



資訊科技

Information Technology



推行資訊科技方案

Implementation of Information Technology Solutions

推出東華三院安老院舍管理系統的「院友個人零用金」新功能

在社會福利發展基金的資助下，該處為東華三院安老院舍管理系統開發及建立新的「院友個人零用金」功能，以支援院舍運用電腦系統記錄及管理院友的財務開支，減少用於記錄資料的人力資源，以便護理員能夠專注提供優質服務。新功能記錄院友的個人消費、使用自動轉賬繳付的院費和雜費及日用品倉存等資訊，為院舍和財務及採購科提供全面的資料，以有系統地追蹤院友的開支及繳費狀況，並適時發出繳款通知提醒院友繳付費用。該功能已於2018年第四季推出。

推出東華三院流動應用程式內的網上預約中醫診療服務新功能

為便利市民預約中醫診療服務，該處在東華三院流動應用程式上加入嶄新的網上預約功能，讓市民隨時隨地利用該流動應用程式，預約已在東華三院中醫醫療資訊系統登記的東華三院中醫藥臨床研究服務中心的服務，節省致電或排隊輪候服務的時間。新功能支援實時登記、更改及取消預約等功能，為市民提供更靈活的預約服務，並提升診療中心的服務效益。該功能已於2019年2月正式推出。

Implementation of the New “Personal Money Module” of TWGHs Elderly Home One-stop Management Electronic System (eHOMES)

With the support of Social Welfare Development Fund, the Branch enhanced the existing eHOMES with a new “Personal Money Module” to facilitate the residential homes for the elderly to manage and record individual expenses by computerisation, so as to minimise manual work to allow the care givers to focus on providing quality service. The enhancement recorded individual expenses, autopay for residential fee and sundry expenses as well as consumable inventory, etc, enabling the residential homes and the Finance and Supplies Division to get holistic information about the elderly residents’ transactions for systematic tracking of residents’ expenses and payments, and to generate proper reminders to the elderly residents for fee collection. The Module has been launched in the fourth quarter of 2018.

Launch of Online Booking System for TWGHs Chinese Medicine Consultation Service on TWGHs Corporate Mobile Application

To provide added convenience for the public to reserve Chinese medicine consultation service, the Branch developed an online booking system on TWGHs Corporate Mobile Application (the App), facilitating the public to make appointment for Chinese medicine consultation at TWGHs Chinese medicine centres registered under TWGHs Chinese Medicine Clinical Information System (CMCIS). The System helps to minimise the time spent on calling or queuing up for services and support real time reservation, amendment and cancellation, offering higher flexibility to the public, and at the same time enhancing the effectiveness of the services provided by the Centres. The booking system was officially launched in February 2019.

開發東華三院長者中心流動應用程式

資訊科技處為本院屬下的長者中心開發流動應用程式，旨在記錄長者地區中心、長者鄰舍中心及長者中心的長者的生命跡象數據。該流動應用程式連接中心設置的測量儀器和會員智能卡，配備一個簡易的介面，讓長者自行測量血壓、體溫、血含氧量及體重等生命跡象數據。系統亦會透過藍芽裝置即時記錄有關數據於長者中心會員資訊系統的個人檔案內，讓長者可通過其個人流動裝置，隨時翻查過往的檢測紀錄。該程式亦具備警示功能，當有關讀數超標時會向長者發出提示，必要時更會向當值的職員發出警報。該程式的裝置及用戶培訓已於2019年第一季完成，並將於2019年第二季推出。

開展社會福利發展基金資助的項目

資訊科技處成功申請社會福利發展基金撥款資助5個新項目，下列3個項目已於2018年5月開展，另外兩個項目則會於2019年內啟動。

項目1：為人力資源資訊系統開發新前線平台

為加強前線主管與行政總部同事間的協作，資訊科技處將於人力資源系統中加入前線平台。該平台支援即時資料存取及發布，有助提升溝通及資料傳遞的效率。該平台的操作模式將成為開發其他資訊發布系統的參考。

