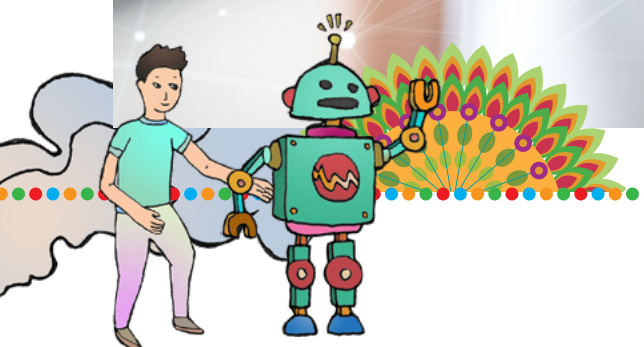
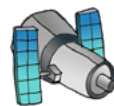


# 資訊科技



## Information Technology



### 推行資訊科技方案

#### Implementation of Information Technology Solutions

##### 優化現有醫療保健資訊系統以支援東華三院醫療中心(北角)運作

為配合東華三院醫療中心(北角)的成立，資訊科技科優化了東華三院現有醫療保健資訊系統的新功能，藉以提供所需的資訊服務，包括在該系統整合了全新的病人輪候即時呼叫子系統功能，讓候診人士可透過所獲分配的呼叫器，接收由該系統發出的即時訊息，前往指定的診症室診治及檢查。該系統自2020年10月在中心推出以來，不僅提升病人在診症和體檢流程方面的體驗，亦簡化了中心的運作流程。

##### Enhancement of the Existing Healthcare Information System (HIS) to Support the Operation of TWGHs Medical Centre (North Point)

To facilitate the establishment of TWGHs Medical Centre (North Point), the Information Technology Division enhanced the existing HIS with new functions to deliver to the Centre required IT services, including the integration of a new Patient Queuing Instant Paging Sub-system into the HIS in functionality. Through the System, queuing patients can receive instant messages from the HIS through their assigned pagers to inform them of the designated medical consultation room for diagnosis and check-up. Since its launching at the Centre in October 2020, the system not only enhanced patients' experience in medical consultation and examination services, but also streamlined the operation workflow of the Centre.



現時中心均向每名病人分配一個呼叫器，讓病人即時接收輪候呼叫訊息。  
Now every patient is assigned a pager to receive instant messages at the Centre.



## 重新開發東華三院流動應用程式

為慶祝本院成立150周年，該科重新開發本院現有的流動應用程式，讓其功能更為多元及完備，並配以簡潔的用戶界面作為外觀設計。經改良後的流動應用程式已於2020年9月正式投入服務，並引入嶄新的個人化功能，用戶不僅可以透過社交媒體平台登錄，進行身份驗證，以獲取各項在線服務的登入憑證，還可於本院活動日誌中記錄個人行事曆摘要。同時，該科依據無障礙標準所需的功能設計該流動應用程式，以便殘障人士使用時全無障礙。

重新開發的東華三院流動應用程式  
The revamped TWGHs Corporate Mobile Application



## 擴展本院流動應用程式所提供的中醫資訊服務

該科在重新開發本院的流動應用程式時，把線上「中醫預約服務」從現有的服務範圍，擴展至本院轄下的社區中醫診所。另加設新功能，讓病人前往本院中藥房重配處方前，可以先行查詢藥物庫存情況。

## 於本院流動應用程式引入「轉數快」電子支付渠道

為方便本院流動應用程式用戶經各種在線渠道繳付服務費用，除信用卡付款外，該科還引入香港上海滙豐銀行有限公司的「轉數快」電子支付渠道，並建立了1個应用程序界面，用於該應用程式與該支付平台之間的直接整合，從而透過該應用程式收取用戶使用中醫預約服務的網上預繳診金。這項服務自2020年11月推出以來，新的付款渠道為病人帶來更佳的用戶體驗，以更方便、安全及靈活的方式進行電子付款。

## 探索未來中醫病房的創新科技方案

為配合未來中醫住院病房的規劃，該科深入探討不同供應商所提供的各種資訊科技創新解決方案和相關文獻，並重新審視這些方案和文獻將來對醫院的可用性。基於這些技術解決方案的初步試驗和概念驗證，該科制定及提出了一系列科技創新建議，以供本院醫務科考慮納入新中醫住院病房的規劃。

