



## 政府官員到訪地理空間實驗室

為支持政府智慧城市及配合其空間數據共享平台的發展計劃，本院於2021年4月獲發展局委任成為設立全港首間地理空間實驗室的營運機構。地理空間實驗室於2022年7月舉辦「2022地理信息系統應用公開賽」。參賽者根據指定主題，利用地理訊息系統，創作展示香港事件或現象的網絡地圖。於2022年8月24日，教育局局長蔡若蓮博士太平紳士與教育界人士一同參觀地理空間實驗室，同場更有「2022地理信息系統應用公開賽」小學及中學組得獎者演示各得獎作品。此外，創新科技及工業局局長孫東教授太平紳士於2022年9月14日參觀地理空間實驗室及公開賽中學組得獎作品，孫局長亦與眾位嘉賓分享是次參觀感受。發展局局長甯漢豪太平紳士亦於2022年9月20日參觀地理空間實驗室，了解地理空間實驗室正在發展中的地理信息系統應用程式概況。



教育局局長蔡若蓮博士太平紳士（右三）在發展局空間數據辦事處總監陳宇俊先生（右一）及本院行政總監暨地理空間實驗室項目總監蘇祐安先生（左三）陪同下，了解實驗室的營運情況。

Dr. the Hon. CHOI Yuk Lin, JP (right 3), Secretary for Education, accompanied by Mr. CHAN Yue Chun (right 1), Head of Spatial Data Office, Development Bureau and Mr. SU Yau On, Albert (left 3), TWGHs Chief Executive and Project Director of GeoLab, gained a better understanding of the operation of the GeoLab.

## Visits to the Geospatial Lab (GeoLab) by Government Officials

To support the Government's Common Spatial Data Infrastructure initiative and its smart city concept, TWGHs was commissioned by the Development Bureau to set up and operate the first territory-wide GeoLab in April 2021. The GeoLab held the first "2022 Open GIS Competition" in July 2022. The participants developed a web map showing events or phenomena in Hong Kong based on a designated theme. Dr. the Hon. CHOI Yuk Lin, JP, Secretary for Education, visited the GeoLab on 24 August 2022 along with local educational professionals. Awardees from the primary and secondary categories of the Competition presented their works on site. On a separate occasion, Prof. the Hon. SUN Dong, JP, Secretary for Innovation, Technology and Industry, visited the GeoLab on 14 September 2022 and appreciated the winning entry of secondary student category of the Competition while he shared his viewpoints during his visit. The Hon. LINN Hon Ho, Bernadette, JP, Secretary for Development, also visited the GeoLab on 20 September 2022 to learn more about GIS applications of the GeoLab.



創新科技及工業局局長孫東教授太平紳士（左五）跟大家分享是次參觀的感受。

Prof. the Hon. SUN Dong, JP (left 5), Secretary for Innovation, Technology and Industry, shared his valuable opinion on the visit with us.



發展局局長甯漢豪太平紳士（右二）參觀地理空間實驗室。

The Hon. LINN Hon Ho, Bernadette, JP (right 2), Secretary for Development, paid a visit to GeoLab.

## 推行資訊科技解決方案

### 提升東華三院放射資訊系統 / 圖片存檔和通訊系統的數據共享功能

為支持政府發展以全港病人為本的電子健康紀錄互通系統（醫健通），本院資訊科技科提升了現有的東華三院醫療保健資訊系統與放射資訊系統 / 圖片存檔和通訊系統，配備所需的系統功能與系統介面接口，以便將放射資訊系統 / 圖片存檔和通訊系統與政府的電子健康紀錄互通系統連接，從而互通數據。透過數據共享，醫護專業人員可適時取閱病人的終身健康紀錄，繼而提高他們對病人護理的連貫性。所有系統功能和介面接口的開發已經完成，並通過政府數據共享的測試要求，於 2023 年第一季度順利完成並推出使用。

本院醫療保健資訊系統提供與政府醫健通數據共享功能。

The system interface of the TWGHs Healthcare Information System provides data sharing with eHealth.