項目2：建構工作流程自動化平台

為了提升工作效率及支持綠色工作間，資訊科技處開發了工作流程自動化平台，以數碼技術支援各級員工遞交各式文件或申請的上下行審核程序，並加入預設審批權限、待辦索引及提示功能，以協助員工適時及有系統地處理工作。該平台更配備組織架構及審批流程圖像以顯示審批狀態，便利員工追蹤及跟進各項工作。

項目3：數據可視化平台

為支援管理層制定策略性的規劃，資訊科技處開發了一個數據圖像化平台，支援實時互動儀錶板，可追蹤最新數據動態及進行即時分析等，並以圖像顯示分析結果。本院社會服務科將率先採用該平台，進行財務及人力資源分析和規劃。

Development of Mobile Application for TWGHs Elderly Centres

A mobile application (the App) has been developed by the Branch to record vital signs data of the elders in District Elderly Community Centres, Neighbourhood Elderly Centres, and Centre for the Elderly of the Group. The App is connected to the measuring equipment and members' smart card and provides a user-friendly interface for elders to measure vital signs data including blood pressure, body temperature, oxygen saturation level, weight and so on. Through bluetooth devices, the App records the data in elder's personal profile at the Information System for Elderly Centres, enabling the elders to access their past records through mobile devices at any time. The App also comes with a built-in alarm function, as a reminder will be sent to elders if their readings exceed standard range and an alert will be sent to corresponding staff as well if necessary. System implementation and user training of the App were completed in the first quarter of 2019. The App will be launched in the second quarter of 2019.

Implementation of New Projects Funded by Social Welfare Development Fund

The Branch has successfully applied for funding from the Social Welfare Development Fund to support 5 new projects, 3 of which listed below started in May 2018 and the other 2 will commence in 2019.

Project 1: Development of New Frontline Platform for Human Resources Information System

To strengthen the collaboration between frontline supervisors and colleagues at the Administration Headquarters, the Branch is developing a new Frontline Platform for the Human Resources Information System. The Platform supports immediate data access and announcement to enhance the efficiency of communication and information transfers. The operation model of the platform will be the reference for development of other information announcement systems.

Project 2: Establishment of Workflow Automation Platform

To improve work effectiveness and embrace a green workplace, the Branch developed a Workflow Automation Platform to support staff members at all levels to submit documents or applications for upward or downward approvals through digital means. The Platform is equipped with pre-set approval rights, to-do-list and reminder functions to assist staff members to handle their works in a timely and organised manner. The Platform also comes with an organisation chart and graphical workflow diagram to indicate the approval status for staff members' easy monitoring and follow-up.

Project 3: Data Visualisation Platform

To support strategic planning by the Management, the Branch deploys a Data Visualisation Platform which supports real time interactive dashboards, latest information tracking and immediate data analysis functions, and will display the analysis results through graphics. The Community Services Division of the Group will be the first Division to utilise the Platform for financial and human resources analysis and planning.

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

優化內部行政系統

該處一直致力提升內部系統，以支援本院的管理工作。本年度，該處優化了財務會計系統及人力資源系統，以支援免費優質幼稚園教育計劃的財務安排。另外，團隊更於財務會計系統中加入信用卡支出及行政總部報銷零用現金的模組，以提升財務會計系統的效能及會計工作的效率。此外，該處亦於人力資源系統中加入兼職員工薪酬支付介面，以加強與其他系統的連繫和優化運作流程。

Enhancement of Internal Administration Systems

The Branch has kept on enhancing the internal systems to support the Group's management work. This year, the Branch upgraded the Financial Accounting System and the Human Resources Information System to support the financial arrangement of the Free Quality Kindergarten Education Scheme. A credit card expenditure module and a petty cash reimbursement module for the Headquarters have been developed to enhance the effectiveness of the Financial Accounting System and the efficiency of accounting work. Meanwhile, an interface for part-time staff payroll payment has been added to the Human Resources Information System to enhance connection with other systems and to streamline operation flow.

