

Information Technology

資訊科技

Implementation of IT Solutions 資訊科技的解決方案

Development of inpatient modules in TWGHs Chinese Medicine Clinical Information System (CMCIS) for the establishment of Integrated Chinese and Western Medicine Ward at Kwong Wah Hospital – Pilot Project

The integrated Chinese and Western medicine ward runs around the clock as a Chinese medicine leading hospital ward with western medicine support to provide a new choice of medical services to Hong Kong people. To facilitate the establishment of Integrated Chinese and Western Medicine Ward at Kwong Wah Hospital, Information Technology Branch would equip the ward with adequate hardware equipment and software application to ensure operational efficiency through the use of Information Technology. Hardware equipment such as wireless connection of tablet PC and computer on wheel would be installed for front line medical staff's use in the ward. For application development, a module in the CMCIS is under construction with major functions such as inpatient appointment, admission & discharge, clinical assessment, nursing care and consultation, physical treatment using both Chinese and Western medicine, issuance of drug & laboratory orders, billing, etc. Due to the module's seamless integration with the existing database of CMCIS, both outpatient and inpatient record of health care history can be accessed by the Chinese medicine practitioners and clinicians for reference and diagnosis purpose. The application development work would be completed for production use in the first quarter of 2014.

Revamping of TWGHs Chinese Medicine Clinical Information System (CMCIS) in outpatient health assessment and Chinese medicine consultation services

Following the success of Phase 1 Revamping of CMCIS in 2012/2013, the Branch has launched its Phase 2 revamping of CMCIS in functionality of outpatient health assessment and Chinese medicine consultation. Aligning with the prevailing standard and technological trend, the outdated technology adopted in modules related to health assessment, issuance of laboratory orders, Chinese medicine consultation with prescription and clinical administrative orders, and other user-customized setting was upgraded and redeveloped on web-enabled platform using various Web 2.0 technologies. The

發展東華三院中醫醫療資訊系統的住院功能以配合廣華醫院的中西醫結合病房先導計劃

中西醫結合病房先導計劃是結合中醫及西醫治療的嶄新住院服務，為香港市民提供多一種服務選擇。為配合廣華醫院的中西醫結合病房先導計劃，資訊科技處在病房內將裝配足夠的硬件設備和開發應用系統，借助資訊科技確保病房的運作效率。在硬件配套方面，該處將為前線醫務人員安裝平板電腦和流動輪架電腦等無線連接的設備，並為東華三院中醫醫療資訊系統加入主要的住院功能模組，處理預約入院及出院、臨床評估、護理諮詢、中西藥物治療、列印藥單和化驗單及計算費用等工作。新功能結合了中醫醫療資訊系統現有的資料庫，病人的門診和住院病歷記錄可在同一作業平台上查閱，為病人的診斷治療提供寶貴的參考資料。新的住院應用程式系統於二〇一四年第一季度推出使用。

改良中醫醫療資訊系統的門診健康評估及中醫諮詢服務功能

繼中醫醫療資訊系統第一期改良工程於二〇一二至二〇一三年順利完成，第二階段的改良工程隨即展開，以增強門診



Revamping of TWGHs Chinese Medicine Clinical Information System (CMCIS) - Consultation & Prescription Screenshot

改良中醫醫療資訊系統－診症及處方螢幕截圖

revamping of CMCIS is one of the Group's information technology strategies, and a milestone marking Tung Wah's commitment to Chinese medicine service development and the start of data exchange and sharing with external systems. To ensure smooth deployment, a thorough testing was conducted and the redeveloped modules would be released for production use at TWGHs Chinese medical service centres in the second quarter of 2014.

A new extension of TWGHs corporate mobile application for engaging the public

The mobile adoption continues to grow in the community, it is imperative for the Branch to embrace mobile application and learn how to best optimize mobile technology to stay relevant and improve engagement with the public on the promotion of the Group's services, image, and donation appeal. Following a strategic direction on the IT mobile development for corporate application, the extension of existing platform to include prominent Android mobile platform, leveraging vendor's professional design, has commenced. Other than the development of client mobile application, a powerful back-end content management platform was also developed to support information posting, message notification, etc. for the dissemination of the Group's latest news, forthcoming activities and a variety of informative articles to the public.

Development of Facility Booking Management System

Application of information technology can turn time-consuming manual administration work to much more efficient electronic maneuver. The Branch therefore developed a system called Facility Booking Management System to provide a technology base mechanism for Administration Division to well manage the schedule and booking services of pool cars and conference rooms for the Administration Headquarters. The online system offers a comprehensive view on the booking status for service administrator and requesters. The process for booking resources has been streamlined with better control and becomes more eco-friendly as manual paper records has been replaced by electronic usage reports which can be simply viewed online or exported without printing. The new online system for facility booking and management would be launched in the first quarter of 2014.