## Implementation of Information Technology Solutions

### Enhancement on Data Sharing of TWGHs Radiology Information System/Picture Archiving and Communication System (RIS/PACS)

In support of Government initiatives to develop the territory-wide and patient-oriented Electronic Health Record Sharing System (eHealth), the Information Technology Division of the Group enhanced the existing TWGHs Healthcare Information System (HIS) and Radiology Information System/Picture Archiving and Communication System (RIS/PACS) with the addition of necessary functionalities and interfaces, to achieve system connection and data exchange with the Government's Electronic Health Record Sharing System (eHRSS). Through data sharing, lifelong health records of patients could be accessed by healthcare professionals as appropriate, thus enhancing the consistency healthcare services towards patients. The development of system functions and interfaces had been completed, and the required tests in compliance with the standards of the Government data sharing had been passed. The enhancement was successfully completed and rolled out in the first quarter of 2023.

### 開發東華三院中醫普通科門診部互動語音預約系統

為提高診症效率，減低病人交叉感染風險，該科為本院中醫普通科門診部開發了一套互動語音系統，通過電話語音識別技術，讓病人可以查詢、預約及取消其相關的醫療診治服務。互動語音系統已分別於 2022 年 7 月及 8 月在東華醫院中醫普通科門診部及廣華醫院中醫普通科門診部正式推出使用。根據病人的問卷調查顯示，他們對該系統的設計功能、易用性和流程清晰度均表滿意。

### 發展長者中心會員資訊系統個案管理

長者中心會員資訊系統是特別為長者地區中心、長者鄰舍中心和長者中心而開發的會員管理及活動運作系統。為進一步擴闊系統對中心服務的支援，該科已於 2022 年 7 月完成系統優化，以支援相關輔導服務和隱閉長者的個案管理。該系統功能包括查詢、接案評估、聯絡記錄、重檢和結案等。系統會透過儀表板和電郵發出不同的提示，以協助中心員工工作相關跟進。經審視系統使用情況後，一系列增強功能亦已於 2023 年初推出，以供用戶使用。

### 開發過渡性房屋項目網站

本院參與政府的過渡性房屋項目，幫助基層家庭改善住屋所需。該科正支援物業科建立項目網站和網上申請系統，方便市民以簡便方式提交申請，同時也協助同事有效處理申請資料。網站將會與過渡性房屋項目同步推出。

### Development of the TWGHs Interactive Voice Response Booking System for Chinese Medicine General Outpatient Clinics

To enhance the efficiency of clinics and reduce the risk of cross-infection among patients, the Division developed an Interactive Voice Response System (IVRS) for TWGHs Chinese Medicine general outpatient clinics to provide patients with enquiry, appointment and cancellation of medical services, by adopting speech recognition technology over the phone. The IVRS was officially rolled out at Tung Wah Hospital Chinese Medicine General Outpatient Clinic and Kwong Wah Hospital Chinese Medicine General Outpatient Clinic in July and August 2022 respectively. A survey of patients by questionnaires indicated that they were satisfied with the system in terms of its functionality, ease of use and clarity of process.

### Development of Client Information System for Elderly Centres (CISE) Case Management

The Client Information System for Elderly Centres (CISE) was developed for District Elderly Community Centres, Neighbourhood Elderly Centres and Elderly Centres for their membership management and activity operation. To further extend the support for centre services, the system was upgraded in July 2022 to support counselling services and case management of the hidden elderly. The system had enhanced its functions including enquiry, admission assessment, contact record, review, case closing, and so on. Various reminders are also provided through system dashboard and email to facilitate staff members of the centres actions. Upon review of system usage, a series of enhancements was also launched in early 2023.

### Development of Website for Transitional Housing Projects

The Group has been participating in the development of transitional housing projects of the Government to assist the underprivileged families to improve their living conditions. The Division is in support of the Property Division to develop a project website and an online application system, which enables the public to submit applications in an easy and convenient manner, and our colleagues to process the application data effectively. The website will be launched along with the transitional housing project.



## 發展行政流程自動化平台

繼行政流程自動化平台成功推出申請無薪休假的電子表格後，其他各種行政流程的電子表格亦正陸續開發中。這些流程包括申請緊急援助基金、資本開支的資金、員工訓練資助、延長員工服務、產假、侍產假及資訊科技服務等。行政流程數碼化令資訊更為集中，方便檢閱，增進相互協作之餘，還可提升效率，減少耗用紙張。現正計劃開發更多與人事管理及支援社會服務流程有關的電子表格。

## 重新開發財務會計系統

該科積極重新開發及改良財務會計系統，系統的重新開發可分為三個階段，包括更換過時的技術、重組核心設計、新增功能模組。所有用戶介面在第一階段的技術更替中已經完成修改，以兼容最新的網絡瀏覽器。此外，支付模組已利用新技術重新開發和推出使用。當中加入多種新功能，例如加入債權人資料以方便使用「轉數快」直接支付，減少使用低效的支票付款。其他如信用卡模組、總賬模組、總部零用現金模組、資本項目等模組也將陸續開發。

