personalised approach. The Branch has been in close collaboration with the "Radio-i-Care" team since the development of the first version of the Mobile Application. The revamped version was launched in 2020.

Support for Extension of Online Donation Channels

The Branch has been working closely with the Fund-raising Division to support online donation activities and provide more online channels for donation. This year, the Branch assisted TWGHs in using the e-Donate platform of Bank of China (Hong Kong) Limited to receive donations. Various programmes were also developed for convenient donations through PayMe, the electronic wallet of The Hongkong and Shanghai Banking Corporation Limited. This donation channel was available in the Group's annual event "Tung Wah Charity Gala". Moreover, the in-house-developed charity ticket platform was also used in "TWGHs Charity Cantonese Opera Show *Woman Warrior: Mu Gui-ying*". Other programming support included floral gift for the inauguration of the Board of Directors and Flag Day Survey, etc.

e-Form for No Pay Leave Application

The Branch provided professional management and technical assistance for the development of the No Pay Leave Application on the Workflow Automation Platform. Professional support included vendor management, user coordination and form testing. Other programmes were also developed to provide data exchange and validation. The form has passed several rounds of beta tests and would be rolled out after the final user acceptance test and other administration arrangements.

Feasibility Study for Redevelopment of Corporate Information Systems for Financial Accounting and Human Resources Functions

The existing information systems of the Group's financial accounting and human resources functions have been in use for more than 15 years. The development of new functionalities was hindered due to technological constraints. After a thorough study and evaluation of the approach to restructuring the application, an in-house solution was adopted in consideration of cost efficiency and lower project risks. The proposal was approved by the Information Technology Committee. The redevelopment of the financial accounting and human resources systems would commence in 2020 and 2021 respectively.

優化資訊科技系統和基礎建設架構
Enhancement of Information Technology Systems and Infrastructure Facilities

優化殯儀資訊系統

資訊科技處已優化殯儀資訊系統及支援開發網上租廳系統，並將兩者整合，為各館提供綜合的解決方案。兩個系統可實時互通先人和租廳的資料，有助簡化工作流程及提升運作效率。網上租廳系統可提供租用資料予長生店，以提高場地管理的透明度。

開發收據系統

本院屬下逾180間服務單位及學校已使用外購的收據系統超過7年。由於系統技術已過時及缺乏開發商的支援，資訊科技處應財務及採購科的要求開發新系統以取代舊有系統。該系統已於本院部分服務單位使用，其後會分階段引入本院其他服務單位及學校。

優化內部行政系統

該處一直致力提升內部系統，以支援本院的管理工作。本年度，該處優化了財務會計系統及人力資源系統，以支援免費優質幼稚園教育計劃及學校教師職位全面學位化的財務安排。另外，在財務會計系統中亦加入行政總部零用現金報銷的模組和改良現有程式預防重複支賬，進一步提升該系統的效能及會計工作的效率。

優化人事一線通電話查詢熱線（互動語音系統）

該處透過用戶接收測試及系統轉換，優化人事一線通電話查詢熱線（互動語音系統），以提升人力資源處應答系統的效能。新系統採用語音閘道器，將模擬訊號轉化為數碼格式，提供24小時員工自助服務，包括查詢假期結餘、查閱人事政策及索取人事相關申請表格的方法。

更換過時的資訊科技伺服器和網絡設備

該處於2019年第四季更換資訊科技伺服器及網絡負載均衡器，以提升本院的應用系統運算能力的穩定性，並改善中央網絡基礎架構，有助加強網絡流量管理及防止網絡通訊中斷。

探索可行虛擬技術方案以整合東華三院行政總部數據中心的電腦伺服器基礎架構

該處已探索具高成本效益的可行解決方案，以整合行政總部數據中心伺服器的基礎架構，從而提高中央電腦伺服器的運行效率。該處善用虛擬技術的優勢，參考相關技術的文獻研究、技術評論及與不同的供應商驗證概念，現已確定候選的解決方案。

Enhancement of Funeral Parlour Information System

The Branch enhanced the Funeral Parlour Information System and supported the development of an online booking system. Both systems were merged to provide an integrated solution for all our parlours. The Systems exchange the real-time information of the deceased and room booking so that work processes can be streamlined and operational efficiency can be improved. The online booking system offers booking information to funeral agents to increase venue management transparency.

Development of Receipt System

The outsourced Receipt Issuing System has been in use by more than 180 TWGHs service units and schools for over 7 years. In view of technology obsolescence and lack of vendor support, the Branch developed a replacement system as requested by the Finance and Supplies Division. The new system was launched in some service units of the Group and will be adopted by other TWGHs service units and schools by phases.