Development of Applicant Assessment Module for contracted and self-financing elderly residential homes

In response to the growing demand for elderly care service, the Group has been operating more contracted and self-financing elderly residential homes. The Branch has equipped them with effective information technology to well manage applicants' records and conduct assessment on priority for admissions. The Elderly Homes One-stop Management Electronic System (EHOMES) has been further enhanced with a newly embedded on-line Applicant Assessment Module, enabling users to perform their duties efficiently. Applicant assessment and

健康評估及中醫諮詢功能。該處採用最新的標準和技術取代過時的軟體平台及系統技術，利用Web 2.0技術重新編寫中醫醫療資訊系統內的主要功能模組，如健康評估、化驗單列印、處方、臨床行政指令和其它相關設定等。改良中醫醫療資訊系統為本院重要的資訊科技策略，透過與外部系統進行電子數據交換及共享，奠定中醫服務發展的一個里程碑。為確保項目能夠順利推行，第二階段開發的功能已作全面測試，並將於二〇一四年第二季度在東華三院中醫醫療服務中心投入使用。

擴建東華三院企業流動應用程式以加強與公眾人士的連繫

鑑於流動應用程式日益普及，該處積極利用流動應用程式服務，加強公眾對本院的認知，藉此推廣機構的服務和形象，向熱心市民募捐。在資訊科技政策和方向上，該處利用供應商的專業設計服務，開發企業流動應用程式，以擴展現存的應用平台至Android流動平台，並透過強大的後台管理作為支援，發展用戶端的流動應用程式，包括信息發布、郵件通知等，向公眾發放有關東華三院的最新消息、活動動向和豐富資訊。

發展設施預訂管理系統

資訊科技可以有效處理日常行政工作，取代耗時的人手操作程序。該處為政務科發展一套設施預訂管理系統，協助管理行政總部的會議室和公車隊預訂服務；管理員和申請人只要進入預訂系統的在線畫面，設施的預訂情況立即一目了然，令預訂和管理工作都變得便捷準確。另外，系統以電腦檔案取代手寫記錄，減少人力和紙張消耗，符合環保原則。新系統於二〇一四年第一季正式推行使用。

開發處理合約和自資安老院舍入住申請的評估功能模組

為配合社區對長者護理服務日益增長的需求，本院開辦了若干合約和自資安老院舍。該處為有關院舍提供高效率的資訊系統應用服務，協助處理大量的院友申請及評估記錄，並訂定取錄的優先次序。東華三院安老院舍管理系統利用嵌入式合約和自資院舍入住申請的評估功能模組，協助院方簡化工序和提高營運效率，新的功能模組已於二〇一四年第一季度正式推行使用。



The Redeveloped TWGHs Corporate Mobile Application 重新開發後的東華三院企業流動應用程式

admission process for elderly residents has been streamlined by the defined procedural functions. Operational efficiency has been enhanced after the module was launched in the first quarter of 2014.

Redevelopment of Funeral Parlour Information System (System Design)

The existing Funeral Parlour Information System has been used by the Group's 2 funeral parlours for over 14 years to support daily operation such as room booking, income management, contractor services, stock control and many others. The existing system, even with frequent enhancement, is too obsolete to keep pace with the latest business environment and on-going development of funeral parlour service. The Branch has a strategic direction to rebuild the whole system with modern web application technology. The new system would integrate the database of the 2 funeral parlours to provide a consolidated view on business statistics for operation analysis. Public centric features such as the transfer of room service information to website for public inquiry and other efficiency-improving enhancements would be incorporated. The whole redevelopment process would take 2 years and the system design was completed by the end of 2013.

Development of Museum Collections Management System

With a long history of providing philanthropic services to the needy, Tung Wah has a lot of archives and relics collected by its Museum. The Tung Wah Museum has been managing historical and cultural heritage without any effective mechanism in place for the upkeep of its collections. Hence, the searching and retrieving of archives or related information mostly relies on personal experience and memories. To tackle the problem, the Branch has built a computer system to replace the existing manual archives and records to facilitate better management of collected items, enabling faster search and tracking on item status, loan records, as well as repair and valuation history. The system is also equipped with room for storing digitized records of collected items to facilitate an archive website in the second phase of development. The first phase of system development would be completed by mid 2014.