## 重新開發人力資源綜合系統

通過收集用戶意見及進行後續研究後，該科計劃分兩個階段進行人力資源系統重新開發的工作。第一階段為更換過時技術的人力資源等相關系統，其中包括人力資源資訊系統、員工休假系統、網上假期系統、培訓及發展管理系統、電子考績報告系統等。這些系統會於第二階段合併成一個以人才管理為本的人力資源綜合系統。考慮到對大量用戶的即時影響，該科已於 2022 年 6 月完成修改所有用戶介面，以適用於最新的網絡瀏覽器。該科現正著手更換人力資源系統和電子考績報告系統的過時技術。

## 開發員工福利流動應用程式

為支持加強員工溝通，資訊科技科為員工訓練及福利部開發一個員工福利流動應用程式。流動應用程式可讓員工隨時以手機接收員工福利及福利活動的資訊。流動應用程式的第一版本將於 2023 年初於 Apple App Store 和 Google Play Store 推出。而第二版可望推出更多功能。

## 重新開發「網上假期系統流動應用程式」

為方便同事使用手提電話申請及審批休假，「網上假期系統流動應用程式」第一版的流動應用程式於 2015 年推出後持續更新，以能與最新的 iOS 及 Android OS 版本兼容應用。由於流動應用程式的核心技術已漸過時及難於維修保養，資訊科技科使用兩個平台的專用開發工具重新編寫流動應用程式，並計劃於 2023 年第二季推出。

## 加強內部行政系統

因應瞬息萬變的營商環境，資訊科技科一直致力優化內部系統，以支援本院的管理工作。該科已於 2022 年初完成優化人力資源系統的發放薪金功能和財務會計系統的收款機制，以應對銀行更新自動轉賬系統。鑑於稅務局將於 2023 年 4 月 1

## Development of Administrative Workflow Automation Platform

Following the successful launch of e-Form for the application of No Pay Leave on the Administrative Workflow Automation Platform (AWAP), the development of other e-Forms on the AWAP was also well underway. They include the application of emergency charitable funds, funding for capital projects, staff training subsidy, extension of staff services, maternity leave, paternity leave, and IT services. With easy information retrieval at the central repository, the digitalisation of administration processes has enhanced collaboration, increased efficiency and reduced the use of papers. Development of more e-Forms on processes in human resources administration and support for community services are being planned.

## Redevelopment of Financial Accounting System

The Division proactively conducted a comprehensive redevelopment and enhancement of the Financial Account System. The redevelopment composed of three phases, namely the replacement of obsolete technology, the restructure of core design, and the provision of new functional modules. All user interfaces were enhanced to ensure compatibility with the latest Internet browsers in the first phase of technology replacement. In addition, the Payment Module has been redeveloped and launched to use. Many new functionalities were added, such as adding creditor data to facilitate direct payment through FPS and will reduce the use of inefficient cheque payment. Other modules such as Credit Card Module, General Ledger Module, HQ Petty Cash Module, and Capital Project Module, would be developed successively.

## Redevelopment of Human Resources Integrated Systems

Based on researching relevant feedback and the findings from users, the redevelopment of the human resources systems was scheduled to be carried out in two phases by the Division. The first phase involved the replacement of obsolete technologies adopted by Human Resources Information System, Staff Leave Information System, e-Leave System, Training and Development Management Integrated System, e-Appraisal System, and more. All these systems would be integrated into a talent management oriented Human Resources Integrated System in the second phase. In view of the imminent impact on a large group of users, all user interfaces were enhanced in June 2022 to ensure compatibility with the latest Internet browsers. Replacement of obsolete technologies used in Human Resources Information System and e-Appraisal System is in progress.

## Development of Staff Training and Welfare Section (STWS) Mobile App

In order to enhance staff communication, a mobile app was being developed for the STWS. The mobile app would enable staff members to receive updates on staff benefits and welfare activities on their mobile phones. While the first version of the mobile app is set to be launched at Apple App Store and Google Play Store in early 2023, more functions will be available in the second version.

