資訊科技
INFORMATION TECHNOLOGY

立法會發展智慧城市事宜小組委員會參觀地理空間實驗室

立法會發展智慧城市事宜小組委員會於 2023 年 5 月 9 日到訪由發展局成立、東華三院營運的地理空間實驗室，參觀實驗室內多個項目展示。參觀期間，議員與政府和本院代表分享如何加強向市民推廣更廣泛應用空間數據。

Visit to the Geospatial Lab (GeoLab) by the Legislative Council Subcommittee on Matters Relating to the Development of Smart City

On 9 May 2023, the Legislative Council Subcommittee on Matters Relating to the Development of Smart City visited the GeoLab, which was established by the Development Bureau and operated by TWGHs. The visit included the demonstration of various projects. Meanwhile, the members shared with the representatives of the Government and TWGHs on how to enhance promotion to the community on the wider application of spatial data.

立法會發展智慧城市事宜小組委員會主席葛珮帆 SBS 太平紳士（右三）、副主席吳傑莊 MH 太平紳士（右二）和委員林新強太平紳士（左三）在本院行政總監暨實驗室項目總監蘇祐安先生（左二）陪同下，參觀地理空間實驗室。
The Hon. Elizabeth QUAT, SBS, JP (right 3), Chairman of the Subcommittee on Matters Relating to the Development of Smart City, Dr. the Hon. NG Kit Chong, Johnny, MH, JP (right 2), Deputy Chairman of the Subcommittee and the Hon. LAM San Keung, JP (left 3), member of the Subcommittee, paid a visit to the GeoLab, accompanied by Mr. SU Yau On, Albert (left 2), TWGHs Chief Executive cum Project Director of the GeoLab.

舉辦地理空間實驗室青少年活動以支持政府青年發展藍圖的政策措施

因應民政及青年事務局於 2022 年 12 月制定的青年發展藍圖，地理空間實驗室支持該藍圖在青年創新創業方面的政策舉措，並在未來三年舉辦活動以提升小學、中學、專上院校、初創企業及公眾人士對空間數據的興趣。除了空間數據共享平台大獎 2023 和體驗日等比賽和項目外，地理空間實驗室還舉辦了一些地理空間數據資訊講堂、工作坊和實作課程，讓年輕人了解空間數據以及智慧城市發展的相關產業和企業，從而發揮自己的才能，探索相關領域，更可融入粵港澳大灣區並抓緊發展有關行業的機遇。

Supporting Policy Initiatives of the Government's Youth Development Blueprint by Organising Activities for Young People in the GeoLab

Upon the formulation of the Youth Development Blueprint by the Home and Youth Affairs Bureau in December 2022, the GeoLab supports the policy initiatives on youth innovation and entrepreneurship of the Blueprint and will organise activities in the coming three years among primary and secondary schools, post-secondary institutions, start-ups and the general public to arouse their interest in spatial data. Apart from competitions and events including the significant CSDI Awards 2023 and the Experience Day, the GeoLab also organised some geospatial talks, GIS workshops and hands-on classes, which could enable young people to understand spatial data and relevant industries and enterprises for smart city development, thereby giving play to their talents, exploring relevant areas and integrating into the Greater Bay Area while seizing opportunities of the development in relevant industries.

入圍參賽者參加空間數據共享平台大獎 2023 匯報日暨頒獎典禮。
The shortlisted contestants participated in the Presentation Day and Awards Ceremony of the CSDI Awards 2023.