Intranet application portal

Following the successful launch of the intranet application portal, the inclusion of new sub site from various Divisions/Branches would be a continuous development goal for the Branch to pursue. Several developments were carried out on the intranet application portal in 2013/14, including a development of sub site for the Personnel Section of Human Resources Branch for information dissemination. The site provides an easy channel for all centres' administration staff to

重建殯儀資訊系統（系統設計）

現有的殯儀資訊系統在本院轄下兩所殯儀館使用已超過十四年，系統支援日常的廳房訂位、收入管理、代辦商服務、倉存及其他營運功能。雖然系統經過不斷改良，惟所使用的技術已經過時，無法配合營運要求和長遠的業務發展。資訊科技處採納新的網上技術重新建造系統，整合兩所殯儀館的數據以便進行營運數據分析。新系統加入以用戶為本的概念，如把靈堂服務資料轉至網上發布，以便公眾查詢；尚有其他有助提升運作效率的功能也會於重建時加入。整個重建需時約兩年，而系統設計已於二〇一三年底完成。

發展東華三院文物館收藏管理系統

本院的慈善服務歷史悠久，東華三院文物館為機構收集及管理大量記錄、歷史文獻和文化收藏品，卻缺乏有效的管理系統，比較複雜的翻查也只好依賴管理人員的經驗和記憶。為了提供一個長遠而有效的管理平台，該處為文物館發展一套電腦系統以取代人手記錄，使用家能快速搜尋和追查文物的現狀、外借、維修及估值記錄。系統也預留了空間供儲存收藏品的電子版本，為第二期建立公用館藏網站的工作做好準備。預計系統第一期工程將於二〇一四年中完成。



Museum Collections Management System screenshot

東華三院文物館收藏管理系統截圖

內聯網入門網站

隨着內聯網入門網站的推出，該處將逐步為各科／處在平台上建設子網站和加建各項功能。於二〇一三／一四年度，該處為人力資源處的人事部建立了一個子網站以方便發放信息。這個渠道讓服務單位的行政人員更容易取閱人事條例和管理資訊。另外，該處亦為員工訓練及福利部製作了員工快樂指數調查，並設立一個討論區，方便各單位分享一些閒置的電腦及家具，旨在善用資源和保護環境。

access human resources policies and other administration information. Other developments include a module for conducting the Staff Survey on Happiness at Work by the Staff Training and Welfare Section and a forum for centres to share idle and usable computer equipment and furniture to achieve better asset utilization and environmental conservation.

Human Resources Information System

In line with continuous enhancement of human resources process by the Human Resources Branch, on-going functional developments have been made to the Human Resources Information System for fulfillment of operation needs and improvement of efficiency. These enhancements included a complicated automation process in salary revision for staff under New Pay Structure, and additional functionalities concerning Employment (Amendment) Ordinance. Another noticeable work was the collection of human resources data for the Community Services Division to facilitate its participation in an industry-wide salary survey. The Branch also took up project management role in an outsourcing project for Human Resources Branch. The targeted computer system allows HR staff to maintain appraisal data to facilitate full automation from appraisal report collection to corresponding salary revision for staff under New Pay Structure.

Guest List Information System

The new Guest List Information System has been successfully launched at the beginning of the year. A number of refinements and adjustments have been worked out based on user comments for smoother business operation and higher operating efficiency. Other enhancements include the addition of guest photos for use in events and activities.

Extension of eLeave System

To encourage staff to adapt to online application for leave, the Branch has rendered necessary assistance to Human Resources Branch to expand the usage of e-Leave System to more medical clinics and Record and Heritage Office, allowing more staff to apply vacation leave online. In view of the indispensability and convenience of mobile phone, the Branch is exploring the technical feasibility of building a mobile application for staff to apply for leave through the use of smart phones.

Receipt interface of Receipt Issuing System

Following the launch of Receipt Issuing System, more than 100 services centres are connected real time securely to the central repository for handling daily receipt transactions. The Branch has developed a module for this outsourced system with the function of transferring daily receipts from centres to the central Financial Accounting System automatically. The enhancement would greatly reduce manpower effort in data inputting and crosschecking, and allow the staff of Finance Division to check receipt transactions electronically without the need to keep paper records.



