資訊科技方案的實施
Implementation of Information Technology Solutions

規劃東華三院醫療服務單位系統遷移及資訊科技服務重置計劃

為了配合廣華醫院第一期重建發展計劃的調遷工作，資訊科技處為受影響的東華三院醫療服務單位規劃了一系列的系統遷移及資訊科技服務重置計劃，並制定了六項主要的工作項目及四十三項執行細項。醫院大樓首階段的拆卸工程將於二〇一六年初正式展開，該處已開展相應的準備工作，當中六個主要項目為：

- 為全部受影響的醫療服務單位繼續提供資訊科技服務
- 將東華三院華永會長者牙齒保健及治療中心的資訊科技設備由廣華醫院的行政大樓遷移到北翼六樓病房
- 為東華三院中央煎藥中心的成立作準備
- 為受影響的服務中心重置資訊科技網路基礎設施
- 為廣華醫院－香港中文大學中醫藥臨床研究服務中心遷往油麻地新址作準備
- 在二〇一五年底前完成清拆及移除在廣華醫院－香港中文大學中醫藥臨床研究服務中心原址的資訊科技設備

改良中醫醫療資訊系統

為了向公眾提供更佳的資訊服務，資訊科技處已重新發展中醫醫療資訊系統，為該系統建立涵蓋健康評估、中藥診症及處方、配藥及藥物倉存管理的綜合功能，並計劃應用於東華三院轄下的中醫診所、東華三院中央煎藥中心及調遷後的廣華醫院－香港中文大學中醫藥臨床研究服務中心。

配藥員使用新的中醫醫療資訊系統處理配藥指示。
A dispenser used the new Chinese Medicine Clinical Information System to handle dispensing order.

Devising system migration plan and reprovisioning of Information Technology services for TWGHs medical service centres

In alignment with the Phase 1 redevelopment of Kwong Wah Hospital, an information technology (IT) system migration plan covering 6 major tasks with 43 action items was devised. As the first phase of demolition work will commence in early 2016, all necessary preparation works are in progress. The 6 major tasks are:

- the continuous provision of IT services for all affected TWGHs medical service centres
- relocation of IT facilities of TWGHs BMCPC Dental Health Centre for Senior Citizens from the Administration Building to the Ward at 6/F, North Wing, Kwong Wah Hospital
- preparation work for the establishment of TWGHs Centralized Decoction Centre
- reprovisioning of IT network infrastructure for the affected service centres
- preparation work for the relocation of Kwong Wah Hospital - The Chinese University of Hong Kong Chinese Medicine Clinical Research and Services Centre (KRSC) to a new Chinese medicine clinical centre located at Yaumatei
- dismantling and removal of IT equipment from KRSC by the end of 2015

Revamping Chinese Medicine Clinical Information System

To better serve the public, the Chinese Medicine Clinical Information System has been revamped with integrated functions in health assessment, Chinese medicine consultation and prescription, dispensing and drug inventory control. The integrated functions will be launched for use by TWGHs Chinese medicine service centres, TWGHs Centralized Decoction Centre and the relocated Kwong Wah Hospital – The Chinese University of Hong Kong Chinese Medicine Clinical Research and Services Centre after decanting.

整合及改良東華三院綜合診斷及醫療中心資訊系統的功能

在二〇〇三年開發及建成的東華三院綜合診斷及醫療中心資訊系統，已應用了超過十載，技術逐漸過時，系統必需作出提升，以兼容最新的軟體和硬體系統，使其能與東華三院放射資訊系統／圖片存檔和通訊系統於進行放射診斷檢查時作數據整合。重新開發的系統具備可擴充及易於維護的條件，且容易與其他系統進行數據連結。此外，新系統亦會有完善的病人記錄主索引，有助與政府的「公私營醫療合作－醫療病歷互聯試驗計劃」及發展中的電子健康紀錄平台作數據互通。該發展項目正在積極進行中，可望在二〇一五年第三季完成。

配合政府電子健康紀錄互通的發展方向

為了配合政府電子健康紀錄互通的發展方向，資訊科技處於二〇一四年四月委派代表參加了食物及衛生局電子健康紀錄統籌處所舉辦的「電子健康紀錄服務供應商培訓計劃」。經評核後取得相關認證，在「臨床醫療管理系統連接」的許可協議下，有資格為私營醫護提供者就該系統連接的安裝及保養提供支援服務，有助東華三院將來利用該系統連接與電子健康紀錄互通。