推行資訊科技解決方案

加強東華三院醫療保健資訊系統的乳房X光電子報告和配藥模組及其互通性，以支援政府的放射資料交換計劃

本院資訊科技科持續優化現有醫療保健資訊系統的相關功能，其中包括在電子報告模組中為放射科專科醫生簡化乳房X光檢查工作流程，並且加入配藥模組以支持東華三院醫療中心（北角）社區藥房運作。該科亦協助醫務科進一步加強乳房X光檢查和超聲波檢查的放射數據交換接口以連接至政府的電子健康紀錄互通系統（醫健通）。此外，其相關系統包括東華三院放射資訊系統／圖片存檔和通訊系統，亦成功通過計劃所規定的資料合規性測試和業務驗證測試。

為中醫普通科門診開發全新網上預約及掛號功能

該科在2024年第一季推出東華三院企業流動應用程式內的中醫普通科門診互動語音預約系統，以方便病人透過電話或流動應用程式進行預約，此功能更融入東華三院中醫普通科門診自助服務站智能排隊系統掛號和自動排隊管理的運作流程。

採用政府「智方便」進行東華三院流動應用程式身份驗證

為配合政府推動香港智慧城市發展，該科採用一站式個人化數碼服務平台「智方便」進行東華三院流動應用程式用戶身份認證，讓使用者（即病人）更方便及安全地登入本院流動應用程式，預約診症服務、查詢醫療預約和進行支付相關費用等電子交易。該解決方案於2023年12月推出。

加強東華三院電子服務平台及新增使用者帳號申請及人工智能聊天機器人支援服務

該科提升東華三院電子服務平台功能，支援員工以電子方式申請本院企業電子郵件系統帳戶、檔案分享平台帳戶及在線檔案平台帳戶，以取代紙本申請。平台亦新增人工智能聊天機器人服務，讓員工查詢本科的技術支援服務，以減少不必要的人員工序，加快整體申請流程。有關功能已於2024年第一季推出。

開發過渡性房屋「東寓」官方網頁及申請資料庫

為了讓市民了解過渡性房屋「啟德・東寓」及「樂和・東寓」的資訊，該科聯同物業科設計「東寓」官方網頁。此外，該科亦開發申請資料庫，把申請編號、面試詳請及申請結果以短訊形式發送至申請人電話。該系統亦支援存取申請表格的詳細資料，並提供初步評分，以節省篩選時間。

Implementation of Information Technology Solutions

Enhancement of the TWGHs Healthcare Information System (HIS) in Mammogram e-Reporting and Drug Dispensing Modules and its Interoperability in Support of the Government's Programme for Radiological Data Exchange

The Information Technology Division of the Group continued to enhance functionalities of the existing HIS to streamline its electronic reporting workflow in the e-Report Module for radiologists' mammogram examinations and support the community pharmacy operation at the TWGHs Medical Centre (North Point) in the Drug Dispensing Module. The Division also assisted the Medical Division in further enhancing the system interface for radiological data exchange on mammogram and ultrasonography examinations to the Government's Electronic Health Record Sharing System (eHealth). Moreover, associated systems including the TWGHs' Radiology Information System/Picture Archiving and Communication System passed all the data compliance and business verification tests required by the programme.

Development of New Online Booking and Attendance Registration Function for the TWGHs Chinese Medicine General Outpatient Clinics

The Division launched the Interactive Voice Response Booking System for Chinese Medicine General Outpatient Clinics for the TWGHs Corporate Mobile Application in the first quarter of 2024. Patients can make their appointment by phone or via the app. This function is now integrated with the TWGHs Smart Queuing System at the Chinese Medicine General Outpatient Clinics' self-service kiosks for attendance registration and automatic queuing administration.

Adoption of the Government's "iAM Smart" for Authentication in the TWGHs Corporate Mobile Application

To align with the Government's initiatives in promoting the development of Hong Kong as a smart city, the Division made use of "iAM Smart", a one-stop personalised digital services platform, for user identity authentication in the TWGHs Corporate Mobile Application so that users (i.e. patients) can login the app to book medical consultation services, check medical appointments and make payment for relevant fees as well as other electronic transactions in a convenient and secure manner. This solution was launched for services in December 2023.

Enhancement of the TWGHs eService Portal with New Services in User Account Application and AI-Chatbot Support

The TWGHs eService Portal was enhanced to enable online application for the accounts of the Group's Corporate Email System, Corporate File Sharing Platform and Online File Access Platform. This replaced the previous paper-based application forms. Additionally, an AI-based Chatbot service was integrated into the Portal to assist the staff with technical support inquiries which can reduce unnecessary manual procedures to expedite overall application processes. These functions were launched for services in the first quarter of 2024.