## Redevelopment of "e-Leave System Mobile App"

The "e-Leave System Mobile App" makes it an easy task to apply for and approve staff leave on mobile phones. With its first version launched in 2015, the mobile app has been under ongoing enhancements to be compatible with the latest versions of iOS and Android OS. Given that the core technologies used in the development of mobile app were outdated, making the mobile app difficult to maintain, the Division is revamping the mobile app with native development tools on the two platforms. The newly revamped app will be scheduled to be released in the second quarter of 2023.

## Enhancement of Internal Administration Systems

The Division has been striving to enhance the internal systems to support the Group's management in the ever-changing business environment. In response to the upgrade of the autopay mechanism of banks, the salary payment function in the Human Resources Information System and income collection mechanism in the Financial Accounting System were enhanced in early 2022. Given the cessation of accepting current text format data file by the Inland Revenue Department from 1 April 2023 onwards, the taxation reporting functions had been enhanced to support



日起停止接受現行的文字格式資料檔，系統報稅功能現已提升，以配合稅務局的僱主電子報稅平台。更新後的系統已於 2022 年 10 月通過稅務局的測試和批核，將於 2023 年投入使用。由於積金易平台即將推出，該科已向積金易索取新平台相關資料，為優化人力資源系統進行可行性研究和準備。

### 為資訊科技支援服務開發東華三院電子服務網上平台

為支持環保及無紙化的倡議，並且提升內部資訊科技支援服務的效率，該科開發了東華三院電子服務網上平台，並於 2022 年 10 月推出予本院員工使用。員工透過在線平台提交其資訊科技支援服務申請，取代紙本提交。該平台不但讓申請者得以追蹤已提交的申請，更有助該科妥善監察整體資訊科技支援服務的效率，適時審視以便持續改良。通過定期審視，該平台亦會因應使用者所需功能而持續更新。

### 改良資訊科技系統和基礎建設架構

#### 為廣華醫院重建計劃第一期工程建立東華三院醫療服務資訊科技基礎設施

為配合醫院項目計劃及相關重建工程的發展，該科於 2023 年第一及第二季度，就廣華醫院重建計劃第一期工程對東華三院醫療服務所需的資訊科技基礎建設，作出規劃及建立。該基礎建設為東華三院屬下醫療服務中心，包括廣華醫院中醫普通科門診部、東華三院王澤森中西醫藥治療中心、東華三院復康中心、東華三院血液透析中心、東華三院電腦掃描中心及東華三院牙科診所等提供所需的硬件和網絡設施，為有關醫療中心在資訊科技營運上與本院中央資訊科技伺服器平台提供彈性網絡連接，務求讓他們能安全可靠地存取所需的臨床應用系統。

#### 為小欖綜合康復服務中心優化東華三院安老院舍管理系統及智護理流動應用程式

為支援本院小欖綜合康復中心轄下的東華三院小欖峻庭可於 2023 年開展服務，該科對現有的安老院舍管理系統及智護理流動應用程式進行了功能提升。該系統除支援本院安老院舍外，亦支援殘疾人士護理宿舍的營運需要。由於安老院舍管理系統與智護理流動應用程式在系統運作上已高度整合，中心職員可透過智護理流動應用程式簡單地彙集殘疾院友的生命表徵記錄，並無縫地傳輸至院舍管理系統以便觀察他們的健康狀況。為配合新康復中心啟用的時間表，有關系統優化工作已於 2023 年第一季完成。

#### 為醫療衛生、教育及社會服務單位提供資訊科技網絡基礎建設支援服務

為支援本院屬下醫療衛生服務、教育及社會服務單位的興建及翻新工程，該科協助本院醫務科、

the Employer's Return e-Filing Services platform. The updated system was tested and accepted by the Inland Revenue Department in October 2022 and is scheduled to be in operation in 2023. In light of the upcoming launch of eMPF platform, the Division had collected related information of new platform from the eMPF for feasibility study and preparation of the enhancement of the Human Resources Information System.

### Development of TWGHs eService Portal for Helpdesk Support of Information Technology Services

To support the green and paperless initiatives and enhance work efficiency in the provision of internal helpdesk support of information technology services, the Division developed the TWGHs eService Portal, which was launched for use of TWGHs staff members in October 2022. Applications for the Division's IT support requests could be submitted via this online portal instead of on paper. Apart from allowing requesters to track their submissions progress, the Portal also enables the Division to monitor its efficiency for further enhancement. It would be evolving with required functions based on the result of regular reviews.

