

SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES

2018

Kindly quote this number in any correspondence

	Enterprise Name:	
	Address:	
	Town/Village:	Postcode:

Kindly complete or amend if details are INCORRECT

26 February 2018

Dear Sir/Madam,

The survey on ICT usage and e-Commerce in Enterprises is being carried out as part of the European Benchmarking Programme and aims to ensure that EU Member States make the utmost of the improvements which the information society brings with it.

To accomplish this goal, the National Statistics Office carries out an annual enterprise survey with the scope of measuring the dynamics of Information Society at a local level. The survey, which is in part financed by the European Commission, should ideally be completed by persons with a technical knowledge in the field of IT.

In accordance with the provisions of the Malta Statistics Authority Act (XXIV of 2000), you are kindly requested to complete and forward this questionnaire to the National Statistics Office, Lascaris, Valletta VLT 2000, by **26 March 2018**. NSO wishes to emphasize that data collected in terms of the Malta Statistics Authority Act will be used internally for statistical purposes only, and will not be disclosed or divulged to third parties under any form.

If you encounter any difficulties while completing this questionnaire you are kindly requested to contact the Tourism, Education and Information Society Statistics Unit on 25 997 633 or email luigi.porto@gov.mt. An electronic version of the survey questionnaire may also be downloaded from the NSO website: <http://www.nso.gov.mt>.

Your cooperation in completing this questionnaire in a correct and timely manner is highly appreciated.

Yours faithfully,

Matthew Zerafa
Tourism, Education and
Information Society Statistics.

For correspondence contact:
Mr. Luigi Porto
Tourism, Education and Information Society
Statistics
Social and Regional Statistics Directorate
National Statistics Office
Lascaris Valletta, VLT 2000.
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SHOULD YOU FIND DIFFICULTY UNDERSTANDING ANY OF THE TERMS THROUGHOUT THE QUESTIONNAIRE PLEASE FIND DEFINITIONS AT THE END OF THIS BOOKLET.

**SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES
2018**

Module A: Use of computers			
<i>(Scope: all enterprises)</i>			
A1.	Does your enterprise use computers? <i>Computers include Personal Computers, portable computers, tablets and other portable devices such as Smartphones.</i>	Yes (1)	No (0)

IF 'No'
GO TO
Q. X1

Module B: ICT specialists and skills			
<i>(Scope: enterprises with computers)</i>			
B1.	Does your enterprise employ ICT specialists? <i>ICT specialists are employees for whom ICT is the main job. For example, to develop, operate or maintain ICT systems or applications.</i>	Yes (1)	No (0)
B2.	During 2017, did your enterprise provide any type of training to develop ICT related skills of the persons employed? <i>(answer BOTH B2(a) and B2(b))</i>	Yes	No
	a) Training for ICT specialists <i>Tick "No" if your enterprise didn't employ ICT specialists during 2017.</i>	(1)	(0)
	b) Training for other persons employed	(1)	(0)
B3.	During 2017, did your enterprise recruit or try to recruit ICT specialists?	Yes (1)	No (0)
B4.	During 2017, did your enterprise have vacancies for ICT specialists that were difficult to fill?	Yes (1)	No (0)
B5.	Indicate who mainly performed the following ICT functions of your enterprise in 2017 <i>Note: External suppliers refer to any other enterprise. Affiliates and parent enterprises are not considered as external suppliers.</i>		
	<i>Tick ONE option from each row</i>	Mainly own employees incl. those employed in parent enterprises	Mainly external supplier
			Not applicable
	a) Maintenance of ICT infrastructure <i>(servers, computers, printers, networks)</i>	(1)	(2)
	b) Support for office software <i>(e.g. word processors, spreadsheets, etc.)</i>	(1)	(2)
	c) Development of business management software/systems <i>(e.g. ERP; CRM; HR information management). Exclude purchases of pre-packaged software.</i>	(1)	(2)
	d) Support for business management software/systems <i>(e.g. ERP, CRM, HR information management, databases)</i>	(1)	(2)
	e) Development of web solutions <i>(e.g. development of your enterprise's website, apps, e-commerce solutions, etc.)</i>	(1)	(2)
	f) Support for web solutions <i>(e.g. websites, apps, e-commerce solutions). Exclude hosting your enterprise's website.</i>	(1)	(2)
	g) ICT security and data protection <i>(e.g. security testing, training on security, resolving ICT security incidents, etc.). Exclude upgrades of pre-packaged software.</i>	(1)	(2)