Development of Transitional Housing "T-Loft" Official Website and Application Database

To provide the public with information of transitional housing "T-Loft@Kai Tak" and "T-Loft@Lok Wo", the Division collaborated with the Property Division in designing the "T-Loft" official website. The Division also developed an application database which sends application numbers, interview details and application results to applicants via SMS. The system also supports storing and retrieval of detailed information on application forms and provides preliminary scoring to save time during the screening process.

開發過渡性房屋管理系統

「啟德·東寓」及「樂和·東寓」合共為市民提供955個過渡性房屋單位。該科開發過渡性房屋管理系統，以便管理租戶及其租約資料。相關租金及其他收入亦會自動進入財務會計系統以作記錄及分析。系統亦提供不同管理報表，支援分析和未來規劃。該系統已於2023年年底推出。

支援網上推廣籌募活動

該科一直支援籌募科透過本院網站和相關活動網站進行網上活動推廣。包括在「慈善粵劇晚會」、「慈善粵劇專場《牡丹亭·夢》及《蝴蝶夫人》」、「阮兆輝演藝70樂今宵綜藝晚會」、「歡樂滿東華2023」、「賣旗日2023」、「癸卯年董事局就職賀禮捐款呼籲」、「東華三院慈善獎券2023/2024」等活動中，提供收集捐款及網上報名等功能以便市民使用。

開發東華三院企業系統登入平台

為改善企業系統的使用管理並增強密碼安全性，該科今年開發了單一登入(SSO)平台。員工現在可以使用一組憑證登入不同系統，包括物業管理系統、天秀墟租務系統、嘉賓名單資訊系統等，從而簡化他們的體驗並優化由入職至離職期間的員工帳戶管理。

開發員工福利流動應用程式

為了加強員工間的溝通，該科為員工訓練及福利部開發一個員工福利流動應用程式，提供用戶註冊及登入功能並新加入推送通知，讓在職員工及退休員工隨時以智能電話接收員工福利及福利活動的資訊。

改良資訊科技系統和基礎建設架構

為廣華醫院重建計劃第一期工程建立東華三院醫療服務資訊科技基礎設施及應用系統服務

廣華醫院重建工程第一期大樓內的東華三院醫療服務中心已於2023年4月由承建商交付，其中包括中醫門診、篩查、診斷和醫療服務中心，以及牙科中心和康復中心。該科進行了資訊科技安裝工程，為上述中心提供所需的資訊科技基礎設施和應用系統服務。相關的資訊科技設施安裝工程已於2023年5月至6月期間分階段順利完成。該科已著手進行下一階段的規劃及設計工作，為廣華醫院第二期重建項目中本院的醫療服務中心提供資訊科技服務。

Development of Transitional Housing Management System

"T-Loft@Kai Tak" and "T-Loft@Lok Wo" together provide a total of 955 units of transitional housing to the public. The Division developed the Transitional Housing Management System to support tenant information management. Corresponding leasing and other income will be included in the Financial Accounting System automatically for recording and analysis. The system also provides various management reports to assist analysis and future planning. The system was launched in the end of 2023.

Supporting Online Promotion of Fund-raising Activities

The Division has been providing ongoing support for the Fund-raising Division in online activity promotion via the TWGHs Corporate Website and various event mini-websites. Functions such as donation collection and online registration were developed for public use in various events, including "TWGHs Charity Cantonese Opera Evening Event", "TWGHs Charity Cantonese Opera Show – Peony Pavilion · A Dream in a Dream and Madame Butterfly", "Yuen Siu-fai 70th Anniversary Show", "Tung Wah Charity Gala 2023", "TWGHs Flag Day 2023", "Appeal for Donation in Lieu of Gifts for the Inauguration of the Board of Directors 2023/2024" and "TWGHs Charity Raffle 2023/2024".