Intranet Application Portal
內聯網入門網站

人力資源系統

為配合人力資源處在人事管理上的不斷發展，該處一直為人力資源系統加建相關功能以切合運作需求和效益。這些加建包括為新的薪酬架構提供一個複雜的員工薪酬調整自動化機制和為僱傭（修訂）條例所增設的功能。另一個重要的計劃是協助社會服務科收集人力資源數據，以便參與一個業內薪酬調查。此外，該處也為人力資源處管理一個外判的電腦系統項目。這個系統讓人力資源處處理從電子考績報告收集得來的資料，以便新薪酬架構下的員工由取得考績報告至進行薪酬調整的整個人事程序達至全面自動化。

嘉賓名單資訊系統

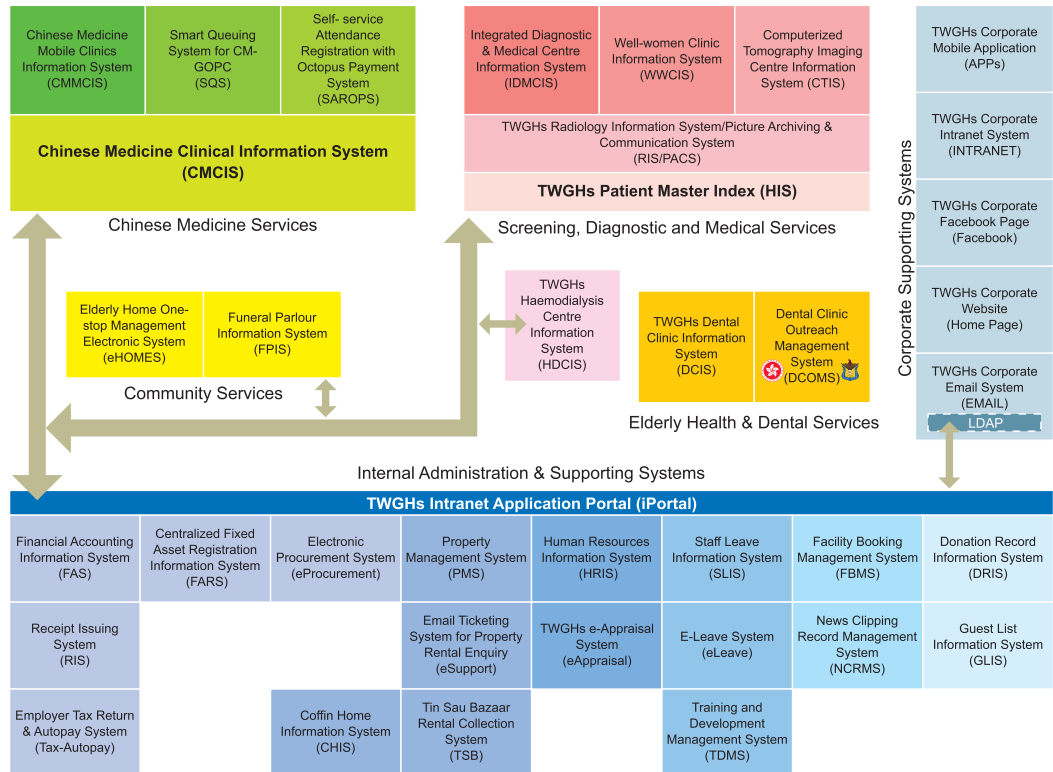
全新的嘉賓名單資訊系統已於年初成功推出。聽取用戶使用意見後，該處推出了一系列功能調整，進一步配合運作需要和提升效率；並為系統加入新功能，包括加入嘉賓相片以便在活動中使用等。

網上假期系統

為鼓勵員工習慣使用網上系統申請休假，該處向人力資源處提供協助，把網上假期系統推廣至更多醫療服務單位和檔案及歷史文化辦公室，供其屬下員工使用。有見智能電話日漸普及，資訊科技處正研發一個在智能電話上使用的休假申請應用程式，為員工提供更多、更便捷的選擇。

收據系統的收入數據介面

隨着收據系統的推出，超過一百個服務單位使用系統處理收入資料，並實時及安全地傳送到中央儲存庫。該處為這個外判系統建構了數據抽取模組，每天自動抽取相關收入資料以傳遞到中央財務會計系統。這項工程大大減少人手輸入和數據核對的工作，也讓財務科可在流程中採用電子記錄而減少依賴紙張收據。



Overview on the existing TWGHs Application Systems for Services
現有的東華三院應用系統服務概覽

Property Management System

To boost the efficiency in managing tenancy records and handling transactions, a series of functional enhancements has been carried out on the Property Management System with major modifications covering batch mass updating in income charges and automation in generating variance transactions.

物業管理系統

為更有效地管理租務記錄和提高處理交易的效率，該處為物業管理系統作出了一系列的加建，包括收入項目的大規模數據批次更新和收款差額自動計算功能。

Provision of professional information technology consultancy

The Branch has always been dedicated to fostering the use of information technology as a mean to align performance to corporate objectives. Information Technology consultancy services, including IT solutions and professional advices, have been rendered to different Divisions/Branches on various projects. Services such as high level feasibility study, user requirement analysis, assistance in tender document preparation, hardware and software requirement evaluation and implementation assistance have been provided. The Branch's contributions in major projects include the operation system at Integrated Centre on Smoking Cessation (ICSC), the revamping works of computer system at kindergartens and computer networks at several schools.