優化電子採購系統

電子採購系統已轉移至全新的電腦伺服器，並添加新的供應商註冊模組及預先內置的保安措施，以加強採購流程的管理，並確保能更有效防禦外來攻擊。

優化東華三院機構網站

該處管理本院網站的支付網關、基礎設施和網絡保安，以及就個別服務及計劃開發網上平台。

本年度由該處開發及提供支援的項目如下：

- 網上票務 / 捐款平台：《偶然·徐志摩》舞台劇慈善首演場、東華三院萬聖節反轉樂園慈善跑、金光燦爛徐小鳳演唱會2018、叱咤樂壇流行榜頒獎典禮及東華三院 Teen Café
- 活動 / 計劃網站：Share Your Love 及東華三院萬聖節反轉樂園慈善跑
- 網上問卷平台：東華三院賣旗日
- 更換東華三院網站的後台伺服器

建立東華三院檔案分享平台

為加強東華三院的內部文件共享和溝通效益，該處於上年度推薦在谷歌非營利版雲端應用程式平台 Google G-suite 下建立本院的分享平台。該分享平台已成功建立，並分階段在科 / 處 / 辦公室 / 學校和服務單位推出。有關平台率先由教育科及東華三院屬下學校和幼稚園於2018年8月開始使用，並於2018年11月推展至行政總部各科 / 處 / 辦公室。該平台將於2019年第二季擴展至東華三院屬下的醫療和社會服務單位，全面支援本院以電子方式共享及存取檔案，提升工作效率。

於行政總部開發電子文件存檔系統的可行性研究

鑑於行政總部的空間有限，該處以節省文件儲存空間及強化文件管理為目標，進行了開發電子文件存檔系統的可行性研究，並於2018年7月進行了一次問卷調查，向各科 / 處 / 辦公室收集對存檔系統設計的意見和需要，及分析調查所得數據以作設計及策劃該系統之用。在管理層支持下，該處與財務及採購科攜手合作，正探索市場上合適的解決方案，期望建立可靠平台以解決現有問題。

為石門的新中醫診所建置資訊科技服務

該處為位於石門的新中醫診所提供資訊科技服務，協助本院醫務科策劃及設計診所內的資訊科技網絡基建設施，並於診所內設置東華三院中醫醫療資訊系統及東華三院中醫輪候管理顯示系統。相關設施的安裝和設定已於2019年1月完成。

為上環百年大樓的新東華三院綜合復康中心建置資訊科技服務

該處為位於上環百年大樓的新東華三院綜合復康中心設置東華三院復康資訊系統及東華三院中醫醫療資訊系統，以支援中心的復康治療服務和中醫診療服務。此外，該處亦提升現有的復康資訊系統的功能，以便利治療師記錄及翻查求診人士的健康評估及診症資訊。

Enhancement of the e-Procurement System

The e-Procurement System has been transferred to a new computer server, and a new online supplier registration module with pre-installed security measures has been added to the System to enhance the management of procurement processes and protect the new module from external attacks.

Enhancement of TWGHs Corporate Website

The Branch manages the payment gateway service, infrastructure and internet security of the Group's Corporate Website, and develops online platforms for specific services and programmes. The programmes listed below are supported by the Branch this year:

- Online Ticket/Donation Platforms: Charity Premiere of "Fortuitousness: Xu Zhimo" Drama Show, TWGHs Halloween Charity Run, Paula Tsui in Concert 2018, Ultimate Song Chart Awards Presentation and TWGHs Teen Café
- Function/Programme Mini-sites: Share Your Love and TWGHs Halloween Charity Run
- Online Questionnaire Platform: TWGHs Flag Day
- Replacement of backend servers of TWGHs Website

Developing TWGHs Corporate File Sharing Platform

In order to enhance the effectiveness of TWGHs' internal document sharing and communications, the Branch recommended the development of a platform under the non-profit cloud services of Google G-Suite in 2017/2018. The Platform has been established and rolled out at Divisions/Branches/Office/schools and service units of the Group by phases. The Platform was deployed to the Education Division as well as TWGHs schools and kindergartens in August 2018, and extended to other Divisions/Branches/Office at the TWGHs Administration Headquarters in November 2018. The Platform will be deployed to medical and community services centres by the second quarter of 2019 to provide comprehensive support for the Group's internal document sharing through electronic means and to enhance work efficiency.