Enhancement of Internal Administration Systems

The Branch has strived to enhance the internal systems to support the Group's management work. This year, the Branch upgraded the Financial Accounting System and the Human Resources Information System to support the financial arrangement of the Free Quality Kindergarten Education Scheme and the all-graduate teaching force policy. In addition, a petty cash reimbursement module for the Headquarters was developed in the Financial Accounting System and the existing programme was modified to prevent duplicate payments and further improve the effectiveness of the System and accounting efficiency.

Enhancement of Human Resources Link (Interactive Voice Response System)

Through user acceptance test and system changeover, the Branch enhanced the existing Human Resources Link (Interactive Voice Response System) to improve the efficiency of the Response System of the Human Resources Branch. Voice Over IP gateway has been adopted to convert analog signals to digital format, providing 24-hour employee self-services. The services included leave balance enquiry, access to personnel policies and methods of obtaining the standard forms for human resources related applications.

Replacement of Obsolete IT Servers and Network Equipment

The Branch replaced the IT servers and network load-balancers in the fourth quarter of 2019 to enhance the stability of computing power for the Group's application systems and improve the central network infrastructure, which are conductive to better management of network traffic and prevention of disconnection.

Exploration of Feasible Solutions for Consolidation of the IT Server Infrastructure in the Data Centre of the TWGHs Administration Headquarters through Virtualisation Technology

The Branch explored cost effective and feasible solutions to consolidate the existing IT server infrastructure at the Data Centre of TWGHs Administration Headquarters, thus increasing the efficiency of IT server operation. Taking advantage of virtualisation technology, the Branch has identified candidate solutions through literature research, technological review and proof-of-concept with various prospective solution providers.

探索本院行政總部電子文件存檔解決方案

為節省儲存空間及讓行政總部備有更舒適的辦公環境，該處與財務及採購科研究市面上電子文件存檔方案的可行性。該方案需要涵蓋印刷文件掃描、文件存檔於服務供應商的儲存庫，以及支援線上檢索已掃描檔案等功能。當方案落定後，各科/處/辦公室可按實際運作需要，從合資格的供應商採購合適的服務。

為新建學校和社會服務單位提供資訊科技網絡基建設施支援及為東華三院中央電子教育系統提供項目管理服務

為支援學校和社會服務單位的興建及翻新工程，該處協助本院教育科和社會服務科規劃及設計在行政和營運上所需的資訊科技網絡基建設施，並提供合適的資訊科技諮詢和技術建議。此外，該處亦繼續協助東華三院中央電子教育系統的持續發展，為本院教育科及學校提供資訊科技項目管理服務和技術支援。

該處正為以下學校及社會服務單位提供資訊科技網絡規劃及設計服務：

- 正在興建的東華三院皇后山小學新校舍；
- 將會興建的東華三院水泉澳小學新校舍；
- 新營辦的東華三院馬陳家歡幼稚園（包括項目實施服務）；
- 搬遷後的東華三院灣仔幼稚園暨灣仔幼兒園（前身為東華三院伍尚能幼兒園）；
- 將於上環興建的東華三院青年旅舍；
- 將於黃大仙興建的東華三院青少年全人成長中心；及
- 搬遷後的東華三院樂展坊、東華三院陽光孩子中心及東華三院「敢動！」教室。

資訊科技管治
Information Technology Governance

修訂《東華三院流動應用程式開發和分發的準則和規定》

該處於2020年1月修訂《東華三院流動應用程式開發和分發的準則和規定》，讓流動應用程式持有者和開發者或承包商清晰理解本院的規則，例如iOS及Android系統對流動應用程式開發者的登記要求。此修訂讓本院的流動應用程式與市場政策協議保持一致。

東華三院機構網站的安全通訊端層全面加密

該處一直以網絡安全為建構和維護機構網站的首要考慮。為確保本院機構網站的所有通訊都受加密保障，該處已於2020年年初在本院機構網站及東華之友微型網站全面實施超文本傳輸協定，並同時推出提供加密簡體中文翻譯內容的子域網站。

Exploration of Electronic Document Archiving Solutions for TWGHs Administration Headquarters

To save storage space and facilitate a better working environment for the Administration Headquarters staff members, the Branch and the Finance and Supplies Division jointly conducted a study to explore the feasibility of acquiring an electronic document archiving solution on the market. The Solution should cover functions including paper document scanning, physical document archiving to service providers' storage premises and an online platform for retrieval of scanned documents. Upon finalisation of the solution, each Division/Branch/Office can acquire services that suit its own operating needs from qualified suppliers.