## Revamp of TWGHs Corporate Mobile Application

To celebrate the 150th Anniversary of the Group, the Division revamped the existing TWGHs Corporate Mobile Application (App) by enriching its functionalities and adopting a simple and concise outlook in user interface design. The revamped App was officially launched in September 2020, with the introduction of new personalisation features to allow individual login and authentication check via social media for credentials to different platforms online, as well as jotting down users' personal notes and calendar notes on TWGHs corporate events and activities. Moreover, to support users with disabilities for hassle-free access, the App was also developed with required features in conformity with the standards of mobile application accessibility.

## Extension of Chinese Medicine Services for TWGHs Corporate Mobile Application

Through the revamped TWGHs Corporate Mobile Application, the Division extended the online service for "Chinese Medicine Appointment Booking" from existing service coverage to the community Chinese medicine clinics of TWGHs. Besides, a new function was also added to enable patients to check the drug inventory before visiting TWGHs Chinese pharmacy for replenishment of Chinese medicine prescriptions.

## Adoption of "Faster Payment System" (FPS) for TWGHs Corporate Mobile Application

For the convenience of users in making payment through various channels when using online services in the TWGHs Corporate Mobile Application, the Division introduced in addition to credit card payment the "FPS" made available by The Hongkong and Shanghai Banking Corporation Limited. An application program interface was built for direct integration between the Application and the payment platform in collection of the online prepaid Chinese medicine consultation fee from patients through the Application. Since its launching in November 2020, the new payment channel has brought a better user experience to patients, by facilitating electronic payment in a more convenient, secure and agile manner.

## Exploration of IT Innovative Solutions for Future Chinese Medicine Inpatient Ward

In alignment with the blueprint of the Chinese medicine inpatient wards in the future, the Division explored various information technology innovative solutions from different vendors and relevant documentations in depth, as well as revisited their prospective usability for the hospital. Based on the initial trials and proof-of-concept of these technological solutions, the Division formulated and proposed a series of IT innovative suggestions for TWGHs Medical Division's consideration and incorporation into the blueprint of the new Chinese medicine inpatient ward.



### 發展數據可視化及分析系統(社會服務)

該科發展了一個業務分析平台，以協助用戶執行關鍵業務和運作決策時作出更佳判斷。該平台從財務及人力資源運作系統抽取分析數據，再透過最新的數據可視化技術演示，當中的互動數據分析功能可協助找出問題根源和提供洞見。首個系統已於2020年7月在本院社會服務科推出使用，未來將會繼續探索系統的其他用途，以充分使用該系統並持續提升本院服務質素。

### 發展行政流程自動化平台

為促進數碼轉型和支持綠色環保，該科發展了該平台，把本院行政表格電子化。電子表格在預設的行政架構上設定適切的審核控制和流程自動化，能優化內部協作，從而達致更高效率和效能。該平台於2021年1月率先推出人事及資訊科技行政表格。未來本科將開發更多人事、財務及資訊科技行政表格，以供本院職員使用。

### 重新開發財務會計系統

現有的財務會計系統已運作超過15年，由於其技術限制，以致系統未能繼續開拓新功能。繼2019年進行可行性研究後，該科於2020年開展收集新系統的詳細要求和設計工作。為確保開發方向符合管理層和用戶要求，並且監察開發進程，本科設立一個由本院行政總監和資訊科技科主管分別領導的兩層架構專責工作小組。除收集本院財務及採購科的要求外，前線用戶及內部稽核團隊也獲邀在開發過程中提供意見。

### 升級系統數據庫

進行定期維護和技術升級是該科其中一項重要的恆常工作。今年該科總共為17個應用系統的甲骨文數據庫升級至最新版本。應用系統包括財務會計系統、人力資源系統、殯儀資訊系統、長者中心會員資訊系統及物業管理系統等。是次升級安排於周末和非辦公時間進行，以減低對日常運作的影響，事前亦經過小心計劃和測試，以確保升級能夠順利進行。

### 加強內部行政系統

該科一直致力提升內部系統，以支援本院在瞬息萬變環境下的管理工作。為配合最新的財務報告規範，該科今年為財務會計系統新建了租約模組，以協助租務責任的管理。此外，該科亦加強了殯儀資訊系統，以整合網上靈堂預約系統的更新，並且優化了人力資源系統，以協助特區政府的「保就業」計劃資助申請，以及處理其後所需提交的報告。