### Enhancement of Information Technology Systems and Infrastructure Facilities

#### Establishment of IT Infrastructure for the Decanting of TWGHs Medical Services for Kwong Wah Hospital Redevelopment Project Phase 1

In line with the hospital's project plans and progress in relevant redevelopment works, in the first and second quarter of 2023, the Division planned and established required IT infrastructure for the injection of TWGHs medical services into Kwong Wah Hospital redevelopment project Phase 1. The Infrastructure provided necessary hardware and network facilities to support the TWGHs medical service centres (including the Kwong Wah Hospital Chinese Medicine General Outpatient Clinic, TWGHs Wilson T.S. Wang Integrated Chinese and Western Medicine Treatment Centre, TWGHs Rehabilitation Centre and TWGHs Haemodialysis Centre, TWGHs Computed Tomography Imaging Centre, TWGHs Dental Clinics) in IT operation and resilient network connections to the Group's central the TWGHs IT server platforms for secure and robust centres' access to their required clinical application systems.

#### Enhancement of the TWGHs Elderly Home One-stop Management Electronic System (eHOMES) and SmartCare Mobile Application for Siu Lam Integrated Rehabilitation Services Complex

To support the operation of TWGHs Siu Lam OLIVE-Courtyard at Siu Lam Integrated Rehabilitation Services Complex, which was scheduled to be commissioned in 2023, the Division enhanced the functionality of the existing eHOMES for rehabilitation services and SmartCare mobile app. Apart from supporting the Group's residential care homes for the elderly, the enhanced system also supports the operational needs of residential hostel for the care and attention home for the disabled. Since the eHOMES and SmartCare are highly integrated with each other in system operation, vital sign records of the disabled could be collected easily through SmartCare and transferred to the eHOMES seamlessly for monitoring their healthcare status. In alignment with the opening schedule of the new centre, relevant system enhancement was completed in the first quarter of 2023.

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

In support of the establishment and renovation works of TWGHs medical and healthcare, education and community services units, the



教育科和社會服務科規劃及設計其營運服務所需的資訊科技網絡基礎設施，並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，向教育科及本院屬下學校提供資訊科技項目管理服務和支援。

該科為以下本院屬下學校及服務單位提供資訊科技網絡規劃及設計服務：

- 新興建位於水泉澳的東華三院蔡榮星小學新校舍；
- 新興建位於九龍塘的兩所東華三院屬下特殊學校；
- 已搬遷至粉嶺皇后山邨新營運的東華三院方樹福堂幼稚園；
- 廣華醫院重建計劃第一期工程的新醫院大樓；
- 新裝修的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；
- 將會裝修位於上環的東華三院 - 香港大學中醫診所暨教研中心；
- 新興建位於新蒲崗的東華三院青少年全人成長中心；及
- 新興建的東華三院北角兒童發展中心。

### 為前線服務提供資訊科技顧問服務

為推廣前線服務採用資訊科技，該科在以下資訊科技項目為用戶提供顧問服務和技術意見：

- 開發綜合職業康復服務電腦系統；
- 開發東華三院賽馬會復康中心訂餐電腦系統；
- 開發檔案及歷史文化辦公室網站；
- 開發青少年全人發展中心電腦系統；及
- 開發社會服務科轄下的管家易系統。

### 支援網上推廣籌募活動

該科一直支援籌募科透過本院網站和活動網站進行網上活動推廣。該科在「慈善粵劇專場《修羅殿》」、「歡樂滿東華 2022」、「特別版紙旗套裝」、收集旗日意見、「壬寅年董事局就職賀禮捐款呼籲」、「東華三院慈善獎券 2022/2023」等活動中，提供收集捐款及網上報名等功能供市民使用。該科完成重新開發捐款表格，加強對個人資料保密和籌募團隊的支援。另外，該科在成立東華三院 NFT Marketplace 慈善平台提供專業意見。

### 改善東華三院行政總部數據中心的資訊科技基建、網絡及設施

繼 2021 年財政年度現代化融合基礎設施架構技術所推行的中央伺服器虛擬化後，該科審視了整個資訊科技基礎設施，並拆除過時或無用的資訊科技設備，如同伺服器及其周邊設備，以便本院行政總部數據中心享有更闊敞空間，並且減低耗電量。與此同時，該科全面審視現時伺服器基礎設施的安全控制，並改造了資訊保安管理系統範圍內的資訊科技網絡，以便持續改善相關服務。

Division assisted the Medical Division, the Education Division and the Community Services Division in planning and designing their IT network infrastructure required for their operation and service provision. Proper IT consultative advice and technical recommendations were also provided for the consideration of those Divisions. The Division also continued to provide the Education Division and TWGHs schools with IT project management service as well as technical assistance and support for the sustainable development of TWGHs Central Electronic Education System (CEES).