Feasibility Study of Developing Electronic Document Archiving System for TWGHs Administration Headquarters

Given the limited office space in the Administration Headquarters, the Branch conducted a feasibility study in developing an electronic document archiving platform, with an aim of saving physical storage spaces and enhancing document management. A survey by questionnaire was conducted in July 2018 to collect viewpoints and requirements of the Divisions/Branches/Office on the devised system, and to analyse the collected data for platform design and formulation. With the support from the management, the Branch has joined hands with the Finance and Supplies Division to explore suitable solutions available from the market, hoping to establish a reliable platform to resolve the current issues.

Implementing IT Services for the New Chinese Medicine Clinic at Shek Mun

To provide required IT services for the newly established Chinese medicine clinic at Shek Mun, the Branch assisted the Medical Division of the Group to plan and design the required IT network infrastructure, and implemented TWGHs Chinese Medicine Clinical Information System (CMCIS) and TWGHs Smart Queuing and Display System (SQDS) at the Clinic. All related installation and setup works were completed in January 2019.

Installation of IT System for the New TWGHs Integrated Rehabilitation Centre at Centenary Mansion in Sheung Wan

The Branch implemented TWGHs Rehabilitation Information System (RCIS) and TWGHs CMCIS at the new TWGHs Integrated Rehabilitation Centre located at Centenary Mansion in Sheung Wan, so as to enable the Centre to offer rehabilitation services and Chinese medicine consultation services. The Branch also enhanced the current RCIS so that therapists could record and search for patient's assessment results and treatments provided conveniently.

為學校和社會服務單位提供資訊科技基建支援及建議

為配合東華三院教育服務的發展，該處支援東華三院水泉澳小學在美林邨的臨時校舍建設所需的資訊科技網絡基礎設施，並於2018年9月初完成相關工程，讓學校順利開課。該處亦就東華三院中央電子教育系統的持續發展、東華三院皇后山小學新校舍的規劃及網絡基建，以及本院屬校及教育科購買網絡及系統設備的採購規格提供建議及諮詢服務。

此外，該處亦為社會服務科提供資訊科技相關的諮詢建議，以支援社會服務科與物流及供應鏈多元技術研發中心合作，進行物聯網建設及技術應用的研究項目，以配合社會服務單位的營運需要。

擴展東華三院安老院舍管理系統服務範圍至東華三院復康服務

東華三院安老院舍管理系統的應用於2018/2019年度擴展至本院屬下超過40個復康服務單位，包括日間活動中心、綜合職業復康服務中心、殘疾人士社區支援服務中心、社區復康服務中心及嚴重智障人士宿舍等。此外，該處亦針對復康服務單位需要而開發了多項新功能，包括將來自多個院舍、日間服務中心和庇護工場的多個檔案作整合，以支援服務單位可快捷、準確地檢索復康服務使用者的最新紀錄。

為東華三院寰宇殯儀館提供資訊科技服務

資訊科技處為新服務單位—東華三院寰宇殯儀館規劃資訊系統及基礎設施，同時優化現有的殯儀資訊系統，支援跨館預約、匯報及資料收集等服務，以協助新殯儀館順利投入服務，加強3館的協同效益。另外，該處已按新的殯儀館員工薪酬待遇政策，更新系統預設的員工獎勵架構。

為各科／處／辦公室提供資訊科技專業諮詢服務

除了系統開發外，該處亦會就各科／處／辦公室外判資訊科技相關項目的事宜提供專業諮詢服務，包括可行性研究、資金申請、檢視用戶要求及投標文件、服務供應商評估、項目推行及程式開發等。本年度，該處提供專業諮詢服務的項目包括：