專業資訊科技顧問服務

長久以來，資訊科技處一直推動各科／處借助資訊科技達成機構目標，並因應部門的要求，就各項資訊科技項目提供專業意見和科技方案，包括初步可行性研究、用戶需求分析、協助準備招標文件、硬件和軟件要求的評估，協助系統實施等。本年內較大型的工作項目包括戒煙綜合服務中心的營運系統、幼稚園電腦系統及數間學校的電腦網絡翻新工程等。

Enhancements of IT Systems and Infrastructure Facilities

優化資訊科技基礎建設架構及資訊系統

Improvement of IT network infrastructure to support secure access to TWGHs Intranet Application Portal services and extension of WiFi coverage for internet access at the Administration Headquarters

To mitigate IT security risk caused by technological obsolescence, an old network device providing major Secure Sockets Layer (SSL) encryption services to TWGHs Intranet Application Portal was replaced in September 2013. Not only does the new device provide powerful encryption but also renders traffic load-balancing services with stable performance, thus enhances the security access control in the Intranet services. Besides, the WiFi coverage at the Administration Headquarters was also extended to the Assembly Hall and Board Room of Tung Wah Hospital Li Shiu Chung Memorial Building in July 2013. A wider WiFi coverage not only makes net-surfing at the Administration Headquarters more convenient, but also helps enhance operational efficiency.

Strengthening physical data security and protection of the Data Centre against natural disasters

Currently, the Branch has maintained a huge number of important data across the IT applications, which includes financial, human resources, tenant & property, community services, medical and clinical data. To ensure recoverability of IT application systems in event of a natural disaster, the Branch has installed appropriate fire-resistant safes at various IT data backup offsite stores for physical data backup security so as to strengthen data protection. To mitigate the possible risk of total loss of production data and IT server facilities, a new FM200 gaseous fire-fighting system, replacing the old wet-pipe sprinkler system, was also installed at the Data Centre of the Branch for production use since June 2013.

Establishment of IT network infrastructure with IT application services for the new TWGHs Chinese Medicine Pharmacy

To align with the Group's development in Chinese medicine services, the Branch participated in the project for the establishment of a new Chinese Medicine Pharmacy at the Hawkins Wing of Tung Wah Hospital, providing the Pharmacy with IT network infrastructure support and IT application services in readiness for full operation in the first quarter of 2014.

改善東華三院的資訊網絡基礎設施，支援內聯網應用系統的安全聯繫服務和擴展東華三院行政總部的WiFi覆蓋範圍

為了減低過時的資訊安全技術所造成的風險，該處已於二〇一三年九月更換了主要提供東華三院內聯網應用系統加密安全聯繫界面 (SSL) 服務的舊網絡設備。新網絡設備不僅提供強大的加密功能，更具有穩定負載數據流量的均衡服務功能，大大提升內聯網服務的安全控制。此外，東華三院行政總部的WiFi覆蓋範圍也在二〇一三年七月擴展到東華醫院李兆忠紀念大樓的禮堂和董事局會議室，進一步提升用戶在東華三院行政總部內上網的體驗和網上工作效率。

加強數據中心的保安及對自然災害的防衛能力

該處的資訊科技應用系統存有數量龐大的重要數據，包括財務、人力資源、租戶與物業資料、社區服務資訊、醫療和臨床資料等。為確保有關系統在發生自然災害後能恢復運作，該處於各個備份資料庫儲存室安裝合適的防火資料保險箱，以確保備份資料不受破壞，加強數據保護功能。另於二〇一三年六月在資訊科技處的數據中心安裝FM200氣體滅火系統以取代噴水式滅火系統，從而減低數據和資訊伺服器設備遭受破壞的風險。



Newly Installed FM200 Gaseous Fire-fighting System
新安裝的FM200氣體滅火系統

Establishment of centralized IT server infrastructure for consolidation of patient data in dental services

To enhance patient data storage and sharing among the Group's dental service centres, and improve cost effectiveness in IT service administration, a centralized IT server infrastructure with common database platform was established in August 2013. Through secure virtual private network connectivity, the central servers deal with data access traffic to support IT application services for TWGHs Community Dental Clinic, Tung Wah Eastern Hospital Diabetes Centre Dental Clinic and TWGHs BMCPC Dental Health Centre for Senior Citizens. The overall operational efficiency of medical records management was also improved after the establishment.