IF 'No'
GO TO
Q. B5

Module C: Access and use of the internet (Scope: enterprises with computers)		
C1. Does your enterprise have access to the internet?	Yes (1)	No (0)
C2. How many persons employed (both full time and part time) use computers with access to the internet for business purposes? <i>If you can't provide this value.</i> Please indicate an estimate of the percentage of the total number of persons employed (both full time and part time) who use computers with access to the internet for business purposes. <i>Computers include Personal Computers, portable computers, tablets and other portable devices such as Smartphones.</i>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> %	

IF 'No'
GO TO
Q. E1

Use of a fixed connection to the internet for business purposes												
C3. Does your enterprise use any type of fixed connection to the internet? (e.g. ADSL, SDSL, VDSL, fiber optics technology (FTTH), cable technology, public Wi-Fi (The MCA Free WiFi), etc.)	Yes (1)	No (0)										
C4. What is the maximum contracted download speed of the fastest fixed internet connection of your enterprise?	<table border="1"> <tbody> <tr> <td>a) less than 2 Mbit/s</td> <td><input type="checkbox"/>₁</td> </tr> <tr> <td>b) 2 Mbit/s or more but less than 10 Mbit/s</td> <td><input type="checkbox"/>₂</td> </tr> <tr> <td>c) 10 Mbit/s or more but less than 30 Mbit/s</td> <td><input type="checkbox"/>₃</td> </tr> <tr> <td>d) 30 Mbit/s or more but less than 100 Mbit/s</td> <td><input type="checkbox"/>₄</td> </tr> <tr> <td>e) 100 Mbit/s or more</td> <td><input type="checkbox"/>₅</td> </tr> </tbody> </table>		a) less than 2 Mbit/s	<input type="checkbox"/> ₁	b) 2 Mbit/s or more but less than 10 Mbit/s	<input type="checkbox"/> ₂	c) 10 Mbit/s or more but less than 30 Mbit/s	<input type="checkbox"/> ₃	d) 30 Mbit/s or more but less than 100 Mbit/s	<input type="checkbox"/> ₄	e) 100 Mbit/s or more	<input type="checkbox"/> ₅
a) less than 2 Mbit/s	<input type="checkbox"/> ₁											
b) 2 Mbit/s or more but less than 10 Mbit/s	<input type="checkbox"/> ₂											
c) 10 Mbit/s or more but less than 30 Mbit/s	<input type="checkbox"/> ₃											
d) 30 Mbit/s or more but less than 100 Mbit/s	<input type="checkbox"/> ₄											
e) 100 Mbit/s or more	<input type="checkbox"/> ₅											

IF 'No'
GO TO
Q. C5

TICK
ONLY
ONE!

Use of a mobile connection to the internet for business purposes		
A mobile connection to the internet means the usage of portable devices connecting to the internet through mobile telephone networks for business purposes. Enterprises provide portable devices and pay for all or at least up to a limit, the subscription and the use costs.		
C5. Does your enterprise provide portable devices that allow a mobile connection to the internet using mobile telephone networks, for business purposes? <i>(e.g. via portable computers or other portable devices such as smartphones)</i>	Yes (1)	No (0)
C6. How many persons employed (both full time and part time) use a portable device provided by the enterprise, that allows internet connection via mobile telephone networks, for business purposes? <i>(Including, portable computers, tablets and other portable devices such as smartphones)</i> <i>If you can't provide this value.</i> Please indicate an estimate of the percentage of the total number of persons employed (both full time and part time) who use a portable device provided by the enterprise, that allows internet connection via mobile telephone networks, for business purposes?	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> %	

