

資訊科技

Information Technology



推行資訊科技方案

Implementation of Information Technology Solutions

深化推行東華三院「中央電子教育系統」發展計劃

於2015/2016及2016/2017學年，資訊科技處分別為東華三院屬下18間中學及6間小學落實東華三院「中央電子教育系統」先導計劃。在2017/2018年度，該處繼續協助教育科推行這為期3年的系統發展計劃，並為其餘7間小學實行此系統的先導計劃。現時，所有東華三院屬下中學均可利用該系統整合香港中學教育文憑試的成績數據，以作數據分析之用。透過此系統，本院教育科及各中學能即時掌握寶貴的資訊，從而作更好的資源規劃和學校管理，有利提升教學質素及校本自我評檢。該處亦支援教育科進行其他工作，包括學校每月報表編製、香港中學教育文憑試與模擬考試的成績預測分析、本地大學聯合招生結果及畢業生去向分析、香港學科測驗分析、全港性系統評估分析及評核質素保證平台的數據。根據這些分析結果，東華三院和學校可以有效地回顧過去的學術表現，經進一步的分析及評估，即可適時地改善現行的教學政策。

Deeper Implementation of TWGHs Central Education Electronic System (CEES) Development Project

Upon successful implementation of the Pilot Scheme for the TWGHs CEES in the academic years of 2015/2016 and 2016/2017 for a total of 18 TWGHs secondary schools and 6 TWGHs primary schools respectively, the Information Technology Branch continued to assist the Education Division in implementing this 3-year CEES development project and launching the Pilot Scheme in the remaining 7 TWGHs primary schools in the 2017/2018 academic year. All TWGHs secondary schools can now make use of the CEES to consolidate the results of Hong Kong Diploma of Secondary Education (DSE) examinations for data analytics. This valuable information is accessible to the Education Division and the schools for conducting timely performance analysis to facilitate continuous resources planning and school management enhancement, thereby promoting effective teaching and school self-assessment. The Branch also supported the Education Division to execute other tasks, including development of monthly school reports, analysis and projection of DSE and mock examination results, analysis of the Joint University Programmes Admissions System results and graduate prospects, analysis of the results of Hong Kong Attainment Test and Territory-wide System Assessment, and Assessment Quality Assurance Platform. Based on the analytical results, TWGHs and the schools can review academic performance and conduct further analysis and assessment to improve current policies in a timely and effective manner.

推出線上服務以便利市民訂購中藥保健產品

為方便市民訂購東華三院的中藥保健產品，該處透過東華三院流動應用程式及東華三院機構網站，開辦新的線上訂購服務，市民可通過電子付款訂購中藥保健產品。這項網上服務不單為工作繁忙的人士提供一個輕鬆購物的途徑，亦簡化了東華三院的訂單處理和運作流程。



Developing On-line Service for Purchase of TWGHs Chinese Medicine and Health Products

To provide added convenience for the general public to order TWGHs Chinese medicine and health products, the Branch has developed a new online service through the TWGHs Corporate Mobile Application and TWGHs Corporate Website to facilitate electronic payment for online purchases. The newly-launched online service not only provides a convenient means of purchase for people running a hectic work schedule, but has also streamlined TWGHs' order processing and operation workflows.

市民可透過東華三院流動應用程式，於線上瀏覽產品及下單選購。
The new online service makes product selection and order placement easy for the general public via TWGHs Corporate Mobile Application.

建立廣華醫院善緣資訊站

因廣華醫院第一期重建工程展開，原本存放於醫院內的紀念碑記、標牌、瓷相和銅像需要隨之拆除。另外，所有醫院內之銘謝及命名權亦會在單位調遷或建築物拆卸時完結。為方便市民日後重溫及搜尋善長的資料，資訊科技處聯同醫務科於廣華醫院設置電子資訊站，內設大型投射設施，以供市民搜尋及觀看180多件銘謝物品的原貌。廣華醫院的大事年表和珍貴相片亦於資訊站內展示，藉此向每位支持東華三院和廣華醫院的善長致以衷心謝意。資訊站已於2017年6月開放予公眾使用。