Development of the TWGHs Corporate Systems Login Platform

To improve access management for corporate systems and enhance password security, the Division developed a single sign-on (SSO) platform this year. Staff can now use a single set of credentials to access multiple systems, including the Property Management System, Tin Sau Bazaar Rental Collection System, Guest List Information System etc., so as to simplify their experience and streamline account management from staff hiring to resignation.

Development of Staff Training and Welfare Mobile Application

To enhance staff communication, a mobile application was developed for the Staff Training and Welfare Section. The app provides sign up and login as well as push notification, which enables existing and retired staff to receive updates on staff benefits and welfare activities from their mobile phone.

Enhancement of Information Technology Systems and Infrastructure Facilities

Provision of IT Infrastructure and Application System Services for the Decanting of TWGHs Medical Services for Kwong Wah Hospital Redevelopment Project Phase 1

After the contractor's handover of TWGHs medical service centres including Chinese medicine clinics, centres for screening, diagnostic and medical services as well as dental and rehabilitation centres at the building of Kwong Wah Hospital Redevelopment Project Phase 1 in April 2023, the Division carried out intensive installations for the provision of required IT infrastructure and application system services for these centres. These installations were successfully completed by phase from the period between May and June 2023 at the new building. The Division is proceeding to the next phase for planning and designing to provide IT services for the TWGHs medical service centres in Kwong Wah Hospital Redevelopment Project Phase 2.

為東華三院小欖峻庭及安老院舍優化智護理流動應用程式

為支援小欖峻庭於 2024 年年初提供所需的復康服務，該科除了設置東華三院院舍管理系統—復康服務外，還優化東華三院智護理流動應用程式，以方便小欖峻庭管理院友的醫療保健、生命體徵和護理服務記錄。同時，該流動應用程式亦計劃分批應用於東華三院安老院舍，並已於 2023 年 12 月成功於首批安老院舍推出。

加強行政總部網絡的資訊保安控制及為資訊科技應用系統提供更好的災難復原服務

為加強對行政總部網絡外部存取的資訊安全控制，該科重組了本院中央防火牆及其相關設備的現有網絡布局和設置，以防止未經授權的存取，並透過軟體定義網絡解決方案實現更好的彈性連線保護。此外，該科亦加強對本院轄下資訊科技應用系統的災難復原服務，設立專用場地，並配備恰當的備用資訊科技設備及設施，在啟動資訊科技災難恢復計劃時進行系統恢復的工作。

「好當家」家居服務流動應用程式升級

該科為「好當家」家居服務流動應用程式進行了升級，以配合後台系統的改進。用戶可繼續使用應用程式於附近的便利店繳付帳單。應用程式也更新了介面和技術，以便與新手提電話相容。該應用程式已於 2024 年第一季供下載和使用。

開發項目管理資訊系統

該科為物業科設計的項目管理資訊系統能協助監測正在進行的項目及其支出和狀況。系統的內置提示可確保定期更新項目進度。該系統還包括報告和查詢功能，讓管理人員監督各個項目的進度。該系統計劃於 2024 年第一季推出。

重新開發財務會計系統

該科重新開發財務會計系統的功能模組，以更新系統的功能和特性。該科今年完成了零用現金模組和行政總部零用現金模組的重建工作。這些模組有助追蹤和管理前線單位的零用現金使用和補充。收款傳票模組和歸檔模組正在積極開發，其他模組亦將陸續開發。

重新開發人力資源資訊系統

該科繼續更新人力資源資訊系統，以取代過時的技術並增強系統功能。採用最新的流動技術來開發的東華三院網上假期流動應用程式升級版已於 2023 年第三季推出。兼職員工薪資系統正在重新開發。此外，一個更新的行政總部員工的線上電子考績報告系統和一個新的考績報告提交管理模組正在開發，以進一步擴展系統的功能。

Implementing the Enhanced SmartCare Mobile Application for the TWGHs Siu Lam OLIVE-Courtyard (SLOC) and Residential Homes for the Elderly

To support the delivery of required rehabilitation services by SLOC in early 2024, the Division implemented the enhanced TWGHs SmartCare mobile application in addition to the TWGHs Electronic Homes System – Rehabilitation Service. This mobile application facilitates the administration of residents' healthcare as well as vital sign and service logging records for residents. The mobile application is scheduled to be deployed to the residential homes for the elderly by batch at TWGHs. The mobile application was successfully rolled out to the first batch of the residential homes for the elderly in December 2023.