- 為東華三院賽馬會復康中心建立體驗式CAVE投影系統，及開發相關立體虛擬實境訓練遊戲
- 在創科生活基金資助下開發頭戴式顯示器適用的立體虛擬實境程式
- 為東華三院樂群地區支援中心開發服務系統
- 為兒童住宿照顧服務開發服務系統
- 重建東華三院煮鑊易網站
- 為Nao及Pepper機械人開發應用程序
- 為短期食物援助計劃開發服務系統
- 重新開發人事一線通互動式語音應答系統
- 為東華三院兩生花花店開發虛擬實境顯示系統「VR DOME」
- 為綜合服務中心開發義工管理系統
- 為東華三院樂軒軒社區精神健康服務開發會員系統
- 為到校學前康復服務提供資訊科技服務
- 為東華三院幼稚園開發網上互動教學系統

Providing IT Network Infrastructure Support and IT Consultative Advice for Schools and Community Service Centres

To support the development of TWGHs education services, the Branch assisted TWGHs Shui Chuen O Primary School to set up required IT network infrastructure and facilities on the temporary campus at Mei Lam Estate. The installation was completed in early September 2018 to facilitate smooth opening of the School. Besides, the Branch provided various IT consultative advice on the on-going development of TWGHs Central Education Electronic System, establishment of IT network infrastructure and services for TWGHs Queen's Hill Primary School new campus and specifications on the procurement of required IT equipment for the Education Division of the Group and TWGHs schools.

Meanwhile, the Branch provided IT technical advice and support for the Community Services Division of the Group to support the Division's collaboration with Logistics and Supply Chain MultiTech R&D Centre Limited in carrying out research projects on the development of smart IoT infrastructure and technologies and its application, so as to cope with the operation needs of social service units.

Extension of TWGHs Elderly Home One-stop Management Electronic System (eHOMES) to TWGHs Rehabilitation Services Centres

The application of eHOMES has been extended to over 40 TWGHs rehabilitation services centres in 2018/2019. These centres include day activity centres, integrated vocational rehabilitation services centres, community support services for persons with disabilities as well as community rehabilitation services and hostels for the severely mentally handicapped persons. In addition, new functions such as consolidation of rehabilitation client profiles from the hostels, day service centres and sheltered workshop have been tailor-made for these rehabilitation centres to enable service units to retrieve up-to-date client profile promptly and accurately.

Provision of IT Services for TWGHs Global Funeral Parlour

The Branch rendered IT support in information system and infrastructure setup to TWGHs Global Funeral Parlour, a new service unit of the Group, and also enhanced functions of the existing Funeral Parlour Information System, including cross-parlour booking, reporting and data collection to support smooth operation of the new parlour as well as achieve synergy effect among the 3 parlours. In addition, the Branch updated the incentive structure in the System according to the new remuneration policy of parlours' staff members.

Provision of IT Professional Consultation Service for Divisions/Branches/Office

Other than system developments, the Branch also provided professional advice and technical assistance for Divisions/Branches/Office of the Group on IT related outsourced projects, including feasibility study, fund application, user requirements and tender specification review, vendor evaluation, project implementation and programme development, and so on. This year, consultation services were offered to projects listed below:

- Set-up of a VR CAVE projection system in TWGHs Jockey Club Rehabilitation Complex and development of related 3D VR training programmes;
- Development of 3D VR programme for head mounted display device under the subvention of Innovation and Technology Fund for Better Living
- Development of operating system for TWGHs Lok Kwan District Support Centre
- Development of operating system for Residential Child Care Service
- Revamp of TWGHs CookEasy Website
- Development of robotic application programmes for Nao and Pepper
- Development of operating system for Short-term Food Assistance Project
- Re-development of the Interactive Voice Response System HR-LINK
- Development of a VR Dome display system for TWGHs Rainto Eco Floral Shop
- Development of a Volunteer Management System for Integrated Services Centre
- Development of a membership system for TWGHs Lok Hong Integrated Community Centre for Mental Wellness
- Provision of IT services for On-site Pre-school Rehabilitation Services
- Development of Online Interactive Teaching System for TWGHs Kindergartens