開發家居服務資訊系統及提升「好當家」家居服務流動應用程式

資訊科技處開發的家居服務資訊系統，旨在支援本院的社會企業所提供的各式家居服務。這系統能有效地管理其客戶、服務員、服務預約及紀錄等資料，社會企業可活用這些資料來支援服務員配對、處理便利店收款、計算員工薪金、收入記帳等工作，從而提升前台服務以至收入管理的運作效益。東華三院大角咀麥太和東華三院好當家（沙田）這兩間社會企業已於2018年初起採用這個系統。

隨著「家居服務資訊系統」的成功開發及運用，原有的「好當家」流動應用程式亦作出相應的系統提升，以配合新的後台系統，而強化後的後台系統可以支援更多的新功能。iOS和Android版本的流動應用程式亦予以更新，並在Apple和Google平台上供市民下載使用。

Establishment of Information Kiosk for Kwong Wah Hospital Donors

With Phase 1 of the Kwong Wah Hospital redevelopment project now in progress, all the memorial plaques, acknowledgement items, porcelain portraits and bronze statues in the Hospital have been removed correspondently. All the acknowledgement and naming rights will also come to an end upon relocation of the service centres in the Hospital or demolition of the Hospital building itself. To facilitate the general public to access and search for donors' information, the Information Technology Branch joined hands with the Medical Division to set up an electronic information kiosk at Kwong Wah Hospital where the images of over 180 acknowledgement items can be located and projected through a large projector. The Kiosk also shows the timeline of Kwong Wah Hospital's major milestones and precious photos to commemorate the contributions of the Hospital's respectable donors. The Kiosk was open to the public in June 2017.

Development of Home Services Information System and Redevelopment of the Versatile Home Services Mobile Application

The Home Services Information System, an in-house development by the Information Technology Branch to support TWGHs social enterprises' various home services operations. The System provides core information management capabilities on information in relation to clients, helpers and service booking and records. It allows the social enterprises to make good use of the concerned data to support helpers matching, payment processing in convenience stores, staff salary calculations and service income accounting, so as to improve the operational efficiency of different functions ranging from frontline operations to backend income management. The System was adopted for implementation in 2 social enterprises, TWGHs Tai Kok Tsui Mrs Mc and TWGHs Versatile Care Services (Shatin), in early 2018.

After the successful development and use of the "Home Services Information System", the original mobile application of "Versatile Home Services" was correspondently redeveloped to integrate with the newly enhanced backend system to support the expected addition of new features. The iOS and Android versions of the mobile application have been updated and are available for download by the public from the Apple and Google app stores.

Enhancement of Information Technology Systems and Infrastructure Facilities

探索先進創新的數碼醫療方案和醫療資訊技術

為配合醫院及臨床服務的策略性發展，資訊科技處致力研究先進創新的數碼醫療方案及技術，以可行性及適用性為前提及「智能醫院」的願景為目標，為廣華醫院重建項目和中醫住院服務研發數碼系統。現階段正評估與是次系統開發相關的方案，如物聯網、生物識別技術和機器人應用技術等，並將進一步進行概念驗證及技術研究。

此外，為促進東華三院與其他合作伙伴的聯繫，特別是與中國內地的醫院進行中醫藥知識的交流，該處設置了一套與東華三院中醫醫療資訊系統相連的視像會議平台，並於2017年6月通過這平台，與無錫市中醫院進行了第1次試驗性的遙距視像醫療會診工作。

廣華醫院重建計劃第一個過渡期的資訊科技基建規劃

為配合廣華醫院重建計劃，資訊科技處協助醫務科策劃及設計廣華醫院第一期過渡期重建項目的資訊科技網絡基建配置，就新醫院大樓的網絡管道及資訊科技設施，提供專業意見予醫院及相關的項目顧問，使廣華醫院能在過渡期間繼續為市民提供優質的醫療服務。