The Division provided support in the planning and designing of IT network for the following TWGHs schools and service centres:

- The new campus of TWGHs Tsoi Wing Sing Primary School in Shui Chuen O;
- Two newly constructed TWGHs special schools in Kowloon Tong;
- The newly operated TWGHs Fong Shu Fook Tong Kindergarten after relocation to Queen's Hill Estate in Fanling;
- The newly constructed hospital building for Kwong Wah Hospital Redevelopment Project Phase 1;
- The newly renovated TWGHs Wong Tai Sin Hospital – Hong Kong Baptist University Sophia Wang Chinese Medicine Clinical Research and Services Centre;
- The Tung Wah Group of Hospitals – The University of Hong Kong Chinese Medicine Clinic cum Training and Research Centre to be renovated in Sheung Wan;
- The newly constructed TWGHs Holistic Centre for Youth Development in San Po Kong; and
- The newly constructed TWGHs North Point Child Development Centre.

### Provision of IT Consultation to Frontline Services

To promote the use of information technology at frontline services, the Division provided consultation and technical advice for the following IT projects:

- Development of the computer system for integrated vocational rehabilitation services;
- Development of the computer system for meal ordering at TWGHs Jockey Club Rehabilitation Complex;
- Development of the website for the Record and Heritage Office;
- Development of the computer system for Holistic Centre for Youth Development; and
- Development of the Keeper Easy system for the Community Services Division.

### Supporting Online Promotion of 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. Relevant functions, such as donation collection and online registration, were developed for public use in various events, including "TWGHs Charity Cantonese Opera Show – The Asura Judgement", "Tung Wah Charity Gala 2022", "Special Edition Flag Sticker Set", Flag Day Survey, "Appeal for Donation in Lieu of Gifts for the Inauguration of the Board of Directors 2022/2023", "TWGHs Charity Raffle 2022/2023" and more. The Division had completed the revamp of the donation collection forms with a view to providing better data privacy protection and supporting the fund-raising team. The Division also offered professional advice in the setup of TWGHs NFT Marketplace.

### Revamping IT Infrastructure, Network and Equipment in the Data Centre of TWGHs Administration Headquarters

Subsequent to the launch of a modernised hyper-converged infrastructure (HCI) platform for central server virtualisation in last fiscal year, the Division reviewed overall IT infrastructure, and dismantled obsolete or useless IT equipment such as IT servers and their peripherals for the purpose of saving spaces and reducing power consumption in the Data Centre of TWGHs Administration Headquarters. Meanwhile, the Division conducted a comprehensive review of the

## 為東華三院企業應用系統的應變計劃實施遠程辦公平台

東華三院企業應用系統現有應變計劃行之有效，在疫情肆虐期間，本院行政總部的員工一旦無法於辦公室正常履行職務，仍能透過由該科採用的企業遠程辦公室解決方案，讓已獲授權員工通過安全可靠的渠道遠程存取本院的應用系統。該平台已於 2023 年第一季度準備就緒，以備適時啟動應變計劃。

overall security control on the current IT server infrastructure, and revamped the IT network under the scope of Information Security Management System (ISMS) for ongoing improvement.

## Implementation of a Teleworking Platform in the Contingency Plan for the Operation of TWGHs Corporate Application Systems

The existing business contingency plan for the operation of TWGHs corporate application systems is effective amid the severe spread of COVID-19 epidemic. In the event that the staff members were unable to perform normal duties at the Administration Headquarters, the Division had a set of enterprise grade teleworking solutions in place for authorised staff to access these corporate systems remotely through a secure and robust channel. The platform was ready for use in the first quarter of 2023 in case the contingency plan had to be activated.

## 資訊科技的管治

### 為 ISO/IEC 27001:2013 認證實施維護和提高資訊保安管理系統的安全控制

該科繼續以適當的資訊科技安全控制措施，維護現有的資訊保安管理系統，並通過更換所需的網絡、防火牆設備和系統軟件，加強對網絡存取、通信和操作軟件的管控。經英國標準協會於 2022 年 9 月的連續性周年審核後，確認本院資訊保安管理系統符合 ISO/IEC 27001:2013 的認證標準。

## Information Technology Governance

### Maintenance and Enhancement of Security Controls on the Information Security Management System (ISMS) for ISO/IEC 27001:2013 Certification

The Division continued to maintain the existing Information Security Management System (ISMS) with proper IT security controls, as it strengthened particularly the network access, communication and operational software controls by the replacement of required competent network, firewall equipment and system software. Upon the assessment during the ongoing annual visit by the British Standards Institution in September 2022, it was confirmed that the ISMS remained in compliance with the standard of ISO/IEC 27001:2013 certification.