Strengthening Security Control on IT Network of the Administration Headquarters and Provision of Better Disaster Recovery Services for IT Application Systems

To strengthen security control on external access to the IT network of the Administration Headquarters, the Division restructured the current network topology and settings in the corporate firewalls and their associated devices. This was done to protect against unauthorised access and maintain better resilient protection in connectivity through software-defined network solutions. In addition, the Division established a dedicated site with adequate standby IT equipment and facilities to strengthen the provision of disaster recovery services for the TWGHs' IT application systems and facilitate system restoration in the event of activation of the IT disaster recovery plan.

Upgrade of "Versatile Home Services" Mobile App

The "Versatile Home Services" Mobile App was upgraded to match the improvements in the backend system. Users can continue to settle bills at their nearest convenient stores via the app. The app interface and technologies were renewed for better compatibilities with new mobile phones. The app is available for download and use from the first quarter of 2024.

Development of Project Management Information System

The Project Management Information System is designed for the Property Division to enable the monitoring of ongoing projects along with their expenditures and status. The built-in reminder of the system ensures regular updates on project progress. The system also includes reporting and inquiry features that allow management to supervise project progress. The system was planned to launch in the first quarter of 2024.

Redevelopment of Financial Accounting System

The Division redeveloped the functional modules in the Financial Accounting System to refresh functions and features in the system. The Division completed the redevelopment of the Petty Cash Module and the Administration Headquarters Petty Cash Module. These modules help track and manage petty cash usage and replenishment at frontline units. Development of the Receipt Voucher Module and the Archiving Module is well underway. Other modules will be developed successively.

Redevelopment of Human Resources Information System

The Division has been modernising the Human Resources Information System by replacing outdated technologies and enhancing its functionalities. The newly revamped TWGHs e-Leave Mobile Application was launched in the third quarter of 2023 using the latest mobile technologies. The redevelopment of Part-Time Staff Payroll system is currently underway. In addition, a revamped online appraisal system for staff at the Administration Headquarters and a new appraisal report submission management module are being developed to further expand the system's capabilities.

發展行政流程自動化平台

用於人力資源管理和支援社區服務的電子表格開發完成後，行政流程自動化平台的開發工作仍在繼續，包括就提早退休申請、外出工作申請或借調的請求、短期或附加保險和申請企業系統登入帳戶開發電子表格。這些行政表格的數碼化改善協作之餘，還可提升效率，並減少紙張的耗用。

為醫療、教育及社會服務單位提供資訊科技網絡基礎建設支援服務以及為行政總部辦公室裝修工程提供資訊科技支援服務

為了讓東華三院醫療、教育及社區服務單位的建設、翻新及搬遷工程順利進行，該科向醫務科、教育科和社會服務科（包括東華三院小欖峻庭新落成的服務單位）提供資訊科技規劃及設計網絡基礎設施，並就營運和服務提供適切的諮詢建議和技術支援。此外，該科亦繼續就東華三院中央電子教育系統的持續發展，向教育科及本院屬下學校提供資訊科技項目管理服務和支援，並為財務及採購科和人力資源科提供技術支援服務，以維持行政總部辦公室裝修期間資訊科技服務的穩定性。

為前線服務提供資訊科技顧問服務

為推廣前線服務採用資訊科技，該科在以下資訊科技項目為用戶提供顧問服務和技術意見：

- 開發綜合職業復康服務電腦系統；
- 開發東華三院賽馬會復康中心訂餐電腦系統；
- 開發東華三院小欖峻庭防遊走系統；
- 開發檔案及歷史文化辦公室網站；
- 開發青少年全人發展中心電腦系統；及
- 開發社會服務科轄下的管家易系統。