完成發展智能排隊管理流動應用程式的可行性研究

為讓求診人士於中醫診症及取藥過程中有良好的體驗，縮減輪候時間，該處就廣華醫院－香港中文大學中醫藥臨床研究服務中心發展智能排隊管理流動應用程式作了一項可行性研究。經過初步探討，開發一個流動應用程式並跟中心新研發的輪候顯示系統作互動是可行的，可幫助中心提供即時及最新訊息予求診人士，有效地提醒求診人士到適當的診室及藥房取藥。資訊科技處將於二〇一五／二〇一六年度，將系統應用於遷往新址的廣華醫院－香港中文大學中醫藥臨床研究服務中心。

Integrating and revamping TWGHs Integrated Diagnostic and Medical Centre Information System

Established in 2003, the Integrated Diagnostic and Medical Centre Information System has been supporting the operation of TWGHs Integrated Diagnostic and Medical Centre for more than 10 years. To deal with technological obsolescence, the System was revamped to upgrade its capabilities and compatibility with the latest software and hardware systems, enabling better integration with the current TWGHs Radiology Information System/Picture Archiving and Communication System for radiological examinations. The redeveloped system has higher expandability, maintainability and interoperability with other external systems. The Patient Master Index of TWGHs Health Services will also be developed in order to integrate with the "Public-Private Interface – Electronic Patient Record Sharing Pilot Scheme" and the developing platform of Electronic Health Records of the government for data exchange. The Project is underway and expected to be completed in the third quarter of 2015.

醫護職員正在測試重新開發的東華三院綜合診斷及醫療中心資訊系統，檢視其提交處理放射診斷檢查指示的功能。
The redeveloped Integrated Diagnostic and Medical Centre Information System was being tested on the function of submitting order for radiological examination.

Alignment with the government policy on Electronic Health Record sharing

To align with the government policy on Electronic Health Record (eHR) sharing, the Information Technology Branch delegated representatives to participate in the "eHR Service Provider Training Scheme" organized by eHR Office of Food and Health Bureau in April 2014. They have completed the relevant assessments and were granted the certifications to provide end-user support services to private healthcare providers on the installation and maintenance of "Clinical Management System On-ramp" under the agreement of the scheme. This enables TWGHs to facilitate the adoption of the System On-ramp solution for data sharing with the central eHR sharing system in the future.

Feasibility study on developing smart queuing mobile application

To provide patients with pleasant experience and avoid excessive waiting time during Chinese medicine consultation and collection of medicine, a feasibility study on developing a smart queuing mobile application for Kwong Wah Hospital - The Chinese University of Hong Kong Chinese Medicine Clinical Research and Services Centre (KRSC) was conducted. The initial study found that it is technically feasible to develop a mobile application which interacts with another newly devised Queuing Display System installed onsite at KRSC for instant update of information, reminding patients of when and where to go for medical consultation and drug collection. The Information Technology Branch will implement the newly developed system at KRSC after its relocation in the year 2015/2016.

提供資訊科技服務予新成立的東華三院中央煎藥中心

為配合東華三院二〇一四／二〇一五年度主要的策略性發展方向，本院將成立中央煎藥中心，提供中草藥配劑、煎藥、封裝、包裝及運送等服務。該些服務將逐步伸延至所有東華三院轄下非醫院管理局資助的中醫診所。為提供整合服務予市民，該處就現行中醫醫療資訊系統研發一個專有的功能模組，支援有關服務及運作，該功能模組於二〇一五年三月開發完成及應用於各中醫診所。

提供資訊科技服務予新成立的東華三院社區牙科診所（北角）

為應付本港社區牙科服務的殷切需求及配合東華東院糖尿病中心牙科服務的遷調計劃，本院於北角成立新的東華三院社區牙科診所。資訊科技處於二〇一五年三月已為該診所提供所需的資訊應用服務，並連接病歷數據聯網，讓東華三院各牙科診所可分享數據作醫療及護理之用。

於廣華醫院重建前收集善長資料

為表對善長的敬意，資訊科技處與醫務科合作，於廣華醫院重建前為院內的瓷相及碑記等物件拍照存檔。資料經多重覆檢後亦被輸入電腦，為重建後設立資訊站作前期準備。

發展東華三院長者日間護理中心的護理及照料活動管理應用系統

在社會福利署社會福利發展基金第二階段的撥款資助下，東華三院長者日間護理中心的護理及照料活動管理應用系統發展計劃於二〇一四年四月正式落實展開。新系統將可大大提高中心的工作效率及服務質素，協助中心更系統化地處理會員出席及個案資料，包括會員個案護理、社交康樂、個人關顧計劃及其他統計報表，以作定期提交予社會福利署的數據資料。該處現正積極展開有關工作，預計整個系統將於二〇一六年三月完成。