IF 'No'
GO TO
Q. C8

C7. Does your enterprise provide <u>portable devices</u> that allow <u>mobile connection</u> to the internet using mobile telephone networks, for business use to:	Yes	No	
	a) access the enterprise's e-mail system?	(1)	(0)
	b) access and modify enterprise's documents?	(1)	(0)
	c) use dedicated business software applications? <i>(e.g. for orders or sales management, ERP (Enterprise Resource Planning) related applications, etc.)</i>	(1)	(0)

Use of a Website			
C8. Does your enterprise have a Website? <i>(Making use of affiliate and parent enterprises websites is considered as having a website.)</i>	Yes (1)	No (0)	
C9. Does the website have any of the following features?	Yes	No	
	a) Description of goods or services, price lists	(1)	(0)
	b) Online ordering or reservation or booking, e.g. shopping cart	(1)	(0)
	c) Possibility for visitors to customise or design online goods or services	(1)	(0)
	d) Tracking or status of orders placed	(1)	(0)
	e) Personalised content in the website for regular/recurrent visitors	(1)	(0)
	f) Links or references to the enterprise's social media profiles	(1)	(0)

IF 'No'
GO TO
Q. C10

Other use of the internet			
C10. Does your enterprise pay to advertise on the internet? <i>(e.g. adverts on search engines, on social media, on other websites, etc.)</i>	Yes (1)	No (0)	
C11. Does your enterprise pay to advertise on the internet using any of the following targeted advertising methods?	Yes	No	
	a) Based on webpages' content or keywords searched by users	(1)	(0)
	b) Based on the tracking of internet users' past activities or profile	(1)	(0)
	c) Based on the geolocation of internet users	(1)	(0)
	d) Any other method of targeted advertising on the internet not specified above	(1)	(0)

IF 'No'
GO TO
Q. D1

Module D: Use of cloud computing services		
(Scope: enterprises with access to the internet)		
<p>Cloud computing refers to ICT services that are used over the internet to access software, computing power, storage capacity etc.;</p> <p>where the services have all of the following characteristics:</p> <ul style="list-style-type: none"> - are delivered from servers of service providers - can be easily scaled up or down (e.g. number of users or change of storage capacity) - can be used on-demand by the user, at least after the initial set up (without human interaction with the service provider) - are paid for, either per user, by capacity used, or they are pre-paid <p>Cloud computing may include connections via Virtual Private Networks (VPN).</p>		
<p>D1. Does your enterprise <u>buy</u> any cloud computing services used over the internet?</p> <p><i>Please refer to the definition of cloud computing above, exclude free of charge services.</i></p>	<p>Yes (1)</p>	<p>No (0)</p>
<p>D2. Does your enterprise <u>buy</u> any of the following cloud computing services used over the Internet?</p> <p style="text-align: right;"><i>(exclude free of charge services)</i></p>		
	Yes	No
a) E-mail <i>(as a cloud computing service)</i>	(1)	(0)
b) Office software <i>(e.g. word processors, spreadsheets, etc.) (as a cloud computing service)</i>	(1)	(0)
c) Hosting the enterprise's database(s) <i>(as a cloud computing service)</i>	(1)	(0)
d) Storage of files <i>(as a cloud computing service)</i>	(1)	(0)
e) Finance or accounting software applications <i>(as a cloud computing service)</i>	(1)	(0)
f) Customer Relationship Management (CRM) software application for managing information about customers <i>(as a cloud computing service)</i>	(1)	(0)
g) Computing power to run the enterprise's own software <i>(as a cloud computing service)</i>	(1)	(0)
<p>D3. Does your enterprise <u>buy</u> any cloud computing services delivered from:</p> <p style="text-align: right;"><i>(exclude free of charge services)</i></p>		
	Yes	No
a) shared servers of service providers	(1)	(0)
b) servers of service providers exclusively reserved for your enterprise	(1)	(0)