資訊科技的管治

修訂東華三院災難復原計劃政策及程序

東華三院資訊科技災難恢復中心已於2023年5月正式設立，配備專用的資訊科技設備及設施，為東華三院企業應用系統提供災難復原服務。為了配合新系統恢復方法及其相關程序，該科已徹底檢討及修訂有關政策及程序。此修訂讓該科及相關負責人員在發生任何資訊科技災難問題時，根據各個資訊科技應用系統的連續性要求，遵守系統復原計劃。

Development of Administrative Workflow and Automation Platform

After the completed development of e-Forms for Human Resources administration and community services support, development work within the Administrative Workflow and Automation Platform continued, including the development of e-Forms for early retirement applications, outside work or secondment requests, short-term or additional insurance coverage and Corporate Systems Login account creation. The digitalisation of these administration forms has improved collaboration, increased efficiency and reduced paper usage.

Provision of IT Network Infrastructure Support Services for Medical, Education and Community Services Units and IT Support Services for the Office Renovation Works at the Administration Headquarters

To support the smooth establishment, renovation and relocation of TWGHs medical, education and community services centres, the Division assisted the Medical Division, the Education Division and the Community Services Division, including the newly completed service units at the TWGHs Siu Lam OLIVE-Courtyard, in planning and designing their IT network infrastructure. Proper consultative advice and technical support were also given to facilitate their operation and services. Additionally, the Division continued to provide technical support service to the Education Division and TWGHs schools for the sustainable development of TWGHs' Central Electronic Education System (CEES) and provided technical support services to the Finance and Supplies Division and the Human Resources Division for maintaining stable IT services at the offices of the Administration Headquarters during renovation.

Provision of IT Consultation to Frontline Services

To promote the use of information technology at frontline services, the Division provided consultation and technical advice for the following IT projects:

- Development of the computer system for integrated vocational rehabilitation services;
- Development of the computer system for meal ordering at TWGHs Jockey Club Rehabilitation Complex;
- Development of the anti-wandering system for TWGHs Siu Lam OLIVE-Courtyard;
- Development of the website for the Record and Heritage Office;
- Development of the computer system for Holistic Centre for Youth Development; and
- Development of the Keeper Easy system for the Community Services Division.

Information Technology Governance

Revision of Policy and Procedures in the TWGHs Disaster Recovery Plan (DRP)

Since the TWGHs IT Disaster Recovery Centre was established in May 2023 with dedicated IT equipment and facilities for the provision of disaster recovery services for the TWGHs corporate application systems, the Division had thoroughly reviewed and revised the policy and procedures in the TWGHs Disaster Recovery Plan in line with the new system recovery approach and procedures. The revision enabled responsible staff to comply with the plan for system recovery in accordance with individual systems' continuity requirements in the event of any IT disaster issues.

維持資訊保安管理系統 (ISMS) 資訊科技保安控制的有效性以符合 ISO/IEC 27001 認證標準

該科繼續對資訊保安管理系統維持適當的資訊保安控制，並透過持續改善的措施針對通訊安全和持續營運管理方面加強控制。 英國標準協會於 2023 年 9 月進行持續性周年評估，確認該資訊保安管理系統仍然符合 ISO/IEC 27001:2013 認證的標準。由於 2022 年版的新 ISO/IEC 27001 標準已正式發布，預計東華三院將在下一財政年度採用以符合有關規範，該科就現時的資訊保安管理系統與標準合規性進行差距和影響分析，並計劃實施所需的資訊保安控制措施，以填補差距及遵守新標準。此外，該科針對東華三院中央資訊科技應用系統進行安全漏洞評估，並妥善修補。
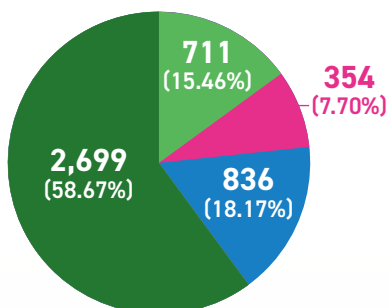
Maintaining the Effectiveness of IT Security Controls on the Information Security Management System (ISMS) to Comply with the ISO/IEC 27001 Standard