於東華三院安老院舍管理系統發展「個人關顧計劃功能模組」

安老院舍的跨專業護理人員及社工為院友安排適當的個人關顧計劃，需定期進行會議、評估及檢視有關個案。在社會福利署社會福利發展基金第二階段的撥款支持下，資訊科技處現正為本院安老院舍管理系統設計及開發獨特的「個人

Provision of IT services in the establishment of TWGHs Centralized Decoction Centre for Chinese medicine services

In alignment with TWGHs major strategic direction of 2014/2015, the Centralized Decoction Centre will be established to provide TWGHs Chinese medicine centres with Chinese herbal medicine decoction services. The services included dispensing and decocting of raw herbs, sealing, packing and delivery. Subsequently, the services will be extended to all non-subvented TWGHs Chinese medicine centres. In view of providing integral services to the public, the development of a special functional module for handling electronic dispensing orders in the existing Chinese Medicine Clinical Information System was completed and ready for deployment in March 2015.

Provision of IT services for the new TWGHs Community Dental Clinic (North Point)

To cater for the great demand of community dental services and the relocation of Diabetes Dental Clinic of Tung Wah Eastern Hospital, a new TWGHs Community Dental Clinic was established at North Point. The Information Technology Branch has set up IT application system for the Clinic, allowing data sharing among the Group's dental clinics for medical care purpose in March 2015.

Collection of donors information before redevelopment of Kwong Wah Hospital

To show TWGHs' respect to the donors, the Information Technology Branch has collaborated with Medical Division to take photographs of acknowledgement items including porcelain portraits and plaques placed at Kwong Wah Hospital before its redevelopment. Information has been digitized after strict validation and stored safely with digital photographs in preparation for future development of the information kiosk.
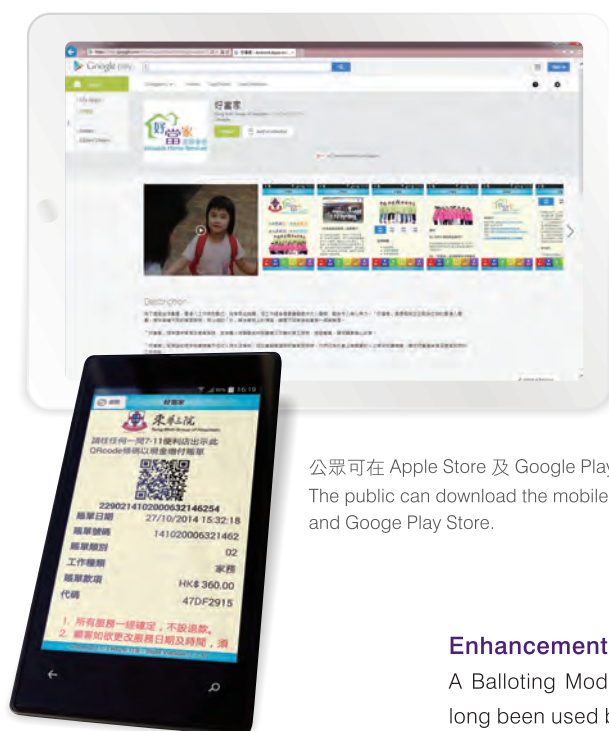
Development of IT application system for managing care activity records for TWGHs Day Care Centres for the Elderly

Granted from Phase 2 Social Welfare Development Fund, the development of a dedicated application system for TWGHs day care centres for the elderly was started in April 2014. The new system will enhance the Centres' work efficiency and quality of services by helping Centres to systematically manage members' attendance registration and clientele profiles, including nursing care, social and recreational activities, individual care plan and other statistic reports, for regular submission to the Social Welfare Department. The development process is underway and expected to be completed in March 2016.

關顧計劃功能模組」，該模組備有記錄有關個案的功能，並能就異常及非常規的個案提供適時及恰當的警示，讓院舍的護理人員可作出跟進。該處正積極地開發這個模組，預計於二○一五年九月完成。

開發「好當家」家居服務流動應用程式

「好當家」是東華三院屬下的其中一間社會企業，提供長者陪診、家務助理和家居清潔等服務，同時亦為失業婦女提供培訓和就業機會。不少顧客於接受服務後支付現金，服務員需特地將款項交回中心。為減低員工處理現金的風險和節省往返中心的交通時間，資訊科技處開發了一個流動應用程式，員工憑着程式中的專有付款二維碼，即可於就近的便利店交款，節省交通時間。而員工還可利用流動應用程式查閱服務更表，方便安排時間。應用程式也可讓顧客直接憑付款二維碼於便利店付款。該程式已於二○一四年十月在 Apple Store 和 Google Play Store 上發放予公眾下載使用。