建立基準資訊科技保安政策

為加強資訊保安的效能，以維持東華三院機密及內部數據的機密性、完整性和可用性，該處編制了《基準資訊科技保安政策》，規範資訊保安方面的基本要求，包括用戶存取權限控制、營運和信息流通安全控制、保安事故處理、外購服務及系統保安管理和業務連續性管理等，以保障本院各科／處／辦公室的資訊系統及數據資產。該政策主要參考 ISO / IEC 27001 : 2013 資訊安全標準和 ISO / IEC 27002 : 2013 作業法規的基本原則和管理範圍而制定。此基準政策為最高級別的指令，各科／處／辦公室須視政策的基本規則為強制性條款，致力遵守。在基準政策的實施下，各科／處／辦公室以不違反該政策的原則，可依照現行營運模式、環境及按管理層的指令，為其部門制定合適的資訊安全條例、程序及指引。《基準資訊科技保安政策》於2018年7月經董事局批准並正式確立。

加強行政總部資訊科技網絡基建設施的資訊安全保護

為保護本院行政總部中央資訊系統的資訊安全，該處強化現有的資訊科技網絡基建設施，並於2018年第四季更換了部分老化的防火牆和網絡設備。新建的企業級新世代防火牆系統配備強化資訊安全保護的效能，包括提供有效的廣域網路連接故障的自動切換功能、高可用性系統保護，以及加強監控數據傳入傳出。此外，該處亦就中央伺服器及數據庫系統的連接，設立了特定存取權限的保護措施，以防止外界攻擊和未經授權的存取，避免出現安全漏洞。該處亦檢測了其他網絡設備，並針對存在安全漏洞的設備進行軟件升級、調整或其他配置。

按ISO/IEC 27001:2013國際標準強化資訊保安管理系統

東華三院在支援本院各科／處／辦公室日常運作的資訊保安管理上抱有堅定的承諾，與時並進，本年度更首次獲得ISO/IEC 27001 : 2013國際認證，鞏固市民大眾對本院的信心。資訊科技處最新建立的資訊保安管理系統，符合ISO / IEC 27001 : 2013 資訊保安的國際標準為基準，並已應用於東華三院的數據中心及東華醫院－香港大學中醫藥臨床教研中心所需的資訊科技支援服務上。在系統實施的過程中，資訊科技處在資訊保安方面建立和實施了一系列相關且連貫一致的管理措施、紀錄和程序。同時，在資訊保安管理系統上亦實行了風險管理，保障資訊的隱密性、完整性與可用性，全面確保本院資訊安全風險管理層面應對措施既足夠且嚴密，讓各界對本院的資訊保安更添信心。該資訊保安管理系統於2018年11月通過英國標準協會認證審核，獲評定為符合ISO / IEC 27001 : 2013的所有標準和審核要求，本院於2019年1月正式獲頒ISO / IEC 27001 : 2013的認證。這是東華三院第一次獲頒ISO / IEC 27001 : 2013國際認證。我們在資訊保安管理系統上的實施和成就，足證本院設有高效及穩健的資訊保安管理，並向公眾展示了良好的企業形象。

Establishment of TWGHs Baseline IT Security Policy

With a view to strengthening information security to maintain the confidentiality, integrity and availability of confidential or internal data of TWGHs, the Branch compiled the Baseline IT Security Policy to regulate mandatory security requirements, such as users access control, operations and communications security control, security incident management, outsourcing service and security management, business continuity management, and so on, to protect information systems and data assets of Divisions/Branches/Office. The Policy was mainly based on the basic principles and control areas as stipulated in the information security standard of ISO/IEC 27001:2013 and code of practice of ISO/IEC 27002:2013. Serving as the top-level directive statements, the Policy demanded all staff members to undertake the basic rules as mandatory clauses. Under the Policy, Divisions/Branches/Office could establish their own divisional IT security regulations, procedures and guidelines according to the current practice, environment and management's directives without violation of the Policy. The Policy was approved by the Board and officially established in July 2018.

Enhancement of IT Network Infrastructure in Information Security Protection at the Administration Headquarters

In order to enhance the existing IT network infrastructure in protection of information security of TWGHs central computing facilities at the Administration Headquarters, some obsolete firewalls and network equipment were replaced with new ones in the fourth quarter of 2018. The new corporate-wide, next-generation firewall system enhanced the effectiveness of information protection by providing a powerful WAN-link failover protection, high availability for fault tolerance, stronger controlling and monitoring of any incoming and outgoing data traffic. Specific protection on the connectivity to our central IT servers and data assets with proper access control was also established to protect against any intrusion attack and unauthorised accesses in avoidance of possible security breaches. Besides, other usable network devices were upgraded with proper security patches, tuning or other better configuration if the vulnerabilities of network equipment were found through the infrastructure review exercise.