IF 'No'
GO TO
Q. E1

Module E: Use of 3D printing		
(Scope: enterprises with computers)		
<p>Use of 3D printing also known as additive layer manufacturing refers to the use of special printers either by the enterprise itself or the use of 3D printing services provided by other enterprises for the creation of three-dimensional physical objects using digital technology.</p>		
<p>E1. <u>During 2017</u>, did your enterprise use 3D printing:</p>	Yes	No
a) using your enterprise's 3D printers? <i>(include use of rented or leased 3D printers)</i>	(1)	(0)
b) using printing services provided by other enterprises <i>(include printing services provided by parent or affiliate enterprises)</i>	(1)	(0)

If E1 has either E1(a) or E1(b) marked as 'YES' then continue to E2. Else go to F1.

E2. During 2017, did your enterprise use 3D printing for any of the following?	Yes	No
	a) Prototypes or models for <u>sale</u> .	(1)
b) Prototypes or models for <u>internal use</u> .	(1)	(0)
c) Goods for <u>sale</u> excluding prototypes or models. (e.g. moulds, tools, parts of goods, semi-finished goods, etc.)	(1)	(0)
d) Goods to be used in your enterprise's <u>production process</u> excluding prototypes or models. (e.g. moulds, tools, parts of goods, semi-finished goods, etc.)	(1)	(0)

Module F: Use of robotics

(Scope: enterprises with computers)

- An industrial robot is an automatically controlled, reprogrammable, multipurpose manipulator programmable in three or more axes, which may be either fixed in place or mobile for use in industrial automation applications.
- A service robot is a machine that has a degree of autonomy and is able to operate in complex and dynamic environment that may require interaction with persons, objects or other devices, excluding its use in industrial automation applications.

Exclude Software robots (computer programs) and 3D printers

F1. Does your enterprise use any of the following types of robots?	Yes	No
	a) Industrial robots (e.g. robotic welding, laser cutting, spray painting, etc.) (Please see the definition of <u>industrial</u> robots)	(1)
b) Service robots (e.g. used for surveillance, cleaning, transportation, etc.) (Please see the definition of <u>service</u> robots)	(1)	(0)

If F1(b) is marked as 'YES' then continue to F2. Else go to G1.

F2. Does your enterprise use <u>service</u> robots for any of the following? <i>(Please see the definition of <u>service</u> robots when considering the relevant tasks mentioned below)</i>	Yes	No
	a) Surveillance, security or inspection tasks (e.g. use of airborne drones, etc.)	(1)
b) Transportation of people or goods (e.g. use of automated guided vehicle, etc.)	(1)	(0)
c) Cleaning or waste disposal tasks	(1)	(0)
d) Warehouse management systems (e.g. palletising, handling goods, etc.)	(1)	(0)
e) Assembly works performed by service robots	(1)	(0)
f) Robotic store clerk tasks	(1)	(0)
g) Construction works or damage repair tasks	(1)	(0)

Module G: Big data analysis

(Scope: enterprises with computers)

Big data are generated from activities that are carried out electronically and from machine-to-machine communications (e.g. data produced from social media activities, from production processes, etc.)

Big data typically have characteristics such as:

- Significant **volume** referring to vast amounts of data generated over time.
- **Variety** referring to the different format of complex data, either structured or unstructured (e.g. text, video, images, voice, docs, sensor data, activity logs, click streams, coordinates, etc.).
- **Velocity** referring to the high speed at which data is generated, becomes available and changes over time.

Big data analysis refers to the use of techniques, technologies and software tools for analysing **big data** extracted from your own enterprise's data sources or other data sources.

G1. During 2017, did your enterprise analyse big data from any of the following data sources?

(include big data analysis conducted by external service providers)

	Yes	No
a) Enterprise's own data from smart devices or sensors (e.g. Machine to Machine -M2M- communications, digital sensors, Radio frequency identification tags RFID, etc.) (in the context of big data)	(1)	(0)
b) Geolocation data from the use of portable devices (e.g. portable devices using mobile telephone networks, wireless connections or GPS) (in the context of big data)	(1)	(0)
c) Data generated from social media (e.g. social networks, blogs, multimedia content sharing websites, etc.) (in the context of big data)	(1)	(0)
d) Other big data sources not specified above	(1)	(0)

If G1 has at least one positive answer then continue to G2, else go to H1.