優化東華三院中醫醫療資訊系統，擴展中醫輪候管理顯示系統服務範圍

為協助東華三院李恩李鑒麟父子中央煎藥中心有效地處理來自東華三院各中醫診所的藥包訂單，以及市民購買中醫保健湯包的網上訂單，資訊科技處優化了東華三院中醫醫療資訊系統，使中央煎藥中心可以更完善地管理藥物庫存，並能夠準確地按訂單預備和派發藥品和湯包。有關的優化措施已於2017年年底完成。

此外，為使病人準時應診，資訊科技處亦開發「中醫輪候管理顯示系統（專科門診）」手機短訊程式，發放預約時間提示短訊，提醒病人準時應診。這個中醫輪候管理顯示系統的服務範圍包括東華醫院—香港大學中醫藥臨床教研中心（鶴堅士樓）、東華三院黃大仙醫院—香港浸會大學王李名珍中醫藥臨床研究服務中心及東華東院—香港理工大學王澤森中醫藥臨床研究服務中心。此系統已於2017年6月擴展至東華三院中醫診所（荔枝角）。

優化東華三院醫療保健資訊系統

東華三院於2016/2017年度成立內視鏡中心後，積極完善現有的東華三院醫療保健資訊系統（內視鏡中心），把內視鏡中心和婦女健康普查醫療資訊系統進一步優化，並整合至東華三院綜合診斷及醫療中心平台，組成一個

Exploring Advanced and Innovative Digital Healthcare Solutions and Information Technologies for Medical Services

To align with the strategic development of upcoming hospital and clinical services, the Branch has been exploring advanced and innovative digital healthcare solutions and technologies. Subject to the assessment of viability and applicability and guided by a vision for "Smart Hospital", the Branch kicked off to explore the digital system in support of the redevelopment of the Kwong Wah Hospital and Chinese medicine inpatient services system. Shortlisted solutions related to Internet-of-Things, biometric and robotic application technologies were evaluated for further proof-of-concept study.

In addition, the Branch has set up a video-conferencing platform with seamless connections to the TWGHs Chinese Medicine Clinical Information System (CMCIS) to facilitate telemedicine activities between TWGHs and other hospitals, especially those in the Mainland, for sharing knowledge of Chinese medicine. The System was first tried out in June 2017 in a joint consultation with Wuxi Traditional Chinese Medicine Hospital.

IT Infrastructure Plan for Phase 1 Interim Project of Kwong Wah Hospital Redevelopment

In line with the redevelopment of Kwong Wah Hospital, the Branch assisted the Medical Division in planning and designing the IT network infrastructure and configurations for Phase 1 Interim project of the Redevelopment. Professional advice on IT trunking and facilities was given to the Hospital and relevant project consultants, so as to maintain high quality services to the general public during the transition.

Enhancing TWGHs CMCIS and Expanding Service Coverage of TWGHs Smart Queuing and Display System (SQDS)

To support TWGHs Lee Yen & Lee Yuk Lun, JP, Father & Son Centralised Decoction Centre in managing online orders for pre-packed drugs from TWGHs Chinese medicine clinics, and herbal soup pack orders from the general public, the Branch has enhanced the TWGHs CMCIS with new functional modules to support inventory and delivery workflows and operations. The enhancement of the Project was completed in late 2017.

Furthermore, to ensure timely arrival of patients at the clinic according to their appointment times, an online message programme to send appointment alerts through SMS to the patients was developed and incorporated into the SQDS of Chinese Medicine Specialist Outpatient Clinic. This system was implemented at the Tung Wah Hospital – The University of Hong Kong Clinical Centre for Teaching and Research in Chinese Medicine (Hawkins Wing), TWGHs Wong Tai Sin Hospital – Hong Kong Baptist University Sophia Wang Chinese Medicine Clinical Research and Services Centre, and Tung Wah Eastern Hospital – The Hong Kong Polytechnic University Wilson T.S. Wang Chinese Medicine Clinical Research and Services Centre. The service was also expanded to TWGHs Chinese Medicine Clinic (Lai Chi Kok) in June 2017.