Improvement of IT infrastructure and replacement of front-end personal computer (PC) equipment in alignment with medical service development and operational demand

To align with the Group's medical service development and enhance operational efficiency in the existing front-end services, some IT infrastructure in network connectivity for screening services was revamped to support the digitalized transmission of medical images to the centralized Picture Archiving and Communication System (PACS) at Kwong Wah Hospital. Besides, some out-of-date PCs and printers were also replaced with new ones to meet the operational demand for computer service at the Group's Chinese medicine service centres.

Enhancement of TWGHs Integrated Diagnostic & Medical Centre Information System (IDMCIS) for the Elderly Health Assessment Pilot Programme (EHAPP) held by the Department of Health

To streamline the operation of TWGHs Integrated Diagnostic & Medical Centre for the Elderly Health Assessment Pilot Programme, the application system for the centre was enhanced in functionality in November 2013 for clinicians to record participants' medical profile and produce related reports for health advice.

建立全新東華三院中藥房應用服務的資訊科技網絡基礎建設

配合本院中醫服務的發展，該處參與於東華醫院鶴堅士樓設立新中藥房的項目，為藥房提供資訊科技網絡基礎設施及應用系統服務，以支援中醫附屬藥房在二〇一四年第一季度開展的服務。

建立中央伺服器基建設施以配合中央化存取牙科病人記錄

於二〇一三年八月成立中央資訊科技伺服器基建設施，以中央化資料庫平台加強本院牙科服務中心的病人資訊存取、分享和資訊科技服務管理的成本效益。通過安全的虛擬私人網絡連接，中央伺服器處理東華三院社區牙科診所、東華東院糖尿病中心牙科診所和東華三院華永會長者牙齒保健及治療中心的治療病歷資訊，大大提升對病歷記錄及診所營運的管理效率。

改良資訊科技基礎設施和更換前線個人電腦設備以配合醫療服務的發展及運作需求

配合本院的醫療服務發展及加強現時前線服務的運作效率，部分連接網絡的資訊科技基建設施需要重建以支援在廣華醫院的放射醫療圖像存檔和通訊系統中的數碼化傳輸。另外，亦更換了過時的個人電腦和打印機以配合東華三院醫療服務中心的電腦操作需求。

為配合衛生署舉辦的長者健康評估先導計劃而優化東華三院綜合診斷及醫療中心資訊系統

為配合衛生署長者健康評估先導計劃，本院於二〇一三年十一月優化東華三院綜合診斷及醫療中心的應用系統，增強數據處理功能，方便臨床醫生為參加計劃的長者記錄病歷和提供醫療建議報告。

Review on the PC Acquisition and Replacement Policy

To enhance work efficiency and optimize cost effectiveness, the Branch conducted a detailed study on the PC Acquisition and Replacement Policy in the area of administrative control, workflow and procedures. In consideration of practical demand, technological change, utilization, Divisions/Branches' view and, most importantly, financial concern, the standard lifespan of PC has been properly adjusted to maximize cost-effectiveness. Application and approval processes have been streamlined as Divisions/Branches, with the right level of empowerment, can exercise discretion over PC acquisition, replacement and disposal to satisfy operational demand, and boost work and management efficiency.

Review on the policies and procedure of Disaster Recovery Plan

In alignment with the Board's strategic goal in the provision of 3-tiers disaster recovery approach for IT application systems, the Branch conducted a study to review existing policies and procedure in Disaster Recovery Plan (DRP) for disaster recovery drills and change of system criticality for IT applications. Endorsed by IT Committee, the revised DRP has been implemented since September 2013. The plan provides comprehensive policy directions, procedure and guidelines for IT staff and users in dealing with any system recovery and service resumption processes in event of a disaster.

Review on the Software Asset Management Implementation Guideline

In order to provide up-to-date guidelines in software asset management for users, the Branch reviewed and revised the existing Software Asset Management Implementation Guideline and requested users to comply with relevant Ordinance and follow the recommended guidelines on software asset management and the advice on proper and legal use of software license. To familiarize users with software inventory records and maintenance, the Branch also conducted a feasibility study and then developed a software tool for recording related software purchase and licenses.

Review on the standards and guidelines on application support services

In order to provide professional information technology support to Divisions/Branches and services centres on the application systems, the Branch reviewed and developed a set of internal guidelines on application support services for IT staff when supporting in-house development projects. With the standards and guidelines in place, the Branch is obliged to develop quality software with high effectiveness and keep all software well maintained.