## 2022/2023 年度為各科提供系統支援服務

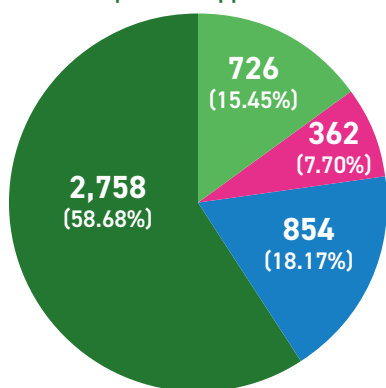
### System Support Services Provided for Various Divisions in the Year 2022/2023

	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	362	854	2,758	726
資訊科技伺服器支援數目 Number of IT Servers Supported	35	-	12	55
網絡及互聯網服務支援數目 Number of Local Area Networks and Internet Services Supported	20	-	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 the primary schools, secondary schools and Tung Wah College for teaching purpose are excluded.

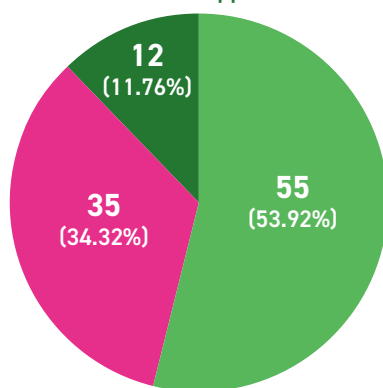
不包括部分非資訊科技科直接管理的網絡及互聯網服務。  
The network and internet services which are not directly administered by the Information Technology Division are excluded.

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



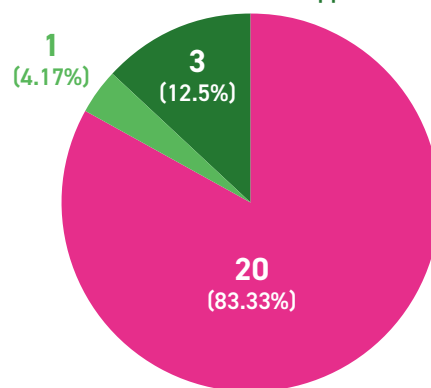
合計 Total **4,700** 台sets

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



合計 Total **102** 台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 **24** 台sets



醫療科及相關服務單位  
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



## 資訊科技科的運作統計資料

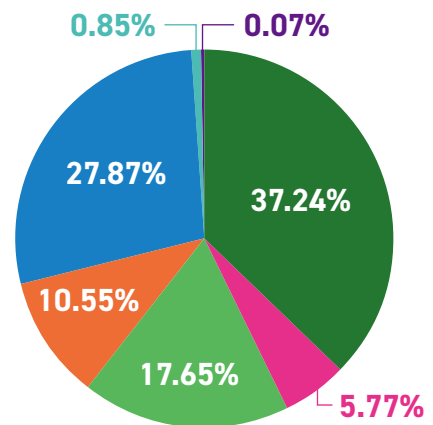
### Operation Statistics of the Information Technology Division

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 hotline and email support service per annum	2,300
全年資訊科技實地支援求助服務數目 Number of cases in IT onsite support service per annum	90
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	92,666
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	7,503
全年平均系統可用性百分比 Average percentage in system availability per annum	99.99%

## 2022/2023 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 2022/2023

		工時 Man-hours Spent	工時比例 Proportion in Percentage
資訊科技支援服務	IT Support Services	3,255	37.24%
系統操作服務	System Operation Services	504	5.77%
系統技術監控及 協調服務	System Administration and Control Services	1,543	17.65%
系統管理服務	System Management Services	922	10.55%
電腦網絡支援服務	Network Support Services	2,436	27.87%
資訊科技產品估價及 研究服務	IT Evaluation and Research Services	74	0.85%
資訊產品採購支援服務	IT Procurement Support Services	6	0.07%
合計 Total		8,740	100.00%