Enhancing TWGHs Healthcare Information System (HIS)

After the establishment of TWGHs Endoscopy Centre in 2016/2017, the existing Healthcare Information System (HIS) for endoscopy service and Well-women Clinic Information System were further enhanced and integrated into TWGHs Integrated Diagnostic and Medical Centre, forming an integrated corporate-wide HIS platform. The development facilitates TWGHs' strategic IT development of interoperability between internal and external information systems, including connectivity to

綜合的醫療保健資訊系統，同時促進內外資訊連結，其中包括與香港特區政府電子健康紀錄系統連接，使東華三院掌握更全面的資訊，從而提升健康普查、診斷及治療服務的效益。

優化安老院舍管理系統及加強復康中心技術支援

該處獲社會福利發展基金資助，於2016年第4季為安老院舍管理系統開發新的「個人零用金」功能，協助長者記錄宿費及零用支出，預計於2018年年底推出。另外，該處亦運用董事局的撥款，為東華三院超過40所康復服務單位開發全方位顧客資訊服務平台，包括日間活動中心、綜合職業復康服務中心及工場、殘疾人士社區支援服務中心、社區復康服務中心、嚴重智障人士宿舍等。有關項目將於2018/2019年度完成。

此外，資訊科技處亦協助東華三院賽馬會復康中心建設虛擬實景系統（CAVE），透過虛擬景象為殘疾人士提供更有效的訓練和提升其生活質素。

強化資訊科技基建以支援東華三院服務發展需要

資訊科技處於2017年9月建立了一個全面的中醫醫療資訊系統都會網絡，使東華三院屬下中醫藥中心能通過安全穩健的網絡連接中央資訊系統。另外，為了提供穩定及具成本效益的資訊科技服務予各醫療服務中心及東華三院行政總部，資訊科技處還更換了一些過時的資訊科技硬件和網絡設施。

除了醫療服務外，該處亦向東華三院各中小學提供多項資訊科技諮詢服務，例如就東華三院馬錦燦紀念小學重置計劃提供資訊科技的技術支援和意見。此外，該處按教育局在資訊科技教育策略中提出加強學校無線網絡基礎設施的建議，協助加強學校的無線網絡基建（WiFi900計劃）。

該處為社會服務科提供開發物流及供應鏈管理應用技術方面的技術建議及協助，協助開發智慧物聯網基建及大數據分析等解決方案。

資訊科技處除了自行發展內部項目，同時亦為不少外判資訊科技相關項目提供專業意見及技術支援。今年，該處分別參與開發有關兒童住宿照顧服務的系統，支援兒童之家和寄養服務；亦為東華三院樂群地區支援中心開發一站式服務系統，以支援其為傷殘人士所提供的服務。

資訊科技處更協助優化內部開發的「東華三院文物館館藏管理系統」網站，方便通過外部網站搜尋文物館的館藏資訊。

the Electronic Health Record Sharing System (eHRSS) by the HKSAR Government for an exchange of patient information, giving TWGHs access to comprehensive information so as to improve the service efficacy of screenings, diagnostics and medical service.

Enhancing the Elderly Home One-stop Management Electronic System (eHOMES) and IT Support for Rehabilitation Complex

With the support of Social Welfare Development Fund, the Branch kicked off the enhancement work for the existing eHOMES in the fourth quarter of 2016, adding a new Personal Money Module feature to record elderly residents' residential fees and expenses. The enhanced system is expected to be launched in late 2018. With the support of Board funding, the Branch also embarked on the development of major support functions featuring an all-round clientele information service platform for over 40 TWGHs rehabilitation services units, including day activity centres, integrated vocational rehabilitation services centres and workshops, community support services for disabled persons, community rehabilitation services and hostels for the severely mentally handicapped persons. The Project has been scheduled for completion in 2018/2019.

In addition, the Branch assisted the TWGHs Jockey Club Rehabilitation Complex to set up a virtual reality CAVE system, adapting immersive virtual reality images to strengthen the training effectiveness and enhance the quality of life for people with disabilities.

Strengthening IT Infrastructure to Support TWGHs Service Development

In September 2017, the Branch established a corporate-wide metropolitan area network connected to central CMCIS services, making it possible for TWGHs Chinese medicine centres to link up with the central platform through a secure and robust IT network. In order to deliver stable and cost-effective IT services for medical service centres and TWGHs Administration Headquarters, some obsolete IT hardware and network facilities were replaced.