G2. During 2017, who performed big data analysis for your enterprise?

	Yes	No
a) Enterprise's own employees (incl. those employed in parent or affiliate enterprises)	(1)	(0)
b) External service provider	(1)	(0)

Module H: Invoicing

(Scope: enterprises with computers)

There are invoices in **paper form** and **electronic form**. Invoices in **electronic form** are of two types:

- **E-invoices** in a standard structure **suitable for automated processing**, excluding the transmission of PDF files. They are exchanged either directly or via service operators or via an electronic banking system.
- **Invoices** in electronic form **not suitable for automated processing**, including the transmission of PDF files

H1. In 2017, did your enterprise send any of the following types of invoices:

Include also invoices sent via intermediaries, e.g. accountants, e-invoice service providers, etc.

	Yes	No
a) Invoices in electronic form, in a standard structure suitable for automated processing (e-invoices)? Excluding the transmission of PDF files (EDI (e.g. EDIFACT), XML (e.g. UBL))	(1)	(0)
b) Invoices in electronic form not suitable for automated processing ? Including the transmission of PDF files (e.g. emails, TIF, JPEG or other format)	(1)	(0)
c) Paper invoices?	(1)	(0)

If H1(a) is answered with 'Yes', go to H2, otherwise go to H4.

H2. Concerning e-invoices: In 2017, out of all invoices your enterprise sent (in electronic or paper form) to private customers, other enterprises or public authorities, how many were e-invoices in a standard structure suitable for automated processing?

a) less than 10%	<input type="checkbox"/> ₁
b) 10% or more but less than 25%	<input type="checkbox"/> ₂
c) 25% or more but less than 50%	<input type="checkbox"/> ₃
d) 50% or more but less than 75%	<input type="checkbox"/> ₄
e) 75% or more	<input type="checkbox"/> ₅

H3. Concerning e-invoices: In 2017, did your enterprise send e-invoices in a standard structure suitable for automated processing, to:

	Yes	No
a) Other enterprises (B2B)	(1)	(0)
b) Public authorities (B2G)	(1)	(0)
c) Private consumers (B2C)	(1)	(0)

H4. In 2017, did your enterprise receive any of the following types of invoices:

Include also invoices sent via intermediaries, e.g. accountants, e-invoice service providers, etc.

	Yes	No
a) Invoices in electronic form, in a standard structure suitable for automated processing (e-invoices)? Excluding the transmission of PDF files (EDI (e.g. EDIFACT), XML (e.g. UBL))	(1)	(0)
b) Invoices in electronic form not suitable for automated processing ? Including the transmission of PDF files (e.g. emails, TIF, JPEG or other format)	(1)	(0)
c) Paper invoices?	(1)	(0)

If H4(a) is answered with 'Yes', go to H5, otherwise go to I1.

H5. Concerning e-invoices: In 2017, out of all invoices your enterprise received, how many were e-invoices in a standard structure suitable for automated processing?

a) less than 10%	<input type="checkbox"/> ₁
b) 10% or more but less than 25%	<input type="checkbox"/> ₂
c) 25% or more but less than 50%	<input type="checkbox"/> ₃
d) 50% or more but less than 75%	<input type="checkbox"/> ₄
e) 75% or more	<input type="checkbox"/> ₅