The Division continued to maintain proper IT security controls on the ISMS and enhanced their controls through continual improvements particularly in communication security and business continuity management. As a result, the ISMS remained in compliance with the ISO/IEC 27001:2013 standard after the annual assessment by British Standards Institution in September 2023. Since the new 2022 version of ISO/IEC 27001 was officially published and expected to be adopted by TWGHs for the standard compliance next fiscal year, the Division conducted a gap and impact analysis for the ISMS and was planning to implement required security controls to fill the gaps and comply with the new standard. Furthermore, the Division conducted a security vulnerability assessment for the TWGHs central IT application systems and patched them properly.
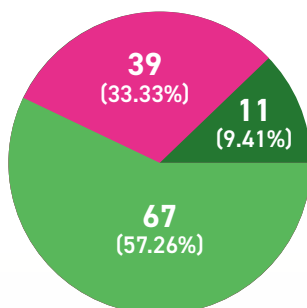
2023/2024 年度為各科提供系統支援服務

System Support Services Provided for Various Divisions in the Year 2023/2024
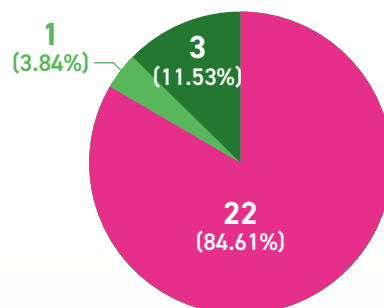
個人電腦支援數目
Number of Personal Computers Supported

711 (15.46%)
354 (7.70%)
2,699 (58.67%)
836 (18.17%)

合計 Total **4,600** 台 sets

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

39 (33.33%)
11 (9.41%)
67 (57.26%)

合計 Total **117** 台 sets

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

1 (3.84%)
3 (11.53%)
22 (84.61%)

合計 Total **26** 台 sets

- 醫療科及相關服務單位 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

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 the primary schools, secondary schools and Tung Wah College for teaching purpose are excluded.

不包括部分非資訊科技科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 Division are excluded.

資訊科技科的運作統計資料
Operation Statistics of the Information Technology Division

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 hotline and email support service per annum	2,075
全年資訊科技實地支援求助服務數目 Number of cases in IT onsite support service per annum	254
平均每日經資訊科技科處理的電郵數目 Average number of emails daily processed through the Information Technology Division	98,670
平均每日經資訊科技科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 Division	8,091
全年平均系統可用性百分比 Average percentage in system availability per annum	99.99%

2023/2024 年度應用系統及互聯網使用
Usage of Application Systems and Internet Websites in the Year 2023/2024

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 / 辦公室 / 部 Other Divisions/ Offices / Sections	公眾服務 Services for the Public
東華三院中醫醫療資訊系統 TWGHs Chinese Medicine Clinical Information System	■				■
東華三院中醫流動車門診服務系統 TWGHs Chinese Medicine Mobile Clinics Information System	■				■
東華三院牙齒保健資訊系統 TWGHs Dental Clinic 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	■				■
東華三院中醫輪候管理顯示系統 TWGHs Smart Queuing and Display System for Chinese Medicine	■				■
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	■				■
東華三院中醫普通科門診部互動語音預約系統 TWGHs Interactive Voice Response Booking System for Chinese Medicine General Outpatient Clinics	■				■
東華三院復康中心資訊系統 TWGHs Rehabilitation Centre Information System	■				■
東華三院血液透析中心管理系統 TWGHs Haemodialysis Centre 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)	■				■
東華三院醫療保健資訊系統 (醫療中心) TWGHs Healthcare Information System (Medical Service Centre)	■				■
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	■				■
東華三院中央電子教育系統 TWGHs Central Electronic Education System		■			
東華三院安老院舍管理系統 TWGHs Elderly Home One-stop Management Electronic System			■		■
東華三院院舍管理系統 — 復康服務 TWGHs Electronic Homes System – Rehabilitation Services			■		■
長者中心會員電子健康流動應用程式 CISE eHealth Mobile Application			■		■
長者中心會員資訊系統 Client Information System for Elderly Centres			■		■
東華三院長者日間護理中心管理系統 TWGHs Day Care Centres for the Elderly Information System			■		■
「依時檢」流動應用程式 "Easy Check" Mobile Application			■		■
「智護理」流動應用程式 "SmartCare" Mobile Application			■		
數據可視化及分析系統 (社會服務) Data Visualisation and Analytics System (Community Services)			■		
家居服務資訊系統 Home Services Information System			■		■
「友心情」流動應用程式 "Radio-i-Care" Mobile Application			■		■
天秀墟租務系統 Tin Sau Bazaar Rental Collection System			■		■
「好當家」家居服務流動應用程式 "Versatile Home Services" Mobile Application			■		■
人力資源資訊系統 Human Resources Information System	■	■	■	■	