Apart from the medical services, the Branch also provided TWGHs secondary and primary schools with various IT consultative services, for example, IT technical assistance and advice on TWGHs Ma Kam Chan Memorial Primary School Reprovisioning Project. Besides, the Branch has provided TWGHs secondary and primary schools with IT consultative services on WiFi infrastructure (WiFi 900 programme) in response to the Education Bureau's strategy in IT in education.

The Branch also provided IT technical advice and support to the Community Services Division for the development of Smart IoT Infrastructure and Technologies and Big Data Analytics solutions by the Hong Kong R&D Centre for Logistics and Supply Chain Management (LSCM) at various service centres.

Apart from in-house project development, the Branch has also provided professional advice and technical assistance for various outsourced IT-related projects. This year, the Branch has been involved in the development of systems for residential child care services to support the management of small group homes and foster their care services, and for TWGHs Lok Kwan District Support Centre to support the operation of one-stop services to people with disabilities.

The Branch also helped to enhance the in-house developed "TWGHs Museum Collection Management System" to ease the search of corresponding data through external websites.

「2017年度叱咤樂壇流行榜頒獎典禮」慈善門券網上義賣

資訊科技處優化了舊有的網上銷售系統，通過網上平台售賣「2017年度叱咤樂壇流行榜頒獎典禮」慈善門券。鑑於去年反應熱烈，該處加強了平台系統以應付龐大流量，使超過2,000張慈善門券順利出售，並提升了用戶體驗和電子付款保安技術。

更新人事資訊站

人力資源處於本年度更新了設置於該處的人事資訊站及電子告示板系統，而資訊科技處就是次更新提供專業意見和技術支援，而新的人事資訊站和電子告示板系統已於2017年6月投入服務。此外，該處亦為人事一線通電話查詢熱線（互動語音系統）的優化工程提供專業支援，優化後的系統已於2017年8月開放予所有員工使用。

加強資訊科技保安及行政總部的會議設施

為加強資訊科技保安，防止黑客入侵及堵塞因互聯網接入而可能出現的安全漏洞，資訊科技處於2017年10月對行政總部防火牆系統的基礎設施進行了技術性檢討。該處亦對東華三院的其中一個網站進行安全檢測評估。

為提高會議資料的展示效果，資訊科技處於2017年9月為行政總部會議室開發及安裝了一套無線連接平板電腦的技術方案，讓與會者可透過平板電腦參閱相關的會議內容。

評估建立東華三院檔案共享平台的可行性

為加強東華三院的內部文件分享和溝通效益，資訊科技處評估了檔案共享平台技術的可行性，在比較市場上已有的分享平台及進行多次內部測試後，推薦採用谷歌非營利版雲端智慧應用程式平台 Google G Suite，並獲得管理層批准。該處將分階段在各科／處／辦公室及服務單位推出有關服務。

Online Charity Ticket Sales of “Ultimate Song Chart Award Presentation 2017”

Charity sales of “Ultimate Song Chart Awards Presentation 2017” tickets were conducted through an online ticketing system developed by the Information Technology Branch. In view of the high demand for tickets last year, the transaction platform had been enhanced to handle an expected surge of traffic through a secure payment gateway, creating better user experiences. Over 2,000 charity tickets were sold out without a hitch.

Revamping Human Resources Information Kiosk

The Human Resources Branch upgraded the Human Resources Information Kiosk and Digital Signage System at its reception lounge. The revamp project was supported by the Information Technology Branch, which provided professional advice and technical support leading to the successful launch of the Kiosk and the System in June 2017. The Branch also provided professional assistance for the enhancement of Human Resources Link Interactive Voice Response System, which was launched and made accessible to all staff members in August 2017.

Strengthening IT Security Control and Conference Facilities of the Administration Headquarters

To strengthen IT security control against hacker intrusion or possible security breaches arising from Internet access, the Branch conducted a technical review on the current firewall system of the Administration Headquarters in October 2017. The Branch also conducted a security risk assessment for one of the Group's websites.