Enhancement of the Information Security Management System for Compliance with ISO/IEC 27001:2013 Standard

TWGHs have a strong commitment to information security management for the smooth operations of various Divisions/Branches/Office of the Group underpinning public confidence, through our effective and efficient service operations as well as secure and robust IT support. This has led to the first ISO / IEC 27001:2013 international certification awarded to TWGHs this year. To comply with the ISO/IEC 27001:2013 standard on information security, the Branch established an information security management system (ISMS) in provision of IT support services at the Data Centre of TWGHs and the IT room of Tung Wah Hospital - The University of Hong Kong Clinical Centre for Teaching and Research in Chinese Medicine. Through the implementation, a set of consistent policies, records and procedures specified to the ISMS were explicitly developed and executed to bring information security under management control. It also preserved the confidentiality, integrity and availability of information by applying a risk management process, and boosted the confidence of interested parties as risks were adequately managed. Upon assessment through the certification audit by the British Standards Institution in November 2018, the ISMS was also found to fulfil all the required standards of ISO/IEC 27001:2013 and audit criteria. The certification of ISO/IEC 27001:2013 was officially awarded to TWGHs in January 2019. It was the first ISO/IEC 27001:2013 international certification received by TWGHs. Our implementation and achievement on the ISMS demonstrated TWGHs' effective management of information security, and projected a positive corporate image to public.

優化東華三院流動應用程式以支援無障礙使用體驗

該處於年內優化了現有的東華三院流動應用程式，並採用無障礙設計，便利殘疾人士瀏覽本院網上資訊和使用網上服務，同時擴大本院服務的接觸面，讓更多市民受惠，全面履行其企業社會責任。於2019年，本院優化後的流動應用程式及其網頁，分別獲得由政府資訊科技總監辦公室、平等機會委員會和香港互聯網註冊管理有限公司舉辦的「無障礙網頁嘉許計劃」頒發金獎（流動應用程式）及銀獎（網站），以肯定本院推動關愛共融的努力。

Enhancement of TWGHs Corporate Mobile Application to Support Better Web Accessibility

The Branch enhanced the existing TWGHs Mobile Application with the adoption of accessibility design to facilitate the disabled in accessing online information and TWGHs services easily, and to help the Group to reach a wider client base and fulfil its social responsibility. The enhanced TWGHs Mobile Application and Website were awarded Gold Award (Mobile Application) and Silver Award (Website) respectively in the "Web Accessibility Recognition Scheme" in 2019 co-organised by the Office of the Government Chief Information Officer, the Equal Opportunities Commission and Hong Kong Internet Registration Corporation Limited, to recognise the Group's efforts in promoting social inclusion.

2018/2019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 2018/2019

	醫務科 Medical Division	教育科 Education Division	社會服務科 Community Services Division	行政總部 Administration Headquarters
個人電腦支援數目 Number of Personal Computers Supported	351	346	2,450	626
資訊科技伺服器支援數目 Number of IT Servers Supported	30	-	13	42
網絡及互聯網服務支援數目 Number of Local Area Networks and Internet Services Supported	16	-	2	1

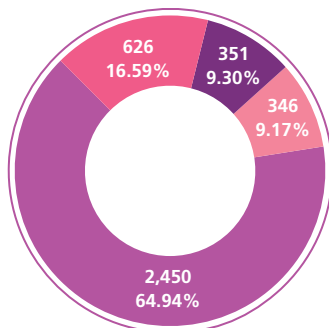
不包括置於中、小學及東華學院作教學用途的電腦及網絡。

All computers and IT networks installed at 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.