「好當家」家居服務流動應用程式
A mobile application for Versatile Home Services

優化物業管理系統

物業管理系統內有一個抽籤模組，用作抽選認可承建商以參加各項投標程序。這個模組內建了隨機和平等的機制，確

Development of "Individual Care Plan Module" for TWGHs Elderly Homes One-stop Management Electronic System (EHOMES)

To devise appropriate individual care plans (ICP protocols) for residents, the multi-disciplinary healthcare professionals and social workers of elderly homes will have regular meetings, assessments and review of the residents' cases. Under the subvention of Phase 2 Social Welfare Development Fund, the Information Technology Branch is developing a new and unique Individual Care Plan Module for EHOMES. The Module can record relevant cases and produce timely and appropriate alerts on any irregular discrepancy, allowing healthcare professionals to follow up accordingly. The Module is underway and will be completed in September 2015.

Development of a mobile application for "Versatile Home Services"

The "Versatile Home Services" is a social enterprise of TWGHs offering training and job opportunities to unemployed women, who will provide medical escort, home care and home cleaning services. As many clients choose to pay by cash after the service, helpers have to collect and return the money to the service centre afterwards. In order to mitigate the risk of money handling and minimize the travelling time of the helpers, the Information Technology Branch developed a mobile application allowing helpers to make payment with a unique QR Code at convenience stores and thus free up their time for other tasks. In addition, helpers can better organize their schedule by checking the job roster through logging in the mobile application. It also allows clients to make payment directly at convenience stores by using the QR Code. The mobile application has been released for the public to download at both Apple Store and Google Play Store since October 2014.

公眾可在 Apple Store 及 Google Play Store 下載「好當家」家居服務流動應用程式。
The public can download the mobile application of Versatile Home Services at Apple Store and Googe Play Store.

Enhancement in the Property Management System

A Balloting Module in the Property Management System has long been used by Estate Management Section of the Property Division to select pre-approved contractors for tender and quotation submission. Several inbuilt mechanisms were put in place to ensure a random and fair selection. The module was enhanced this year in order to expand the coverage from 3 groups of contractors to 14. The enhanced module was launched for expanded use by Construction and Maintenance Section of the Property Division in June 2014. Also, enhancements in the Property Management System have been

保物業科產業管理部抽選承建商時可保持公平和公正。今年，該處將這個模組優化，並在二〇一四年六月推出使用。新模組中承辦商的數目由過往的三組提升至十四組，該模組亦擴展至物業科的建設及維修部。新系統亦加入新功能，於租值和差餉價格有所調整時，可自動處理大規模的資料更新，並可自動運算收費差額及退還按金和預繳款項。

持續優化內部行政系統
資訊科技處致力推出新項目及優化計劃，以完善及提升內部管理系統，務求提高營運效率，擴大服務範疇及滿足新的法例和監管要求。年內，該處完成了多項優化工程，包括在財務會計系統增強了本票模組，加入不同的服務供應商；將收據接口模塊擴展至一百八十多個中心使用，確保收入數據的準確性，並減少在流程上的人手工序；加強員工假期系統內的計算模組以配合機構推出全新的男士侍產假；電子假期系統亦加入了一系列配合運作需要的新功能，以擴大系統服務至機構轄下的所有醫療服務單位和十五個社會服務單位；更推出了可在 iOS 和 Android 平台上使用的電子假期流動應用程式，方便員工使用。

開發員工績效管理系統
員工績效管理系統連接至員工績效報表中的數據，便可應用於人力資源資訊系統作自動化薪酬更新，以及為管理層製作所需的分析報表，從而加強流程效率和數據的準確性。由於涉及敏感數據，該系統特別着重控制使用者授權的功能和人事紀錄的接觸權限。

東華三院文物館館藏管理系統第一階段發展
為配合東華三院的文化保育政策，資訊科技處為東華三院文物館發展了文物館館藏管理系統，協助處理館內檔案和文物收藏的工作。系統儲存了所有藏品的電子版本和元數據，成為館藏數據庫。系統除了管理用途外，儲存的資料亦將成為二〇一五／二〇一六年度開發的文物館檔案網站的基礎。

made to handle process automation and mass update of data during rental price adjustment or change of government rates. Automation in variance items generation, refund of deposit and advance payment has also been built.

Continuous enhancements on internal administrative systems
The Information Technology Branch has spared no effort to bring about new development and make enhancement for continuous improvement on internal administrative systems to improve efficiency, expand service coverage and comply with new legislative and regulatory requirements. In the year, the cashier order module in Financial Accounting System was enhanced to accommodate additional service providers. The Receipt Interface Module has been expanded to collect income receipts from more than 180 centres to ensure data accuracy and minimize human intervention in the workflow. Additional mechanism was built in the Staff Leave Information System to handle the newly introduced paternity leave. A series of functionalities has been added to the e-Leave System so as to expand the system to all medical centres and 15 community service centres. A mobile application of the e-Leave System running on both iOS and Android platform has been launched to provide greater flexibility and convenience to staff.