電腦購置和更換政策的檢討

為了提高工作效率和加強成本效益，該處針對每個部門的行政管理和工作程序，詳細研究購置和更換電腦的政策。考慮過實際需求、技術轉變、電腦使用及各部門對有關政策的意見後，在平衡經濟效益的大前提下，適當地修訂了電腦的使用期；並適量地下放審批權，簡化購置，更換和丟棄電腦的申請程序，既照顧到業務需求，又能提升工作和管理效率。

災難復原計劃的政策和程序檢討

為配合董事局所批核的資訊科技應用系統災難復原及應變政策，及全面實施三層架構的復原方案，該處已經研究及檢討現有災難復原計劃(DRP)的政策和程序，訂定災難復原演習和應變措施。依據資訊科技委員會的決議，修改後的DRP已於二〇一三年九月起生效。該計劃提供全面的政策方向，為該處資訊科技人員和用戶在災難事件中處理系統和業務恢復工作時提供程序及指引。

軟件資產管理實施指引檢討

為向用戶提供適切、合時的軟件資產管理實施指引，該處檢討和修改現有的指引，並要求使用者管理軟件資產時遵守有關條例，遵循建議使用適當的合法軟件。為了方便用戶有效地記錄和保存使用的軟件清單，該處進行了可行性研究，並開發一套軟件工具，處理相關的軟件採購和許可證記錄。

應用系統支援服務的標準與指引檢討

為向各科／處和服務單位提供專業的應用系統支援服務，該處經過檢討並修訂了一套內部指引，為該處員工支援發展項目時制定服務標準和指引，確保員工致力開發優質及高效的軟件，並使現有的軟件得到適切的維護，配合實務上的需求。

System Support Services Provided for Various Divisions/Branches in the Year 2013/2014

二〇一三／二〇一四年度為各部門提供的系統支援服務

	Medical Division 醫務科	Education Division 教育科	Community Services Division 社會服務科	Administration Headquarters 行政總部
Number of Personal Computers Supported 電腦支援數目	312	147	2,261	541
Number of IT Servers Supported 資訊科技伺服器支援數目	31	1	6	36
Number of Local Area Networks & Internet Services Supported 網絡及互聯網服務支援數目	13	-	2	3

All computers and IT networks installed at the primary schools, secondary schools and Tung Wah College for teaching purpose are excluded.

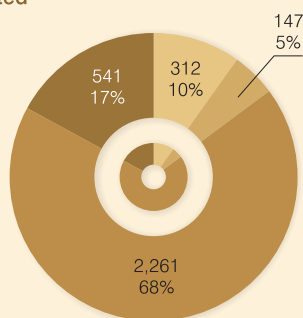
不包括置於中小學及東華學院作教學用途的電腦及網絡

The network and Internet services which are not directly administered by IT Branch have been excluded.

不包括部分非資訊科技處管理的網絡及互聯網服務

No. of Personal Computers Supported

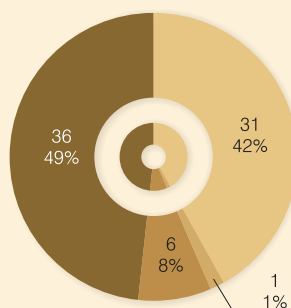
電腦支援數目 ▲



Total 合計：3,261

No. of IT Servers Supported

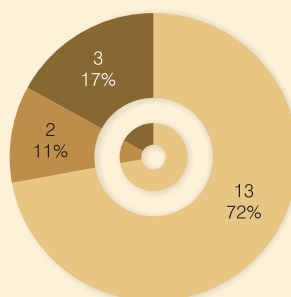
資訊科技伺服器支援數目 ▲



Total 合計：74

No. of Local Area Networks & Internet Services Supported

網絡及互聯網服務支援數目 ▲



Total 合計：18

- Medical Division
醫務科
- Education Division
教育科
- Community Services Division
社會服務科
- Administration Headquarters
行政總部

