Computer services questionnaire

Reference year 2001

Please fill in the following questions as accurately as possible. If some of your products overlap with several of the proposed product categories, we invite you to provide a qualified estimate of the percentage breakdown belonging to each of the relevant categories. Your answers are more usable for us, if you estimate the breakdown, even if the results are not perfect than if you allocate complex products to the main category.

1.   Main activity of the enterprise
according to the Business Register:

                                                  _____ (to be specified)

2.   Accounting period:
                        a) Calendar year
                        b) Other period   _____ (to be specified)

3. Total **Net Turnover** _____ (national currency)

    3a) Total **Net turnover** by client

        (a) Enterprises _____ %

            including: public owned enterprises, sole
            proprietorships and companies with limited liability

        (b) Public sector _____ %

            including: public administration, health and
            education
            excluding: public owned enterprises

        (c) Households and non-profit institutions _____ %

        (d) Total _____100 %

    3b) Total **Net turnover** by client

        (a) Resident clients _____%

        (b) Non-resident clients (i.e. export) _____%

        (c) Total _____100 %

    3c) Share of total **Net turnover** from your 3 biggest clients

        (please tick the relevant box): ☐ 0 - 24 %

                                              ☐ 25 - 49 %

                                              ☐ 50 - 74 %

                                              ☐ 75 - 100 %

4) Breakdown of total **Net turnover** by products

   i) **Hardware consultancy services**   _____ (national currency)

   ii) **Software and other computer consultancy services**   _____ (national currency)

     (a) Development and sale of *packaged software*   _____ %

     (b) Development and sale of *customised software*
(incl. modifications of packaged software)   _____ %

     (c) Other software and computer consultancy services   _____%

     (d) Total "Software and other computer consultancy services"   _____100 %

   iii) **Other computer related services**   _____ (national currency)

     (a) Computer facilities management and data processing services   _____ %

     (b) Database services
(incl. on-line information provision)   _____ %

     (c) Systems maintenance services   _____ %

     (d) Computer hardware servicing, repair and maintenance of computing machinery and equipment   _____ %

     (e) Total "Other computer related services"   _____100 %

   iv) **Network and telecommunication services**   _____ (national currency)

   v) **IT-related training**
(only if provided separately from other computer services)   _____ (national currency)

   vi) **Leasing or rental services of computing machinery without operator**   _____ (national currency)

   vii) **Resale (wholesale and retail)**   _____ (national currency)

     (a) Software (not own developed)   _____ %

     (b) Hardware and equipment   _____ %

     (c) Other resale   _____ %

     (d) Total resale   _____100 %

viii)   **Business and management consultancy services**   _____ (national currency)

ix)   **Other additional products n.e.c.**   _____ (national currency)

Please enter details of the sales (net turnover) of all other types of products that you provide (not covered by the previous product categories, for example manufacturing etc.)

Product description
_____ (national currency)
Product description
_____ (national currency)
Product description
_____ (national currency)
Product description
_____ (national currency)

Total Net Turnover (sum of items 4i , ii …. ix)   _____ **(national currency)**

5.   Income from Intellectual Property Rights   _____ (national currency)
   (Including: revenue from Patents, Trade marks,
   Copyrights, Royalties etc.)
   (excluding: software licenses)

Optional breakdown of software and other computer consultancy services

ii) **Software and other computer consultancy**
   services   _____ (national currency)

   (a) Development and sale of shrinkwrapped
       packaged software (license)   _____ %

   (b) Development and sale of standardized
       professional software (license)   _____ %

   (c) Installation, modification of standardized
       professional software (consultancy based on
       own developed standardized software products) _____ %

   (d) Development and sale of customised
       software (consultancy based on customer
       demands incl. installation and modification of
       foreign standardized software products)   _____ %

   (e) Other software and computer consultancy
       services   _____ %

   (f) Total "Software and other computer
       consultancy services"   100 %

Economic and employment variables

6. Number of persons employed   _____ (number)

7. Number of employees   _____ (number)

8. Total purchases of goods and services   _____ (national currency)
    (needed for value added)

9. Personnel costs   _____ (national currency)
    (needed for gross operating surplus)

NOTE: Do not include the variables 6, 7, 8 and 9 in the questionnaire if they are avaiable from SBS or other sources.