## 2022/2023 年度應用系統及互聯網使用

### Usage of Application Systems and Internet Websites in the Year 2022/2023

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
東華三院中醫醫療資訊系統 TWGHs Chinese Medicine Clinical Information System	●				●
東華三院中醫流動車門診服務系統 TWGHs Chinese Medicine Mobile Clinics Information System	●				●
東華三院牙齒保健資訊系統 TWGHs Dental Clinic 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	●				●
東華三院中醫輪候管理顯示系統 TWGHs Smart Queuing and Display System for Chinese Medicine	●				●
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	●				●
東華三院中醫普通科門診部互動語音預約系統 TWGHs Interactive Voice Response Booking System for Chinese Medicine General Outpatient Clinics	●				●
東華三院復康中心資訊系統 TWGHs Rehabilitation Centre Information System	●				●
東華三院血液透析中心管理系統 TWGHs Haemodialysis Centre 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 (醫療中心) TWGHs Healthcare Information System (Medical Service Centre)	●				●
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	●				●

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
東華三院中央電子教育系統 TWGHs Central Electronic Education System		●			
東華三院安老院舍管理系統 TWGHs Elderly Home One-stop Management Electronic System			●		●
長者中心會員電子健康流動應用程式 CISE eHealth Mobile Application			●		●
長者中心會員資訊系統 Client Information System for Elderly Centres			●		●
東華三院長者日間護理中心管理系統 TWGHs Day Care Centres for the Elderly Information System			●		●
「依時檢」流動應用程式 "Easy Check" Mobile Application			●		●
「智護理」流動應用程式 "SmartCare" Mobile Application			●		
數據可視化及分析系統 (社會服務) Data Visualisation and Analytics System (Community Services)			●		
家居服務資訊系統 Home Services Information System			●		●
「友心情」流動應用程式 "Radio-i-Care" Mobile Application			●		●
天秀墟租務系統 Tin Sau Bazaar Rental Collection System			●		●
「好當家」家居服務流動應用程式 "Versatile" Home Services Mobile app			●		●
人力資源資訊系統 Human Resources Information System	●	●	●	●	
財務會計系統 Financial Accounting System	●	●	●	●	
中央固定資產資訊系統 Centralised Fixed Asset Registration Information System	●	●	●	●	
電子採購系統 Electronic Procurement System	●	●	●	●	
東華三院網上假期流動應用程式 TWGHs e-Leave Mobile App	●	●	●	●	
東華三院網上假期系統 TWGHs e-Leave System	●	●	●	●	
員工休假系統 Staff Leave Information System	●	●	●	●	
員工績效管理系統 Staff Performance Management System	●	●	●	●	
培訓及發展管理系統 Training and Development Management System	●	●	●	●	
東華三院電子考績報告系統 TWGHs e-Appraisal System	●	●	●	●	
收費電腦系統 Receipt Issuing System	●	●	●	●	●
收據系統 Receipt System	●	●	●	●	●
人事一線通電話查詢熱線 (互動語音系統) Human Resources Link (Interactive Voice Response System)	●	●	●	●	
行政工作流程自動化平台 Administrative Workflow Automation Platform	●	●	●	●	
物業管理系統 Property Management System				●	●
物業租務電郵查詢系統 Email Ticketing System for Property Rental Enquiry				●	●
東華三院捐贈紀錄資訊系統 TWGHs Donation Record Information System				●	●
義莊資訊系統 Coffin Home Information System				●	●
殯儀資訊系統 Funeral Parlour Information System				●	●
東華三院文物館館藏管理系統 Tung Wah Museum Collection Management System				●	
嘉賓名單資訊系統 Guest List Information System				●	
剪報管理系統 News Clipping Management System				●	
「珍藏・分享－東華三院文物館檔案」網站 "Preserve and Share - Tung Wah Museum Archives" Website				●	●
東華三院企業電子郵件系統 TWGHs Corporate Email System	●	●	●	●	●
東華三院流動應用程式 TWGHs Corporate Mobile Application	●	●	●	●	●
東華三院機構網站 TWGHs Corporate Website	●	●	●	●	●
東華三院檔案分享平台 TWGHs Corporate File Sharing Platform	●	●	●	●	
東華三院設施預約系統 TWGHs Facility Booking Management System	●	●	●	●	
內聯網入門網站 Intranet Portal (iPortal)	●	●	●	●	
東華三院在線檔案平台 TWGHs Online File Access Platform	●	●	●	●	
東華三院電子服務網上平台 TWGHs eService Portal	●	●	●	●	
考勤登記系統 Time and Attendance Registration System				●	