### Development of Data Visualisation and Analytics System (Community Services)

To assist users in making better judgement for critical business and operation-decision making, a business analytic platform was developed by the Division. The platform captured analytic data from the financial and human resources operation systems, and presented them with the latest data visualisation technology. The interactive data analysis function is able to facilitate the identification of problem's root causes and provide insights. The first system was launched in TWGHs Community Services Division in July 2020. Other usages will be explored so as to fully utilise the system and keep enhancing the service quality of the Group.

### Development of Administrative Workflow Automation Platform

To advance digital transformation and support green environment, the Division developed the Platform to computerise the Group's administrative forms. Electronic forms with proper approval control and process flow automation over the predefined administrative hierarchy can enhance internal collaboration, so as to achieve better efficiency and effectiveness. The Platform was first launched in January 2021, with human resources and information technology administrative forms available. In the future, more forms for human resources, finance and information technology will be developed for staff use.

### Redevelopment of Financial Accounting System (FAS)

While the existing FAS had been in use for more than 15 years, further development of new functionalities was hindered due to technological constraints. Subsequent to the feasibility study conducted in 2019, the Division started the collection of detailed requirements and the design work of the new system in 2020. To ensure that the direction of development aligned with the requirements of the management and end-users, and to monitor the progress of development, a 2-tier task force and working group led by Chief Executive and Head of Information Technology Division have been established by the Division. Apart from collating information about the requirements from the Finance and Supplies Division, frontline users and internal audit team were also invited to provide their comments during the development process.

### Upgrade of Systems Database

Regular maintenance and upgrade of technologies is one of the major ongoing tasks of the Division. This year, the Division has upgraded our Oracle database server hosting 17 application systems to the latest edition. These application systems include Financial Accounting System, Human Resources Information System, Funeral Parlour Information System, Client Information System for Elderly Centres and Property Management System, and so on. The upgrade was carried out during weekends and non-office hours to minimise the impact on daily operation. It was also carefully planned and tested to ensure smooth implementation before the actual migration.

### Enhancement of Internal Administration Systems

The Division has been striving to enhance the internal systems in support of the Group's management in the ever-changing environment. To comply with the latest requirements at financial reporting, the Division built a lease module this year in the Financial Accounting System to support lease liability management. In addition, the Division enhanced the Funeral Parlour Information System to integrate with the latest update of the online funeral halls booking system, as well as optimised the Human Resources Information System to support the application for and subsequent report submission related to the "Employment Support Scheme" subsidy of the Government.



## 重新發展物業租務電郵查詢系統

現有的物業租務電郵查詢系統已運作超過10年，該科利用最新的客戶服務技術為用戶重新發展系統。新系統的工作指派和過時處理提示功能為用戶提供更好的查詢流程管理體驗，新技術亦提供了最新的電郵協定和瀏覽器準則的兼容性。

## 於本院屬下社會企業增設非現金支付及網上付款

在2019冠狀病毒病疫情下，為支援本院屬下社會企業於店舖內提供非現金支付，並且吸引更多網上交易，本院屬下各社企陸續安裝PayMe商務流動裝置，並在業務網站內提供網上支付方式。該科亦為財務及採購科和社企單位提供顧問、技術支援及與供應商協調，確保新付款方式得以順利施行。現時，上述支付渠道已在本院24個服務單位和3個網站上提供予市民使用。

## 網上推廣籌募活動

該科一直支援籌募科透過本院機構網站和活動網站進行網上活動推廣。在疫情下，更為一連串籌募活動發掘及提供更多網上推廣方式和網上支付渠道，包括「億京慈善基金誠意呈獻『東華三院150周年：遊·藝·享·樂·東華村』社區同樂日」、「歡樂滿東華2020」、「『東華之友』月捐計劃」、「光麗科技控股有限公司呈獻：東華三院『LOVE actually LIVE actually』抗疫慈善音樂會」、「庚子年董事局就職賀禮捐款呼籲」等活動中，均提供收集捐款及網上報名等功能予市民使用。