Product descriptions

Hardware consultancy services:

Provision of advice and assistance on matters related to the management of businesses' and institutions' computer resources:

- assessing the computer needs of the organisation
- planning the organisation's acquisitions
- counselling the client on the procurement of hardware and software
- consultancy on system security
- performing an audit on the computer-related operations of the organisation, etc.

Development and sale of packaged software:

Sale, rental, leasing and/or licensing of <u>own developed</u> packaged software. The category should also include **sales of licenses** (for packaged software). On the other hand, software bought for resale must be excluded.

Development and sale of customised software:

1. Development (analysis, design and programming) of customised software
2. Adaptation of existing software

This category should include Internet programming and web-design, software related to network services and application software. The category should also include **sales of licenses** (for customised software). On the other hand, software bought for resale must be excluded.

Other software and computer consultancy services:

1. Provision of advice and assistance on matters related to computer software:
 - conducting feasibility studies on the implementation of a system
 - providing specifications for a database design
 - providing technical expertise for the integration of hardware and software
 - providing guidance and assistance during the start-up phase of a new system
 - providing specifications to secure a database and so on
 - providing advice on proprietary software

2. Provision of computer-related professional services not elsewhere classified:
 - development of service-level agreements services
 - disaster recovery services (software)
 - implementation planning services
 - quality assurance planning and review services
 - system implementation support services
 - system quality assurance services
 - system integration services

Computer facilities management services and data processing services:

Provision of personnel to manage and operate client-owned (leased) computer facilities on an on-going basis whether these facilities are located on the client's or supplier's site. The incidental development of software may form an integral component of this service.

- processing of data supplied by the customer, tabulation, computation, etc., without any design of specific software
- leasing or rental services of machine time (CPU-time) on the data processing system to third party, in time shared with other users
- capture of data (supplied by the customer) on tape, diskette or other medium or directly into a data processing system
- provision of data processing services not elsewhere classified
- provision of tape diskette conversion and rectification services, input preparation services and optical character recognition services

Database services (including on-line information provision services):

- database services
- provision of information on web-sites
- provision of on-line data retrieval services from databases and other information, to all or a limited number of users
- provision of on-line information by content providers

Systems maintenance services:
Provision of assistance to keep computer systems (software) in good working condition. The maintenance may be corrective or preventive and include services such as: - testing to detect, locate and remove faults, - improving existing programs, - providing up-to-date user manuals
Computer hardware servicing, repair and maintenance of computing machinery and equipment: Maintenance and repair services of computing machinery and equipment.
Network services and telecommunication services: This includes for instance Internet services providers.
IT related training Only training provided as a separate product should be included.
Leasing or rental services of computing machinery without operator This includes renting, hiring or leasing services concerning computing machinery and equipment without operator such as electronic data processors, central processing units, peripheral units and magnetic or optical readers. This category does not include leasing or rental services concerning *software packages*, renting or hiring services concerning computers or computer related equipment *with operator* or management, leasing or rental services concerning *machine time*.
Resale (wholesale and retail) This should include all resale of software which is not developed by the enterprise. Sales of hardware (which is not developed by the enterprise) should also be included.
Business and management consultancy services - General management consulting services (advisory, guidance and operational assistance services concerning business policy and strategy and the overall planning, structuring and control of an organisation) - Financial management consulting services except corporate tax (advisory, guidance and operational assistance services concerning decision areas that are financial in nature) - Human resources management consulting services (advisory, guidance and operational assistance services concerning the human resources management of an organisation) - Other business and management consultancy services (marketing management consulting services, production management consulting services, public relations services, project management services other than for construction, arbitration and conciliation services etc.)

Optional breakdown of software and other computer consultancy services

Development and sale of shrinkwrapped packaged software (license)
Software packages being sold in large volume program boxes in data stores and department stores, for example MS Office
Development and sale of standardized professional software (license) Professional software products for example in use of administration, material- and production control (CAD). The products are usually sold by the manufacturer himself or his agent. Exapmles are SAP, Oracle and XOR.
Installation, modification of standardized professional software (consultancy based on own developed standardized software products) Installation and modification of standardized professional software made by the supplier for the customers desire.

Development and sale of customised software (consultancy based on customer demands incl. installation and modification of foreign standardized software products)

Programming commissions after the specifications of the customer.