To enhance the visual effects of presentations in meetings, a wireless display solution was developed and installed in the Conference Room of the Administration Headquarters in September 2017, enabling meeting attendees to review presentation materials on their tablets.

Assessing Technical Feasibility of TWGHs Corporate File Sharing Platform

In order to enhance the effectiveness of TWGHs internal document sharing and communications, the Branch had conducted a technical feasibility study on establishing a corporate-wide corporate file sharing platform. After a comparison of different solutions available in the market and a series of internal tests, the non-profit cloud services of Google G Suite were recommended and approved. The services will be implemented in phases at different Divisions, Branches, Office and service centres.

檢討東華三院資訊科技應用系統災難復原計劃及所需的服務

為確保本院現有資訊科技應用系統的災難復原計劃的效能，資訊科技處於2017年10月為相關應用系統進行年度演習。由於現時的服务供應商服務合約將於2018年初完結，該處正積極檢視資訊技術硬件和軟件的最新發展以及相關的服務條款，以重新擬定新服務合約的條款和規格，並尋找有能力的服務供應商為本院提供適切的系統災難復原設施和服務。

檢討現行個人資料保密和互聯網安全指引

資訊科技處定期進行資訊科技安全風險評估，檢視現行個人資料保密和互聯網安全指引，包括國際標準認證的措施、最新的資訊科技保密措施，以及相關法例如個人資料（私隱）（修訂）條文（第486章）和電子健康紀錄互通系統條例（第625章）等。該處已修訂現行的安全指引及通報員工，確保他們了解資訊科技安全的重要性及相關指引，從而適當地保護本院的機密資料。

Revisiting IT Services Needed for TWGHs Disaster Recovery Plan and Drill

To ensure the continued validity of the current TWGHs Disaster Recovery Plan (DRP), the Branch conducted an annual DRP drill for specific critical application systems in October 2017. As the current DRP service contract will expire in early 2018, the Branch has been reviewing the overall demand for IT services, taking into account current changes and development of IT hardware and software infrastructure, as well as the related service terms and the criticality of the current IT application systems in TWGHs. The review will help the Branch in preparing specifications for new service contracts and appointing a capable contractor to provide proper and adequate IT facilities for the DRP in TWGHs.

Reviewing Current Guidelines on Information and Personal Data Confidentiality and IT System and Internet Security

Following a regular practice, the Branch conducted risk assessment on IT security by reviewing the current Guidelines on Information and Personal Data Confidentiality and IT System and Internet Security to ensure that they are valid and up-to-date. The review covered ISO initiatives, the latest IT security measures, and related ordinances and laws, such as Personal Data (Privacy) (Amendment) Ordinance (Cap. 486) and Electronic Health Record Sharing System Ordinance (Cap. 625). The reviewed and updated guidelines were then communicated by the Branch to staff members so that they would be well aware of the importance of IT security and contribute to the proper protection of TWGHs' confidential information.

2017/2018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 2017/2018

	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	351	348	2,451	627
資訊科技伺服器支援數目 Number of IT Servers Supported	30	-	8	44
網絡及互聯網服務支援數目 Number of Local Area Networks and Internet Services Supported	16	-	2	1

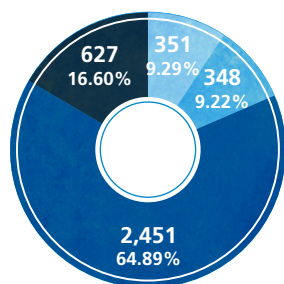
不包括置於中、小學及東華學院作教學用途的電腦及網絡。

All computers and IT networks installed at the 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服務。

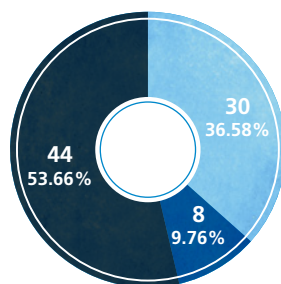
The network and internet services which are not directly administered by the Information Technology Branch are excluded.