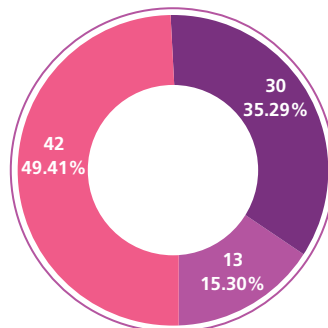
個人電腦支援數目
Number of Personal Computer Supported



合計 Total: 3,773 台 sets

★ 醫務科
Medical Division

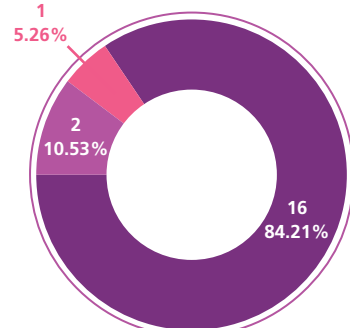
資訊科技伺服器支援數目
Number of IT Servers Supported



合計 Total: 85 台 sets

★ 社會服務科
Community Services Division

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 組 sets

★ 行政總部
Administration Headquarters

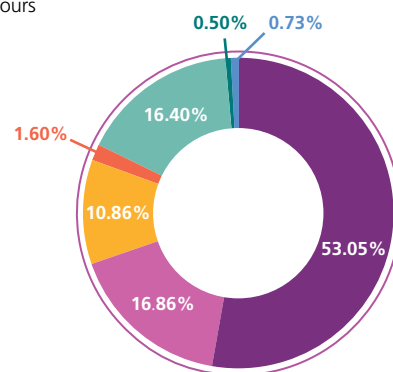
資訊科技處的運作統計資料

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	2,470
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	174
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	69,146
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	9,448
全年平均系統可用性百分比 Average percentage in system availability per annum	99.99%

2018/2019年度資訊系統操作及支援服務 IT System Operation and Support Services in the Year of 2018/2019

		工時 Man-hours	工時比例 Proportion of Man-hours
★ 資訊科技支援服務	IT Support Services	3,786	53.05%
★ 系統操作服務	System Operation Services	1,203	16.86%
★ 系統技術監控及 協調服務	System Administration and Control Services	775	10.86%
★ 系統管理服務	System Management Services	114	1.60%
★ 電腦網絡支援服務	Network Support Services	1,170	16.40%
★ 資訊科技產品估價及 研究服務	IT Evaluation and Research Services	36	0.50%
★ 資訊產品採購支援服務	IT Procurement Support Services	52	0.73%
	合計 Total	7,136	100.00%



2018/2019年度應用系統及互聯網網站使用 Usage of Application Systems and Internet Websites in the Year 2018/2019

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/ Office	公眾 服務 Services for the Public
人力資源系統 Human Resources Information System	★	★	★	★	
物業管理系統 Property Management System				★	★
財務會計系統 Financial Accounting System	★	★	★	★	
員工休假系統 Staff Leave Information System	★	★	★	★	
東華三院網上假期系統 TWGHs e-Leave System	★	★	★	★	
義莊資訊系統 Coffin Home Information System			★		★
物業租務電郵查詢系統 Email Ticketing System for Property Rental Enquiry				★	★
嘉賓名單資訊系統 Guest List Information System				★	
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)	★				★
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 Clinic)	★				★
東華三院醫療保健資訊系統 (內視鏡中心) TWGHs Healthcare Information System (Endoscopy Centre)	★				★
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 Information System	★	★	★	★	
牙齒保健資訊系統 Dental Clinic Information 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	★	★	★	★	★

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/ Office	公眾 服務 Services for the Public
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		★			
「珍藏・分享—東華三院文物館檔案」網站 "Preserve and Share - Tung Wah Museum Archives" Website				★	★
家居服務資訊系統 Home Services Information System			★		★
長者中心會員資訊系統 Client Information System for Elderly Centres			★		★
東華三院檔案分享平台 TWGHs Corporate File Sharing Platform	★	★	★	★	
人事一線通電話查詢熱線 (互動語音系統) Human Resources Link (Interactive Voice Response System)	★	★	★	★	
「友心情」流動應用程式 "Radio-i-Care" Mobile App			★		★