## 提供視像會議和網上研討會的專業協助

在疫情下，不少聯繫均改以網上形式進行。該科協助本院各部門以視像會議技術舉行委員會會議及獎學金面試等會面。而在2020年12月舉行的「東華三院150周年中西醫藥治療研討會」，該科協助本院醫務科以視像串流技術進行網上研討會，以保障與會者的健康，把疾病傳播風險減至最低。

## 優化資訊科技系統和基礎建設架構

### Enhancement of Information Technology Systems and Infrastructure Facilities

#### 為醫療、教育及社會服務單位提供資訊科技網絡基礎設施支援服務

為支援醫療、教育及社會服務單位的興建和翻新工程，該科協助本院醫務科、教育科和社會服務科規劃及設計其運作，並且提供服務所需的資訊科技網絡基礎設施，以及提供適切的資訊科技諮詢和技術建議。此外，該科亦繼續就東華三院中央電子教育系統的持續發展，向教育科及屬下學校提供資訊科技項目管理服務和支援。

## Revamp of Email Ticketing System for Property Rental Enquiry

While the existing Email Ticketing System for Property Rental Enquiry had been in operation for more than 10 years, the Division revamped the system for users with the latest customer helpdesk technology. The new system provides better experience of enquiry workflow management for users, along with task delegation and unattended escalation alert. The use of the latest technologies also provides better compatibility in latest email protocol and web browser standard.

## Provision of Non-Cash and Online Payment in TWGHs Social Enterprises

To facilitate non-cash payment at TWGHs social enterprises' stores and attract more online transactions amid the COVID-19 pandemic, TWGHs social enterprises adopted PayMe business mobile device and online payment methods on their business websites. The Division also provided consultation, technical assistance, and vendor coordination to ensure smooth adoption for the Finance and Supplies Division and social enterprise units. So far, the aforementioned payment channel has been adopted by 24 service units and 3 websites of the Group for public use.

## Online Promotion for Fund-raising Activities

The Division has been providing continuous support for the Fund-raising Division in online activity promotion via TWGHs Corporate Website and various event mini-websites. Amid the pandemic, the Division even explored and adopted more different online promotion methods as well as online payment channels. The Division rendered services in donation collection and online registration for public use in the events including "Billion Charity Fund proudly sponsors: 'TWGHs 150th Anniversary Community Day @ Tung Wah Village'", "Tung Wah Charity Gala 2020", "'Friends of Tung Wah' Monthly Donation Scheme", "Apex Ace Holding Limited presents: TWGHs Charity Concert 'LOVE actually LIVE actually'", "Appeal for Donation in Lieu of Gifts for the Inauguration of the Board of Directors 2020/2021", and so on.

## Provision of Professional Assistance on Video Conference and Webinar

Amid the pandemic, a majority of interactions were shifted to online format. The Division helped all Divisions, Office and Section of the Group to conduct committee meetings and scholarship interviews through video conferencing technology. For "TWGHs 150th Anniversary Medical Symposium on Chinese and Western Medicine" conducted in December 2020, the Division assisted TWGHs Medical Division to host the event in the form of a webinar through the use of video streaming technology, so as to protect participants' health and minimise the risk of virus spreading.

#### Provision of IT Network Infrastructure Support Services for Medical, Education and Community Services Units

In support of the establishment and renovation works for medical, education and community services units, the Division assisted Medical Division, Education Division and Community Services Division of the Group in planning and designing the required IT network infrastructure for their operations and service provision. Proper IT consultative advice and technical recommendations were also given for Divisions' consideration. Besides, the Division also continued to provide the Education Division and TWGHs schools with IT project management service and support for the sustainable development of TWGHs Central Electronic Education System (CEES).



該科為以下學校及服務單位提供資訊科技網絡規劃及設計服務：

- 興建中的東華三院曾憲備小學；
- 於水泉澳興建中的東華三院蔡榮星小學新校舍；
- 將會於旺角興建的東華三院特殊學校；
- 新營辦的東華三院譚錦球伉儷幼稚園；
- 新營辦的東華三院醫療中心(北角)；
- 重建中的廣華醫院新醫院大樓；
- 將會於上環興建的東華三院青年宿舍；及
- 於黃大仙興建中的東華三院青少年全人成長中心。