Development of Staff Performance Management System
The Staff Performance Management System was integrated with other human resources systems to enhance the data accuracy and efficiency. The System collects data from the Staff Appraisal System to automate salary revision at the Human Resources Information System. It also generates analysis reports for use by senior management. In view of the content sensitivity, measure has been adopted to control available functions and access rights for different personnel.

Development of the Museum Collection Management System (Phase I)
In alignment with TWGHs strategic direction in heritage conservation, the Information Technology Branch has built the Museum Collection Management System for the management of the Tung Wah Museum's archive and relic collections. Digital copies as well as other metadata of each collection record were stored in the system functioning as a master repository of the museum collections. Other than the management function, the data stored also serves as the foundation of the Museum's archive website which will be built in 2015/2016.

優化資訊科技系統和基礎建設架構
Enhancements of IT Systems and Infrastructure Facilities

評估有關改良東華三院企業電郵系統的解決方案

為應付大量電子郵件傳送工作的需求，並解決因硬件限制而無法將系統升級至最新、最安全的電郵平台的問題，資訊科技處已依據現時東華三院企業電郵系統的能力和容量等範疇進行審視，並對改良系統的可行方案作出全面檢討及評估。該處考慮了多項因素，包括一般硬件的六年生命週期、應付容量預計、電子郵件服務技術發展的轉變、減低黑客入侵的風險、二十四小時運作的成本效益等，確立了一系列的評估標準和優先事項，並為改良東華三院企業電郵系統的各個方案作出客觀評價。該處已於二〇一四年九月的資訊科技委員會中，討論各項候選解決方案及建議報告。委員會經審議後對方案表示支持，改良工作將於二〇一五／二〇一六年度全面展開。

改善資訊伺服器基礎設施和更換過時的資訊科技設備

為了實施伺服器整合，進一步共享設備與資源，該處檢視了現時資訊伺服器的文件存取用法。此外，該處協助東華三院的醫療服務中心更換過時的電腦和前線資訊科技設備，以應付服務需求和維持設備的穩定性。在東華三院黃笏南中學重建工程和東華三院戴麟趾安老院重建工程上，資訊科技處也提供了專業意見及協助，建立及改良資訊網絡。另外，就廣華醫院—香港中文大學中醫藥臨床研究服務中心的中醫自助登記及繳費系統，該處亦提供技術支援，協助該中心取得八達通自助服務站的再次認證，讓求診人士自助繳費。為配合東華三院小學、中學及特殊學校參與教育局宣布的「電子學習學校支援計劃」，該處與服務供應商協商，為學校舉辦簡報會，加強校方對計劃的認知，以便作出更好的準備。

Evaluation on the solutions to revamp TWGHs Corporate Email System

To cater for the heavy demand of email transmission and address the hardware limitation that hinders the upgrading of the system to any latest and more secure email platform, a holistic review on the current shortfall in capability and capacity of TWGHs Corporate Email System was conducted with evaluation on possible solutions to revamp the system. Considering the 6-year life cycle of hardware, projected demand, evolutionary change in technology on email services, risk mitigation for any hacking intrusion as well as cost-effectiveness of round-the-clock services, a set of systematic assessment criteria and priorities were established to facilitate objective evaluation on various email solutions for TWGHs. A detailed report with recommendations on shortlisted solutions was put forth to the Information Technology Committee in September 2014. Supported by the Committee, the revamp project will be implemented in the year 2015/2016.

Improvement of IT server infrastructure and replacement of obsolete IT equipment

To carry out cost-effective IT administration through server consolidation as well as efficient equipment and resource sharing, the Branch conducted a review on the file access services of the IT servers. Besides, the Information Technology Branch assisted medical service centres in replacing old computers and frontline IT equipment with new ones so as to meet service needs and maintain service stability. Regarding the redevelopment of TWGHs Wong Fut Nam College and TWGHs David Trench Home for the Elderly, the Branch also provided professional advice and assistance in the setting up of IT facilities and the revamp of IT network. To maintain smooth operation of the Self-service Attendance Registration System installed at Kwong Wah Hospital — The Chinese University of Hong Kong Chinese Medicine Clinical Research and Services Centre (KRSC), the Branch assisted KRSC in obtaining re-certification of the Octopus Type Approval Requirement for the self-service payment kiosks. To facilitate the participation of TWGHs primary, secondary and special schools in the "Support Scheme for E-learning in Schools" announced by the Education Bureau, the Branch has coordinated with service providers to conduct briefing sessions for schools to help with their preparation.