Usage of Application Systems and Websites in the Year 2013/2014

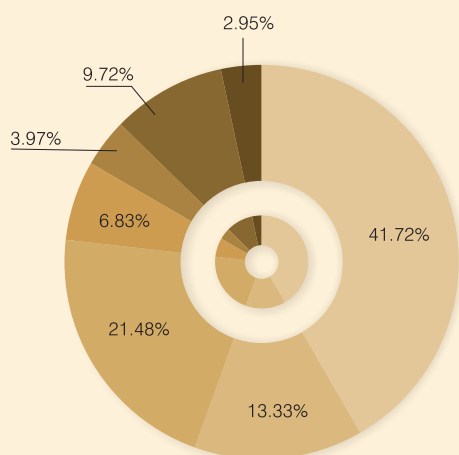
二〇一三/二〇一四年度應用系統及互聯網網站使用

	Medical Division & Related Service Centres 醫務科及相關服務單位	Education Division & Related Service Centres 教育科及相關服務單位	Community Services Division & Related Service Centres 社會服務科及相關服務單位	Other Divisions/ Branches 其他科/處	Services for the Public 公眾服務
Human Resources Information System 人力資源系統	●	●	●	●	
Property Management System 物業管理系統				●	●
Financial Accounting Information System 財務會計系統	●	●	●	●	
Staff Leave Information System 員工休假系統	●	●	●	●	
Employer Tax Return & Autopay System 僱主稅務申報及自動轉賬系統				●	
Coffin Home Information System 義莊資訊系統				●	
Email Ticketing System for Property Rental Enquiry 物業租務電郵查詢系統				●	●
Guest List Information System 嘉賓名單資訊系統				●	
Chinese Medicine Clinical Information System 中醫醫療資訊系統	●				●
Funeral Parlour Information System 殯儀資訊系統			●		●
Integrated Diagnostic & Medical Centre Information System 東華三院綜合診斷及醫療中心資訊系統	●				●
Well-women Clinic Information System 女士健康普查醫療資訊系統	●				●
Donation Record Information System 捐贈記錄資訊系統				●	
Tung Wah Board of Directors' Information System 東華董事局資訊系統				●	
Centralized Fixed Asset Registration Information System 中央固定資產資訊系統	●	●	●	●	
Dental Clinical Information System 牙齒保健資訊系統	●				●
Famous & Prominent Doctors in Traditional Chinese Medicine in China Internet Portal 中國中醫名院名科名醫信息服務網	●				●
TWGHs Corporate Intranet System 東華三院內聯網	●	●	●	●	
Elderly Home One-stop Management Information System 安老院舍管理系統			●		●
Computerized Tomography Imaging Centre Information System 電腦掃描中心資訊系統	●				●
Smart Queuing System for Chinese Medicine General Outpatient Clinic 中醫普通科門診自助登記系統	●				●
e-Leave System 東華三院網上假期系統	●	●	●	●	
TWGHs Corporate E-mail System 東華三院企業電子郵件系統	●	●	●	●	●
TWGHs Haemodialysis Centre Information System 東華三院血液透析中心管理系統	●				●
Self-service Attendance Registration with Octopus Payment System for Chinese Medicine Specialist Outpatient Clinic 中醫專科門診自助登記及八達通收費系統	●				●
TWGHs e-Appraisal System 東華三院電子考績報告系統	●	●	●	●	
Chinese Medicine Mobile Clinics Information System 中醫流動車門診服務系統	●				●
Dental Clinic Outreach Management System 牙齒保健外展服務管理系統	●				●
Electronic Procurement System 電子採購系統	●	●	●	●	

	Medical Division & Related Service Centres 醫務科及相關服務單位	Education Division & Related Service Centres 教育科及相關服務單位	Community Services Division & Related Service Centres 社會服務科及相關服務單位	Other Divisions/Branches 其他科/處	Services for the Public 公眾服務
iPortal 內聯網入門網站	●	●	●	●	
News Clipping Management System 剪報管理系統				●	
TWGHs Corporate Mobile App 東華三院流動應用程式					●
TWGHs Radiology Information System/Picture Archiving & Communication System (RIS/PACS) 東華三院放射學資訊系統/圖片存檔和通訊系統	●				●
Tin Sau Bazaar Rental Collection System 天秀墟租務系統			●		●
Training and Development Management System 培訓及發展管理系統				●	
Facility Booking Management System 東華三院設施預約系統				●	
Receipt Issuing System 收據系統	●	●	●	●	●
TWGHs Corporate Website 東華三院機構網站	●	●	●	●	●

IT System Operation and Support Services in the Year 2013/2014

二〇一三/二〇一四年度資訊系統操作及支援服務



- IT Support Services
資訊科技支援服務
- System Operation Services
系統操作服務
- System Administration & Control Services
系統技術監控及協調服務
- System Management Services
系統管理服務
- Network Support Services
電腦網絡支援服務
- IT Evaluation & Research Services
資訊科技產品估價及研究服務
- IT Procurement Support Services
資訊產品採購支援服務

Operation Statistics of Information Technology Branch

資訊科技處的運作統計資料

Number of cases in IT hotline support per annum 全年資訊科技熱線支援求助服務數目	1,645
Number of cases in IT onsite support per annum 全年資訊科技實地支援求助服務數目	309
Number of cases in IT e-mail support per annum 全年資訊科技電郵支援求助服務數目	175
Number of e-mails daily processed through the Branch 平均每日經資訊科技處理的電郵數目	26,250
Number of spam mails and viruses daily filtered through the Branch 平均每日經資訊科技過濾的垃圾郵件及電腦病毒數目	15,020
Average percentage in system availability per annum 全年平均系統可用性百分比	99.99%