### 重建東華三院行政總部數據中心的伺服器基礎架構

為提高管理伺服器的效率，該科於2019年第三季開展對本院行政總部數據中心現有的伺服器基礎架構進行重大革新，目的是善用中央伺服器資源，並加快所需的伺服器資源部署，以經濟、高效和及時的方式應對不斷增長的需求。因此，該科採用現代化的超融合基礎架構技術，以虛擬化方式重新發展中央伺服器平台。相關的採購工作已於2020年12月完成，安裝工程以及為現有或過時伺服器作遷移等工作，亦將會於2021年進行。

### 發展東華三院在線檔案平台

為支援本院行政總部員工以安全方式存取辦公室的電子文件檔案，該科以「私人雲端」服務方式開發了東華三院在線檔案平台，並架設中央儲存空間為用戶儲存相關檔案。獲授權的員工可以直接透過行政總部辦公室各電腦登入平台。為支援員工在家工作的安排，平台容許授權用戶以加密的電訊渠道從家中遠端登入平台，以便在家中存取其儲存的電子文件。該平台已於2021年第一季分階段推出。

### 更換數據中心的網絡防火牆

該科於2020年7月為本院1個數據中心更換網絡防火牆，利用最新的保安技術為機構網站、內聯網入門網站和其他在數據中心內的伺服器提供更嚴密的保護和網絡控制。

## 資訊科技的管治 Information Technology Governance

### 修訂東華三院技術支援用家服務指南

為全面提供適切的資訊科技支援服務及實務指南予員工，該科已於2021年第一季對現時本院的技術支援用家服務指南進行徹底的檢討和修訂工作，並且增訂及更新相關內容。該指南詳細列明有關該科的支援服務範疇和支援管理應用系統，同時亦提供各種新修訂的資訊科技安全信息提示，以供員工參考。

The Division provided IT network planning and design services for the following schools and service units:

- TWGHs Tseng Hin Pei Primary School, being constructed;
- The new campus of TWGHs Tsoi Wing Sing Primary School, being constructed in Shui Chuen O;
- TWGHs special schools to be constructed in Mongkok;
- The newly operated TWGHs Mr. and Mrs. Tam Kam Kau Kindergarten;
- The newly operated TWGHs Medical Centre (North Point);
- The new hospital complex of Kwong Wah Hospital under redevelopment;
- TWGHs Youth Hostel to be constructed in Sheung Wan; and
- TWGHs Holistic Centre for Youth Development, being constructed in Wong Tai Sin.

### Revamp of IT Server Infrastructure in the Data Centre of the TWGHs Administration Headquarters

In order to enhance the overall effectiveness in IT server management, a significant reformation was conducted to revamp the existing IT server infrastructure in the data centre of the TWGHs Administration Headquarters in the 3rd quarter of 2019. The objectives are to maximise the utilisation of central computing resources, and accelerate the deployment of required IT server resources in response to ever-increasing demands in a timely and cost-effective manner. The Division therefore adopted a modernised hyper-converged infrastructure for redevelopment of central server platform through virtualisation. Relevant procurement exercise was completed in December 2020 while installation and system migration from the existing or obsolete IT servers will be conducted in 2021.

### Development of TWGHs Online File Access Platform

To support the staff of Administration Headquarters in their secure access to office documents online, the Division developed a “private cloud” platform named TWGHs Online File Access Platform that came with a central storage for storing data. Authorised users can access the platform directly through the computers at TWGHs Administration Headquarters. In support of staff members’ work-from-home arrangement, the platform allows authorised users to access their files remotely from homes through encrypted telecommunication channels. The platform was launched in phases in the 1st quarter of 2021.

### Replacement of Network Firewall in Data Centre

The Division replaced the network firewall in one of our data centres in July 2020 with the latest security technologies, so as to provide better protection and network control for our Corporate Website, iPortal and other servers in the environment.

### Revision of TWGHs Guideline on Usage of Technical Support Services for Users

In order to provide our staff with a holistic guideline for acquisition of the Division’s technical support services, the existing guideline was thoroughly reviewed and revised with enriched and up-to-date elements in the first quarter of 2021. The guideline contained practical information about the support areas of the Division and its assistance on management application systems, as well as updated IT security tips for staff reference.