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／辦公室／部 Other Divisions/ Offices / Sections	公眾服務 Services for the Public
財務會計系統 Financial Accounting System	■	■	■	■	
中央固定資產資訊系統 Centralised Fixed Asset Registration Information System	■	■	■	■	
電子採購系統 Electronic Procurement System	■	■	■	■	
東華三院網上假期流動應用程式 TWGHs e-Leave Mobile Application	■	■	■	■	
東華三院網上假期系統 TWGHs e-Leave System	■	■	■	■	
員工休假系統 Staff Leave Information System	■	■	■	■	
員工績效管理系統 Staff Performance Management System	■	■	■	■	
培訓及發展管理系統 Training and Development Management System	■	■	■	■	
東華三院電子考績報告系統 TWGHs e-Appraisal System	■	■	■	■	
過渡性房屋管理系統 Transitional Housing Management System				■	■
收據系統 Receipt System	■	■	■	■	■
人事一線通電話查詢熱線（互動語音系統） Human Resources Link (Interactive Voice Response System)	■	■	■	■	
行政工作流程自動化平台 Administrative Workflow and Automation Platform	■	■	■	■	
物業管理系統 Property Management System				■	■
物業租務電郵查詢系統 Email Ticketing System for Property Rental Enquiry				■	■
東華三院捐贈紀錄資訊系統 TWGHs Donation Record Information System				■	■
義莊資訊系統 Coffin Home Information System				■	■
殯儀資訊系統 Funeral Parlour Information System				■	■
東華三院文物館館藏管理系統 Tung Wah Museum Collection Management System				■	
嘉賓名單資訊系統 Guest List Information System				■	
剪報管理系統 News Clipping Management System				■	
「東寓」過渡性房屋網站 "T-LOFT" Transitional Housing Website				■	■
東華三院檔案及歷史文化辦公室網站 TWGHs Records and Heritage Office Website				■	■
「珍藏‧分享—東華三院文物館檔案」網站 "Preserve and Share - Tung Wah Museum Archives" Website				■	■
東華三院企業電子郵件系統 TWGHs Corporate Email System	■	■	■	■	
東華三院流動應用程式 TWGHs Corporate Mobile Application	■	■	■	■	■
東華三院機構網站 TWGHs Corporate Website	■	■	■	■	■
東華三院檔案分享平台 TWGHs Corporate File Sharing Platform	■	■	■	■	
東華三院設施預約系統 TWGHs Facility Booking Management System	■	■	■	■	
內聯網入門網站 Intranet Portal (iPortal)	■	■	■	■	
東華三院在線檔案平台 TWGHs Online File Access Platform	■	■	■	■	
東華三院電子服務網上平台 TWGHs eService Portal	■	■	■	■	
考勤登記系統 Time and Attendance Registration System					
東華三院企業系統登入平台 TWGHs Corporate Systems Login Platform	■	■	■	■	
項目管理資訊系統 Project Management Information System				■	