提升資訊科技基礎建設

由於支援財務會計系統、人力資源系統、員工休假系統及中央固定資產系統的數據庫和有關基建已使用超過七年，為應付日益增加的用戶需求，資訊科技處已替這些基建作出更換和提升。新架構採取虛擬化技術，能靈活調配電腦資源，可隨時應付一些即時和短期的需要，亦能更靈活地處理硬件失效和重大事故時的系統復原工作。

Upgrade of IT infrastructure

The IT infrastructure supporting the central database of Financial Accounting System, Human Resources Information System, Staff Leave Information System and Fixed Asset Registration System has been used for over 7 years. To meet the ever increasing demand, new servers with the latest virtualization technology were deployed to increase computer capacity. The new infrastructure design supports dynamic and effective use of computer resources. The use of virtual machines enables flexible setup of computer environment in response to ad hoc and short term needs. The setup also allows faster environment recovery in case of hardware failure or disaster.

資訊科技的管治
IT Governance

制定流動應用程式開發和分發守則

為保護東華三院的知識產權專利，及確保嚴格遵守流動應用程式網上商店服務供應商的協議，資訊科技處就東華三院流動應用程式的開發及分發制定了守則，清楚釐定有關工作的要求及程序，並為各科／處就分發應用程式提供協助。

防止便攜式儲存裝置泄露個人資料和私隱

為了防止個人資料和私隱在未經授權被披露，該處檢討了現時東華三院員工使用便攜式儲存裝置儲存敏感和個人私隱數據的指引和守則。新修訂的守則提供八大範疇的指引，各科、處須依據指引各自制定恰當的資料保護實務程序，嚴格監控使用便攜式儲存裝置的保安風險，確保工作程序符合本院規定及個人資料私隱專員公署公布的相關條例。

維持優良的資訊科技安全管治

為維持優良的資訊科技安全管治，該處針對嚴重的資訊科技漏洞問題，發出通告及指引，提醒使用者作出修正行動。此外，該處亦為東華三院應用系統進行定期的災難恢復演習，以確保在災難發生時，相關的計劃和系統能有效地執行及復原。

Regulations on mobile application development and distribution

To protect TWGHs' intellectual property rights and strictly comply with service agreements with the app store providers, regulations with clear procedure guidelines on the Group's mobile application development and distribution were set up. The Information Technology Branch also assisted other Divisions/Branches in handling relevant application distribution upon request.

Personal data and privacy protection against portable storage devices threats

For the protection of personal data and privacy against unauthorized disclosure, the existing regulations and guidelines in the usage of Portable Storage Devices (PSDs) in TWGHs for storing sensitive and personal privacy data was reviewed. Covering 8 areas of daily operation, the revised guidelines help Divisions/Branches to develop their own practical procedures to protect against the information security risks posed by PSDs. Divisions/Branches must ensure that all practices comply with TWGHs' regulations and the relevant Ordinances published by the Office of the Privacy Commissioner for Personal Data.

Maintaining good IT security governance

To maintain good IT security governance, the Branch issued circulars with guidelines on handling severe IT vulnerability issues to help users acknowledge alerts and take remedial actions. Regular disaster recovery drills on the corporate application systems were also conducted to ensure validity of the plan and the recovery system in the event of a disaster.

為訂定「使用自攜裝置」政策進行研究

隨着資訊及通訊科技的不斷發展，利用手提電話和個人通訊設備處理日常工作已變得無可避免。該處正在研究使用有關設備可能帶來的影響，並計劃訂定資訊管治政策，就員工使用自攜裝置作出規範，要求他們遵守有關規章，於合理及適當的情況下使用個人設備，以保護東華三院數據擁有權。

Conducting a study on the development of Bring Your Own Device policy

Rapid advancement in information and communications technology have made using mobile phones and personal devices for work inevitable. In view of establishing an IT governance to regulate the use of personal devices in working environment, the Branch has conducted a study on the development of Bring Your Own Device policy which will set out regulations and guidelines governing acceptable and appropriate use of personal devices in order to protect TWGHs' data ownership.