Provision of IT Network Infrastructure Support for New Schools and Community Service Units and Project Management Services for TWGHs Central Electronic Education System (CEES)

In support of the establishment and renovation of schools and community services units, the Branch planned and designed IT network infrastructure services for the Education Division and the Community Services Division of the Group for their administration and operational purposes. Suitable IT consultations and technical recommendations were also given for consideration. In addition, the Branch continued to provide the Group's Education Division and schools with IT project management services with technical assistance for the on-going development of CEES.

The Branch provided IT network planning and design services for the following schools and community service units:

- The new campus of TWGHs Queen's Hill Primary School under construction;
- The new campus of TWGHs Shui Chuen O Primary School to be constructed;
- The newly established TWGHs Katherine Ma Kindergarten (including project implementation services);
- The relocated TWGHs Wan Chai Kindergarten cum Wan Chai Nursery School (formerly titled TWGHs Ng Sheung Lan Memorial Nursery School);
- TWGHs Youth Hostel to be constructed in Sheung Wan;
- TWGHs Holistic Centre for Youth Development to be constructed in Wong Tai Sin; and
- The relocated TWGHs Centre for Family Wellness and Child Development, TWGHs Sunshine Kids Centre and TWGHs LEAP! Centre.

Revision of *Guidelines and Regulations on TWGHs Mobile Application Development and Distribution*

The Branch revised the *Guidelines and Regulations on TWGHs Mobile Application Development and Distribution* in January 2020. The Revision provides the mobile application holders and developers or contractors with a clear picture of the Group's regulations, such as the enrollment requirement for mobile application developers in both iOS and Android systems. This Revision aligned the Group's mobile application with its marketplaces policy agreement.

Full Secure Sockets Layer (SSL) Encryption for TWGHs Corporate Website

The Branch has always given priority to internet security in building and maintaining the TWGHs Corporate Website. To ensure that all communication with our visitors are protected by encryption, the HTTPS protocol was adopted for the whole Corporate Website and the Friends of Tung Wah minisite in the beginning of 2020. A sub-domain website was launched at the same time to provide encrypted simplified Chinese translated content.

加強本院行政總部數據中心的資訊保安控制及再獲ISO/IEC 27001：2013認證

東華三院致力實施屬下各科/處/辦公室的資訊保安管理，確保運作暢順。本年度，本院再次獲得英國標準協會的ISO/IEC 27001：2013認證，鞏固市民的信心。本院在資訊保安管理系統上的成就，如安裝合適的數碼門禁系統、更換閉路電視系統、加強監控數據中心的進出狀態及防火牆的控制等，足證本院一直維持高效及穩健的資訊保安管理，向公眾展示良好的企業形象。

Enhancement of IT Security Control for Data Centre of TWGHs Administration Headquarters and Re-certification of ISO/IEC 27001:2013

TWGHs has a strong commitment to information security management for the smooth operations of Divisions/Branches/Office of the Group. This year, TWGHs was granted the ISO/IEC 27001:2013 re-certification by the British Standards Institution, which would strengthen public confidence in the Group. TWGHs' achievement regarding the information security management system, such as the installation of suitable digital door access control system, the replacement of CCTV system, the monitoring of access control status and firewall control, demonstrates the Group's effective and robust management of information security, while projecting a positive corporate image to the public.

2019/2020年度為各科/處提供系統支援服務
System Support Services Provided for Various Divisions/Branches in the Year 2019/2020

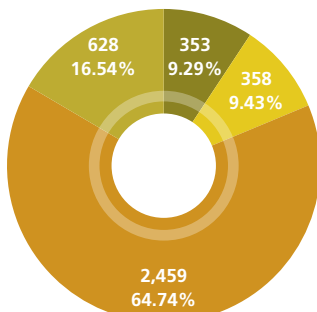|	醫務科及相關服務單位 Medical Division and Related Service Units	教育科及相關服務單位 Education Division and Related Service Units	社會服務科及相關服務單位 Community Services Division and Related Service Units	行政總部 Administration Headquarters
個人電腦支援數目 Number of Personal Computers Supported	353	358	2,459	628
資訊科技伺服器支援數目 Number of IT Servers Supported	19	-	12	49
網絡及互聯網絡服務支援數目 Number of Local Area Networks and Internet Services Supported	18	-	3	1