Module I: e-Commerce					
(Scope: enterprises with computers)					
<p>e-Commerce refers to the sale or purchase of goods or services conducted over computer networks by methods specifically designed for the purpose of receiving orders.</p> <p>The payments and the delivery of the goods or services do not have to be conducted online.</p> <p>e-Commerce transactions exclude orders made by manually typed e-mail messages.</p>					
e-Commerce Sales					
Web sales					
<p>Web sales are sales made via an online store (web shop), via web forms on a website or extranet, or via web applications ("apps").</p>					
11.	<p>During 2017, did your enterprise <u>receive</u> orders for goods or services placed via a website or "apps"?</p> <p><i>(excluding manually typed e-mails)</i></p>	Yes (1)	No (0)		
<p>12. Please state the value of the turnover resulting from orders <u>received</u> that were placed <u>via a website or "apps"</u> (in monetary terms, excluding VAT), in 2017.</p> <p><i>If you can't provide this value,</i></p> <p>Please indicate an estimate of the percentage of the total turnover resulting from orders <u>received</u> that were placed via a website, in 2017.</p>					
		€ <input type="text"/>			
		<input type="text"/> <input type="text"/> <input type="text"/> %			
13.	<p>What was the percentage breakdown of the turnover from orders <u>received</u> that were placed <u>via a website or "apps"</u> in 2017 by type of customer?</p> <p><i>(estimates in percentage of the monetary values, excluding VAT)</i></p>				
a) B2C (Sales to private consumers)					%
b) B2B (Sales to other enterprises) and B2G (Sales to public authorities)					%
TOTAL (Note: Total should add up to 100%)		1	0	0	%
14.	<p>During 2017, via which websites or "apps" did your enterprise <u>receive</u> orders for goods or services:</p>	Yes	No		
a) via your enterprise's website or "apps"? <i>(including those of parent or affiliate enterprises, extranets)</i>		(1)	(0)		
b) via an e-commerce marketplace website or "apps" used by several enterprises for trading products? <i>(e.g. Maltapark, eBay, Amazon, Amazon Business, Alibaba, Rakuten, etc.)</i>		(1)	(0)		
<p>If 14 has both 14(a) and 14(b) marked as 'YES' then continue to 15. Else go to 16.</p>					
15.	<p>What was the percentage breakdown of the turnover from orders <u>received</u> via a website or "apps" in 2017 for the following:</p> <p><i>(estimates in percentage of the monetary values, excluding VAT)</i></p>				
a) via your enterprise's website or "apps"? <i>(including those of parent or affiliate enterprises, extranets)</i>					%
b) via an e-commerce marketplace website or "apps" used by several enterprises for trading products? <i>(e.g. Maltapark, eBay, Amazon, Amazon Business, Alibaba, Rakuten, etc.)</i>					%
TOTAL (Note: Total should add up to 100%)		1	0	0	%

IF 'No'
GO TO
Q. 16

EDI-type sales

EDI-type sales are sales made via EDI-type messages (EDI: Electronic Data interchange) meaning:

- in an agreed or standard format suitable for automated processing (e.g. EDI (e.g. EDIFACT), XML (e.g. UBL))
- without the individual messages being typed manually

I6. During 2017, did your enterprise <u>receive</u> orders for goods or services placed via EDI-type messages?	Yes (1)	No (0)
I7 Please state the value of the turnover resulting from orders <u>received</u> that were placed via EDI-type messages (in monetary terms, excluding VAT), in 2017. <i>If you can't provide this value.</i> Please indicate an estimate of the percentage of the total turnover resulting from orders <u>received</u> that were placed via a EDI-type messages, in 2017.	€ <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> %

IF 'No'
GO TO
Q. X1

Module X: Background information

X1.	Main economic activity of the enterprise, during 2017 <i>(e.g. manufacturing of food products, retail of households goods)</i> _____		
X2.	Average number of persons employed, during 2017	<i>Full-Time</i>	<input type="text"/>
		<i>Part-Time</i>	<input type="text"/>
X3.	Total turnover (in monetary terms, excluding VAT), for 2017	€ <input type="text"/>	

Name and Surname: _____

Position Held: _____

Telephone No: _____ Fax No: _____

E-mail: _____

Date: _____ Signature: _____

Enterprise's Website URL: _____

At NSO we aim to provide relevant and reliable information. Kindly give us your feedback with regards to this survey and suggest any information that may be relevant for you in the future.