電腦支援數目 Number of Personal Computers Supported



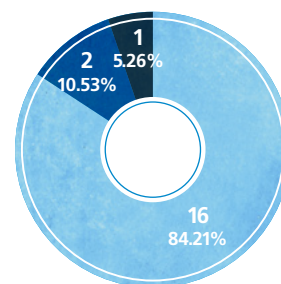
合計 Total: 3,777 sets

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



合計 Total: 82 sets

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



合計 Total: 19 sets

● 醫務科
Medical Division

● 教育科
Education Division

● 社會服務科
Community Services Division

● 行政總部
Administration Headquarters

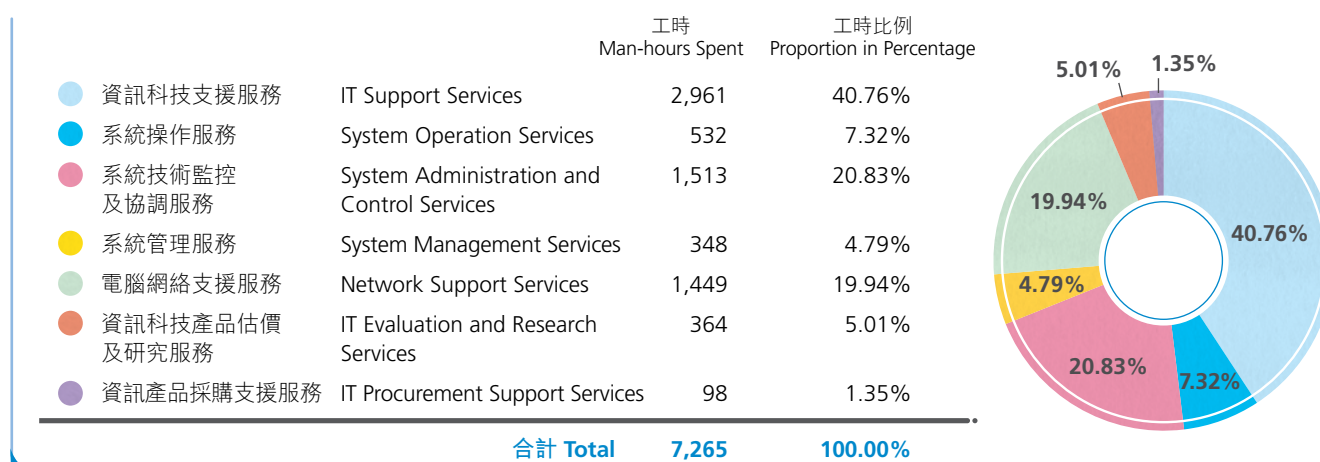
資訊科技處的運作統計資料

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	2,332
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	204
平均每日經資訊科技處處理的電郵數目 Number of emails daily processed through the Information Technology Branch	70,039
平均每日經資訊科技處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	10,687
全年平均系統可用性百分比 Average percentage in system availability per annum	99.99%

2017/2018年度資訊系統操作及支援服務

IT System Operation and Support Services in the Year of 2017/2018



2017/2018年度應用系統及互聯網網站使用

Usage of Application Systems and Internet Websites in the Year 2017/2018

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 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/辦公室 Other Divisions/Branches/Offices	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 (eSupport System))				•	•
嘉賓名單資訊系統 Guest List Information System				•	
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)	•				•
女士健康普查醫療資訊系統 Well-women Clinic 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 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 /辦公室 Other Divisions/ Branches/ Offices	公眾 服務 Services for the Public
捐贈紀錄資訊系統 Donation Record Information System				•	•
中央固定資產資訊系統 Centralised Fixed Asset Registration 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 Electronic System			•		•
電腦掃描中心資訊系統 Computerised 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 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 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 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（專科門診） TWGHs Smart Queuing and Display System for Chinese Medicine (Specialist Outpatient Clinic)	•				•
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		•			
東華三院醫療保健資訊系統（內視鏡中心） TWGHs Healthcare Information System (Endoscopy Centre)	•				•
「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			•		•