二〇一四／二〇一五年度為各部門提供的系統支援服務
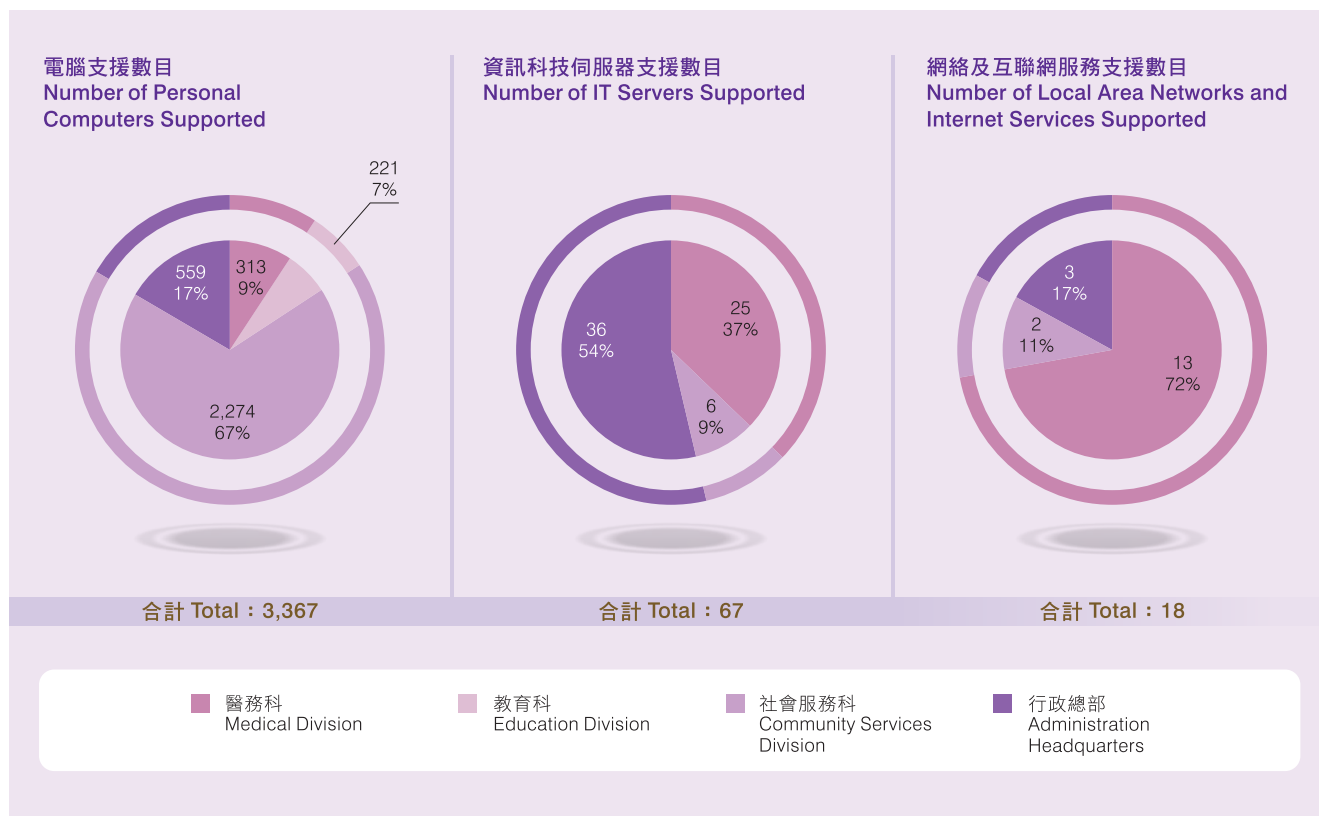### System Support Services Provided for Various Divisions/Branches in the Year 2014/2015

	醫務科 Medical Division	教育科 Education Division	社會服務科 Community Services Division	行政總部 Administration Headquarters
電腦支援數目 Number of Personal Computers Supported	313	221	2,274	559
資訊科技伺服器支援數目 Number of IT Servers Supported	25	-	6	36
網絡及互聯網絡服務支援數目 Number of Local Area Networks and Internet Services Supported	13	-	2	3

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處管理的網絡及互聯網服務。
The network and internet services which are not directly administered by the Information Technology Branch have been excluded.