## 實施資訊保安控制措施

為加強現有的資訊保安措施，防止惡意軟件的傳播和攻擊，該科已於2020年10月升級現時行政總部的中央防電腦病毒管理服務平台，以保護連接網絡的電腦免受病毒感染。為符合ISO/IEC 27001:2013資訊保安標準，該科亦基於定期風險領域審查和評估，對過時電腦伺服器和工作站的作業系統進行升級，並使用適當的系統和數據加密方式保護資訊，同時為具潛在漏洞的過時固件進行安全更新。本院更連續兩年獲推薦取得相關ISO認證，足證該科的數據中心在資訊保安管理系統上能有效維持整體效能。

## Enforcement of IT Security Control

To strengthen the current IT security control against malware propagation and attack, the Division upgraded the existing central anti-virus gateway service platform of the TWGHs Administration Headquarters for the protection of network-connected computers in October 2020. To comply with the ISO/IEC 27001:2013 standard in information security, obsolete IT servers and PC workstations were upgraded with proper operating systems and encryption methods for data protection in accordance with regular review and assessment on the risk-based areas. Outdated firmware with possible vulnerabilities was also patched with security updates. The Group was recommended for the ISO certification for 2 consecutive years. This achievement demonstrated the effectiveness in maintaining the overall performance of the Division's data centre.

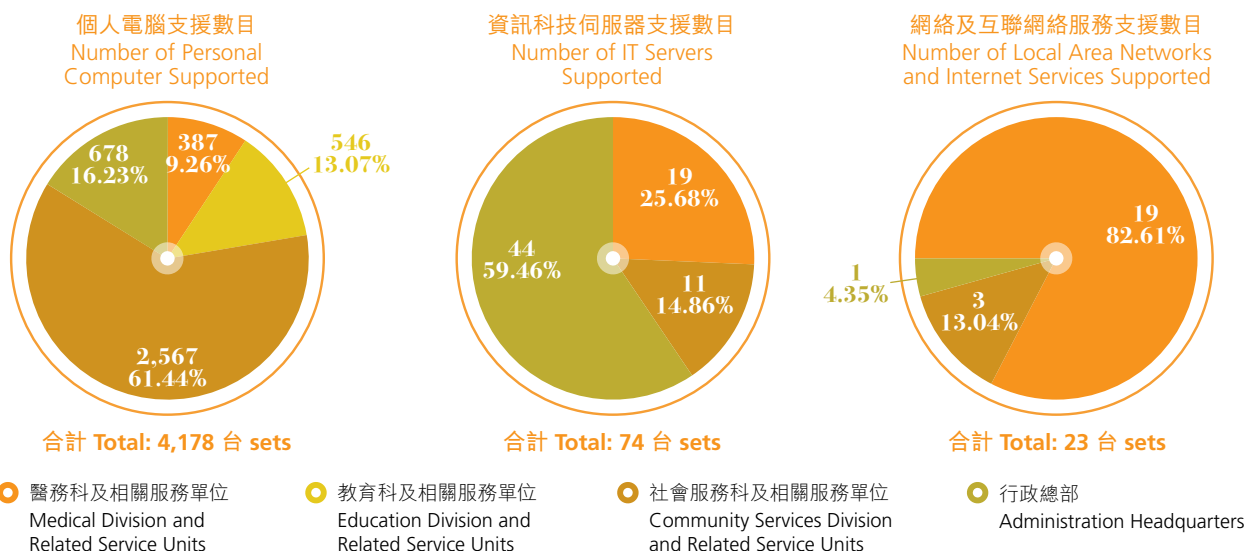
## 2020/2021年度為各科提供系統支援服務

### System Support Services Provided for Various Divisions in the Year 2020/2021

	醫務科及相關服務單位 Medical Division and Related Service Units	教育科及相關服務單位 Education Division and Related Service Units	社會服務科及相關服務單位 Community Services Division and Related Service Units	行政總部 Administration Headquarters
個人電腦支援數目 Number of Personal Computers Supported	387	546	2,567	678
資訊科技伺服器支援數目 Number of IT Servers Supported	19	-	11	44
網絡及互聯網服務支援數目 Number of Local Area Networks and Internet Services Supported	19	-	3	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.

不包括非資訊科技科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 Division are excluded.