COMMUNITY SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES

2018

Glossary

3D printing (Additive Layer Manufacturing - ALM)	Additive Layer Manufacturing (ALM) and 3D printing are equivalent terms for the same process. The latter is the popular term widely known while the former describes more precisely the process of joining materials to make physical objects from 3D model data, usually layer upon layer, as opposed to subtractive manufacturing methodologies such as CNC machining or milling (e.g. lathe) that uses a rotating milling cutter to remove material from a solid block of material
3G, 3rd Generation	3G or 3rd Generation, is a family of standards for mobile telecommunications (W-CDMA, CDMA2000, etc) defined by the International Telecommunication Union (ITU). 3G devices allow simultaneous use of speech and data services and higher data transmission rates.
4G,4th Generation	4G is the fourth generation of cellular wireless standards. It is a successor of the 3G and 2G families of standards. The ITU-R organization specified the International Mobile Telecommunications Advanced requirements for 4G standards, setting peak speed requirements for 4G service at 100 Mbit/s for high mobility communication (such as from trains and cars) and 1 Gbit/s for low mobility communication (such as pedestrians and stationary users).Source: http://en.wikipedia.org/wiki/ ; http://www.itu.int
App(s)	A mobile app, short for mobile application or just app, is application software designed for a specific purpose (e.g. entertainment, shopping, etc.), downloaded and used on computers depending on their operating system. (e.g. portable devices such as tablets, Smartphones, etc.) Further information: http://en.wikipedia.org/wiki/Mobile_app ; http://www.techopedia.com/definition/2953/mobile-application-mobile-app
Business Process	A business process or business method is a collection of related, structured activities or tasks that produce a specific service or product (serve a particular goal) for a particular customer or customers. Business processes can be of three types: Management processes (e.g. corporate governance, strategic management), Operational processes (e.g. purchasing, manufacturing, marketing and sales etc) and Supporting processes (e.g. accounting, recruitment, technical support etc). Source: http://en.wikipedia.org/wiki/Business_process
Data	Representation of facts, concepts, or instructions in a formalized manner suitable for communication, interpretation, or processing by humans or by automated means. Any representations such as characters or analogue quantities to which meaning is or might be assigned. Source: http://www.its.bldrdoc.gov/projects/devglossary/data.html
DSL	Digital Subscriber Line (DSL) is a family of technologies that provides digital data transmission over the wires of a local telephone network. DSL is widely understood to mean Asymmetric Digital Subscriber Line (ADSL), the most commonly installed technical varieties of DSL. DSL service is delivered simultaneously with regular telephone on the same telephone line as it uses a higher frequency band that is separated by filtering. Source: http://en.wikipedia.org/wiki/DSL
EDI, EDI-type	Electronic Data Interchange (EDI) refers to the structured transmission of data or documents between organizations or enterprises by electronic means. It also refers specifically to a family of standards (EDI-type) and EDI-type messages suitable for automated processing. Source: http://en.wikipedia.org/wiki/Electronic_Data_Interchange
EDI e-Commerce	EDI is here used as a generic term for sending or receiving business information in an agreed format suitable for automated processing (e.g. EDIFACT, XML, etc.) and without the individual message being manually typed.
E-invoice	<p>Electronic invoices comprises payment information exchanged between business parties – enterprises, public authorities - involved in commercial transactions, transmitted via the internet or other electronic means.</p> <p>A structured e-Invoice is an invoice where all data are in digital format suitable for automated processing. A distinctive feature of a structured e-Invoice is automation: a structured e-Invoice will be transferred automatically in intercompany invoicing from the invoice issuer's or service provider's system directly into the recipient's financial or other application.</p> <p>The e-Invoice data could be structured according to the XML, EDI or other similar format.</p> <p>Unstructured invoices in an electronic form are not suitable for automated processing (e.g. emails, e-mail attachment as pdf, images in TIF, JPEG or other format)</p>