電腦支援數目
Number of Personal Computers Supported

221 7%
313 9%
559 17%
2,274 67%

合計 Total：3,367

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

25 37%
6 9%
36 54%

合計 Total：67

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

3 17%
2 11%
13 72%

合計 Total：18

■ 醫務科 Medical Division
■ 教育科 Education Division
■ 社會服務科 Community Services Division
■ 行政總部 Administration Headquarters
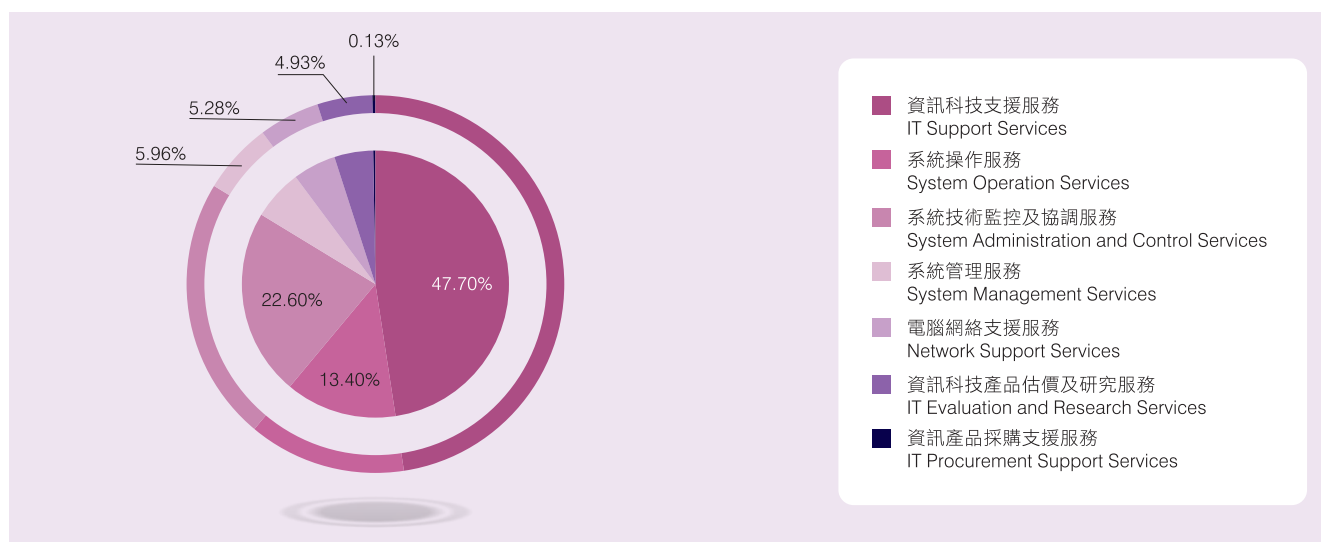
資訊科技處的運作統計資料
Operation Statistics of the Information Technology Branch

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	2,139
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	228
平均每日經資訊科技處理的電郵數目 Number of emails daily processed through the Information Technology Branch	22,833
平均每日經資訊科技過濾的垃圾郵件及電腦病毒數目 Number of spam mails and viruses daily filtered through the Information Technology Branch	5,004
全年平均系統可用性百分比 Average percentage in system availability per annum	99.99%

二〇一四／二〇一五年度資訊系統操作及支援服務
IT System Operation and Support Services in the Year 2014/2015

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

二〇一四／二〇一五年度應用系統及互聯網網站的使用
Usage of Application Systems and Websites in the Year 2014/2015

	醫務科及相關服務單位 Medical Division and Related Service Centres	教育科及相關服務單位 Education Division and Related Service Centres	社會服務科及相關服務單位 Community Services Division and Related Service Centres	其他科/處 Other Divisions/ Branches	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 Information System	●	●	●	●	
員工休假系統 Staff Leave Information System	●	●	●	●	
僱主稅務申報及自動轉帳系統 Employer Tax Return and Autopay 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 (eSupport System)				●	●
嘉賓名單資訊系統 Guest List Information System				●	

	醫務科及相關服務單位 Medical Division and Related Service Centres	教育科及相關服務單位 Education Division and Related Service Centres	社會服務科及相關服務單位 Community Services Division and Related Service Centres	其他科/處 Other Divisions/Branches	公眾服務 Services for the Public
中醫醫療資訊系統 Chinese Medicine Clinical Information System	●				●
殯儀資訊系統 Funeral Parlour Information System			●		●
東華三院綜合診斷及醫療中心資訊系統 TWGHs Integrated Diagnostic and Medical Centre Information System	●				●
女士健康普查醫療資訊系統 Well-women Clinic Information System	●				●
捐贈記錄資訊系統 Donation Record Information System				●	●
中央固定資產資訊系統 Centralized Fixed Asset Registration Information System	●	●	●	●	
牙齒保健資訊系統 Dental Clinic Information System	●				●
東華三院內聯網 TWGHs Corporate Intranet System	●	●	●	●	
安老院舍管理系統 Elderly Home One-stop Management Information System			●		●
電腦掃描中心資訊系統 Computerized Tomography Imaging Centre Information System	●				●
中醫普通科門診自助登記系統 Smart Queuing System for Chinese Medicine General Outpatient Clinic	●				●
東華三院網上假期系統 TWGHs e-Leave System	●	●	●	●	
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 Clinic	●				●
東華三院電子考績報告系統 TWGHs e-Appraisal System	●	●	●	●	
中醫流動車門診服務系統 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 App					●
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 (RIS/PACS)	●				●
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				●	
收據系統 Receipt Issuing 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 TWGHs Museum Collection Management System				●	
「好當家」家居服務流動應用程式 Versatile Home Services Mobile Application			●		●