不包括置於中、小學及東華學院作教學用途的電腦及網絡。
All computers and IT networks installed at primary schools, secondary schools and Tung Wah College for teaching purpose are excluded.
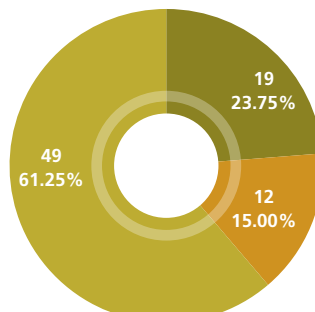不包括非資訊科技處直接管理的網絡及互聯網絡服務。
The network and internet services which are not directly administered by the Information Technology Branch are excluded.
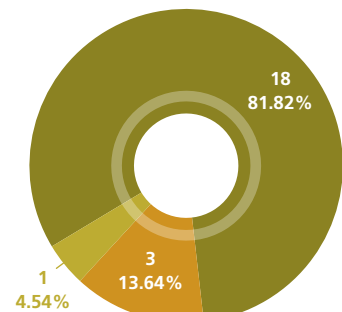
個人電腦支援數目 Number of Personal Computer Supported

628 16.54%
353 9.29%
358 9.43%
2,459 64.74%

合計 Total: 3,798 台 sets

資訊科技伺服器支援數目 Number of IT Servers Supported

19 23.75%
49 61.25%
12 15.00%

合計 Total: 80 台 sets

網絡及互聯網絡服務支援數目 Number of Local Area Networks and Internet Services Supported

18 81.82%
1 4.54%
3 13.64%

合計 Total: 22 台 sets

醫務科及相關服務單位 Medical Division and Related Service Units
教育科及相關服務單位 Education Division and Related Service Units
社會服務科及相關服務單位 Community Services Division and Related Service Units
行政總部 Administration Headquarters

資訊科技處的運作統計資料
Operation Statistics of the Information Technology Branch

項目 Item	宗數 Number of Cases
全年資訊科技熱線及電郵支援求助服務數目 Number of cases in IT desktop or offsite support per annum	2,912
全年資訊科技實地支援求助服務數目 Number of cases in IT onsite support per annum	171
平均每日經資訊科技處處理的電郵數目 Average Number of emails daily processed through the Information Technology Branch	83,038
平均每日經資訊科技處過濾的垃圾郵件及電腦病毒數目 Average Number of spam mails and viruses daily filtered through the Information Technology Branch	10,282
全年平均系統可用性百分比 Average percentage in system availability per annum	99.99%

2019/2020年度資訊科技系統操作及支援服務
● IT System Operation and Support Services in the Year of 2019/2020 ── ─ ✱

		工時 Man-hours	工時比例 Proportion of Man-hours
❁ 資訊科技支援服務	IT Support Services	3,465	43.49%
❁ 系統操作服務	System Operation Services	1,409	17.68%
❁ 系統技術監控及 協調服務	System Administration and Control Services	1,052	13.20%
❁ 系統管理服務	System Management Services	471	5.91%
❁ 電腦網絡支援服務	Network Support Services	1,510	18.95%
❁ 資訊科技產品估價及 研究服務	IT Evaluation and Research Services	18	0.23%
❁ 資訊產品採購支援服務	IT Procurement Support Services	43	0.54%
	合計 **Total**	**7,968**	**100.00%**
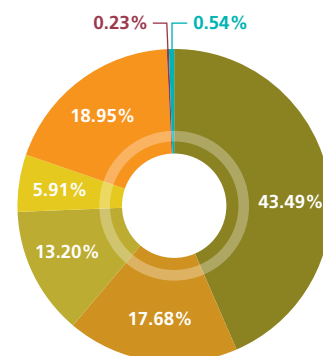
2019/2020年度應用系統及互聯網使用
● Usage of Application Systems and Internet Websites in the Year 2019/2020 ── ─ ✱