## 資訊科技科的運作統計資料

### Operation Statistics of the Information Technology Division

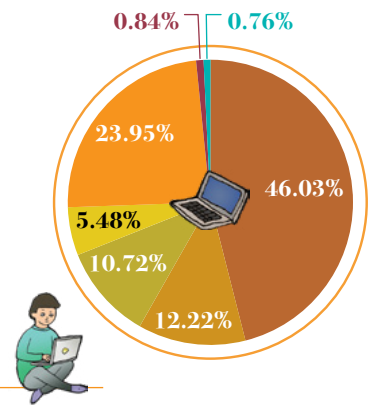
項目 Item	宗數 Number of Cases
全年資訊科技熱線及電郵支援求助服務數目 Number of cases in IT desktop or offsite support per annum	2,505
全年資訊科技實地支援求助服務數目 Number of cases in IT onsite support per annum	127
平均每日經資訊科技科處理的電郵數目 Average number of emails daily processed through the Information Technology Division	84,777
平均每日經資訊科技科過濾的垃圾郵件及電腦病毒數目 Average number of spam mails and viruses daily filtered through the Information Technology Division	12,115
全年平均系統可用性百分比 Average percentage in system availability per annum	99.97%



## 2020/2021年度資訊科技服務及系統支援使用工時

### Manpower Spent for IT Services and System Support in the Year of 2020/2021

		工時 Man-hours Spent	工時比例 Proportion in Percentage
● 資訊科技支援服務	IT Support Services	3,732	46.03%
● 系統操作服務	System Operation Services	991	12.22%
● 系統技術監控及 協調服務	System Administration and Control Services	869	10.72%
● 系統管理服務	System Management Services	444	5.48%
● 電腦網絡支援服務	Network Support Services	1,942	23.95%
● 資訊科技產品估價及 研究服務	IT Evaluation and Research Services	68	0.84%
● 資訊產品採購支援服務	IT Procurement Support Services	62	0.76%
<b>合計 Total</b>		<b>8,108</b>	<b>100.00%</b>



## 2020/2021年度應用系統及互聯網使用

### Usage of Application Systems and Internet Websites in the Year of 2020/2021

應用系統及互聯網 Application Systems and Internet Websites	醫務科及 相關服務單位 Medical Division and Related Service Units	教育科及 相關服務單位 Education Division and Related Service Units	社會服務科及 相關服務單位 Community Services Division and Related Service Units	其他科/ 辦公室/部 Other Divisions/ Office/Section	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				○	
東華三院中醫醫療資訊系統 TWGHs 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 Clinics)	○				○
東華三院醫療保健資訊系統(內視鏡中心) TWGHs Healthcare Information System (Endoscopy Centre)	○				○
東華三院醫療保健資訊系統(電腦掃描中心) TWGHs Healthcare Information System (Computed Tomography Imaging Centre)	○				○
東華三院醫療保健資訊系統(醫務中心) TWGHs Healthcare Information System (Medical Service Centre)	○				○
東華三院捐贈紀錄資訊系統 TWGHs 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	○				○
東華三院安老院舍管理系統 TWGHs Elderly Home One-stop Management Electronic System			○		○
東華三院中醫普通科門診自助登記系統 TWGHs Smart Queuing System for Chinese Medicine General Outpatient Clinics	○				○

應用系統及互聯網 Application Systems and Internet Websites	醫務科及 相關服務單位 Medical Division and Related Service Units	教育科及 相關服務單位 Education Division and Related Service Units	社會服務科及 相關服務單位 Community Services Division and Related Service Units	其他科/ 辦公室/部 Other Divisions/ Office/Section	公眾服務 Services for the Public
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 Clinics	○				○
東華三院電子考績報告系統 TWGHs e-Appraisal System	○	○	○	○	
東華三院中醫流動車門診服務系統 TWGHs 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	○	○	○	○	
收費電腦系統 Receipt Issuing System	○	○	○	○	○
收據系統 Receipt 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 TWGHs Smart Queuing and Display System for Chinese Medicine	○				○
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 Application			○		○
長者中心會員電子健康流動應用程式 CISE eHealth Mobile Application			○		○
東華三院在線檔案平台 TWGHs Online File Access Platform	○	○	○	○	
數據可視化及分析系統(社會服務) Data Visualization and Analytics System (Community Services)			○		
行政工作流程自動化平台 Administrative Workflow and Automation Platform	○	○	○	○	