應用系統及互聯網 Application Systems and Internet Websites	醫務科及 相關服務單位 Medical Division and Related Service Units	教育科及 相關服務單位 Education Division and Related Service Units	社會服務科及 相關服務單位 Community Services Division and Related Service Units	其他科/處/ 辦公室 Other Divisions/ Branches/ Office	公眾服務 Services for the Public
人力資源系統 Human Resources Information System	❁	❁	❁	❁	
物業管理系統 Property Management System				❁	❁
財務會計系統 Financial Accounting System	❁	❁	❁	❁	
員工休假系統 Staff Leave Information System	❁	❁	❁	❁	
東華三院網上假期系統 TWGHs e-Leave System	❁	❁	❁	❁	
義莊資訊系統 Coffin Home Information System			❁		❁
物業租務電郵查詢系統 Email Ticketing System for Property Rental Enquiry				❁	❁
嘉賓名單資訊系統 Guest List Information System				❁	
東華三院中醫醫療資訊系統 TWGHs Chinese Medicine Clinical Information System	❁				❁
殯儀資訊系統 Funeral Parlour Information System			❁		❁
東華三院醫療保健資訊系統(綜合診斷及醫療中心) TWGHs Healthcare Information System (Integrated Diagnostic and Medical Centre)	❁				❁
東華三院醫療保健資訊系統(婦女健康普查部) TWGHs Healthcare Information System (Well-women Clinics)	❁				❁
東華三院醫療保健資訊系統(內視鏡中心) TWGHs Healthcare Information System (Endoscopy Centre)	❁				❁
東華三院醫療保健資訊系統(電腦掃描中心) TWGHs Healthcare Information System (Computed Tomography Imaging Centre)	❁				❁
東華三院捐贈紀錄資訊系統 TWGHs Donation Record Information System				❁	❁
中央固定資產資訊系統 Centralised Fixed Asset Registration Information System	❁	❁	❁	❁	
牙齒保健資訊系統 Dental Clinic Information System	❁				❁
東華三院安老院舍管理系統 TWGHs Elderly Home One-stop Management Electronic System			❁		❁
東華三院中醫普通科門診自助登記系統 TWGHs Smart Queuing System for Chinese Medicine General Outpatient Clinics	❁				❁

應用系統及互聯網 Application Systems and Internet Websites	醫務科及相關服務單位 Medical Division and Related Service Units	教育科及相關服務單位 Education Division and Related Service Units	社會服務科及相關服務單位 Community Services Division and Related Service Units	其他科/處/辦公室 Other Divisions/Branches/Office	公眾服務 Services for the Public
東華三院網上假期流動應用程式 TWGHs e-Leave Mobile Application	✲	✲	✲	✲	
東華三院企業電子郵件系統 TWGHs Corporate E-mail System	✲	✲	✲	✲	✲
東華三院血液透析中心管理系統 TWGHs Haemodialysis Centre Information System	✲				✲
中醫專科門診自助登記及八達通收費系統 Self-service Attendance Registration with Octopus Payment System for Chinese Medicine Specialist Outpatient Clinics	✲				✲
東華三院電子考績報告系統 TWGHs e-Appraisal System	✲	✲	✲	✲	
東華三院中醫流動車門診服務系統 TWGHs Chinese Medicine Mobile Clinics Information System	✲				✲
牙齒保健外展服務管理系統 Dental Clinic Outreach Management System	✲				✲
電子採購系統 Electronic Procurement System	✲	✲	✲	✲	
內聯網入門網站 iPortal	✲	✲	✲	✲	
剪報管理系統 News Clipping Management System				✲	
東華三院流動應用程式 TWGHs Corporate Mobile Application					✲
東華三院放射資訊系統/圖片存檔和通訊系統 TWGHs Radiology Information System/Picture Archiving and Communication System	✲				✲
天秀墟租務系統 Tin Sau Bazaar Rental Collection System			✲		✲
培訓及發展管理系統 Training and Development Management System	✲	✲	✲	✲	
東華三院設施預約系統 TWGHs Facility Booking Management System	✲	✲	✲	✲	
收費電腦系統 Receipt Issuing System	✲	✲	✲	✲	✲
收據系統 Receipt System				✲	
東華三院機構網站 TWGHs Corporate Website	✲	✲	✲	✲	✲
員工績效管理系統 Staff Performance Management System	✲	✲	✲	✲	
東華三院文物館館藏管理系統 Tung Wah Museum Collection Management System				✲	
「好當家」家居服務流動應用程式 Versatile Home Services Mobile Application			✲		✲
東華三院長者日間護理中心管理系統 TWGHs Day Care Centre for the Elderly Information System			✲		✲
東華三院中醫輪候管理顯示系統 TWGHs Smart Queuing and Display System for Chinese Medicine	✲				✲
東華三院復康中心資訊系統 TWGHs Rehabilitation Centre Information System	✲				✲
東華三院中央電子教育系統 TWGHs Central Electronic Education System		✲			
「珍藏・分享—東華三院文物館檔案」網站 "Preserve and Share - Tung Wah Museum Archives" Website				✲	✲
家居服務資訊系統 Home Services Information System			✲		✲
長者中心會員資訊系統 Client Information System for Elderly Centres			✲		✲
東華三院檔案分享平台 TWGHs Corporate File Sharing Platform	✲	✲	✲	✲	
人事一線通電話查詢熱線（互動語音系統） Human Resources Link (Interactive Voice Response System)	✲	✲	✲	✲	
「友心情」流動應用程式 "Radio-i-Care" Mobile Application			✲		✲
長者中心會員電子健康流動應用程式 CISE eHealth Mobile Application			✲		✲