Employees/ Persons Employed	<p>The number of persons employed is defined as the total number of persons who work in the Enterprise (inclusive of working proprietors, partners working regularly in the unit and unpaid family workers), as well as persons who work outside the enterprise who belong to it and are paid by it (e.g. sales representatives, delivery personnel, repair and maintenance teams). It includes persons absent for a short period (e.g. sick leave, paid leave or special leave), and also those on strike, but not those absent for an indefinite period. It also includes part-time workers who are regarded as such under the laws of the country concerned and who are on the payroll, as well as seasonal workers, apprentices and home workers on the payroll.</p>
Electronic commerce (e-Commerce)	<p>An e-Commerce transaction is the sale or purchase of goods or services, conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The goods or services are ordered by those methods, but the payment and the ultimate delivery of the goods or services do not have to be conducted online. An e-Commerce transaction can be between enterprises, households, individuals, governments, and other public or private organisations. E-Commerce comprises orders made in Web pages or “apps”, extranet or EDI and excludes orders made by telephone calls, facsimile, or manually typed e-mail. The type is defined by the method of making the order.</p> <p>Source: OECD, DSTI/ICCP/IIS(2009)5/FINAL</p>
Marketplace(s) (e-commerce marketplaces)	<p>The term "e-commerce marketplaces" refers to websites or apps used by several enterprises for trading products e.g. Booking, eBay, Amazon, Amazon Business, Alibaba, Rakuten, etc.). E-commerce marketplaces are different from e-commerce platforms. The latter provide scalable, self-made online solutions for business that would like to set up their own e-commerce website.</p>
Mobile Broadband	<p>Mobile broadband (Mobile connection to the internet over telephone networks) is the name used to describe various types of wireless high-speed internet access through a portable modem, telephone or other device. (viz. 3G)</p> <p>Source: http://en.wikipedia.org/wiki/Mobile_broadband</p>
Office (automation) software	<p>Office (automation) software is a generic type of software comprising (grouped together) usually a word processing package, a spreadsheet, presentations' software etc.</p>
Robots -Robotics	<p>According to their intended application, robots may be industrial or service robots. An industrial robot is an automatically controlled, reprogrammable, multipurpose manipulator programmable in three or more axes, which may be either fixed in place or mobile for use in industrial automation applications.</p> <p>A service robot is a machine that has a degree of autonomy and is able to operate in complex and dynamic environment that may require interaction with persons, objects or other devices, excluding its use in industrial automation applications.</p>
Sales via website (web sales)	<p>Web sales are sales made via an online store (web shop), via web forms on a website or extranet, or “apps”. Web sales are distinguished from EDI sales. In particular, the type of e-Commerce transaction is defined by the method of making the order. This approach should mitigate the interpretation problems where both types, EDI and Web, are used in the process. An example is a situation where an order is made by the customer through a web application but the information is transmitted to the seller as an EDI-type message. Here the type of selling application is however web; EDI is only a business application to transmit information about the sale. Web sales can be done by mobile phones using an internet browser.</p> <p>Source: OECD, DSTI/ICCP/IIS(2009)5/FINAL</p>
Social media	<p>In the context of the ICT usage survey, the central point of the social media is to establish and maintain social relationships within and around the enterprise. The following are the main social media communication platforms and tools for enterprises: Social networks or websites, Blogs, Content communities, Microblogging, Wiki.</p>
UBL	<p>Universal Business Language (UBL) is a library of standard electronic XML business documents such as purchase orders and invoices. UBL was developed by an OASIS Technical Committee with participation from a variety of industry data standards organizations. UBL is designed to plug directly into existing business, legal, auditing, and records management practices. It is designed to eliminate the re-keying of data in existing fax- and paper-based business correspondence and provide an entry point into electronic commerce for small and medium-sized businesses.</p> <p>Source: http://en.wikipedia.org/wiki/Universal_Business_Language</p>

- Webform** A webform on a web page allows a user to enter data that is sent to a server for processing. Webforms resemble paper forms because internet users fill out the forms using checkboxes, radio buttons, or text fields. For example, webforms can be used to enter shipping or credit card data to order a product or can be used to retrieve data. Source: <http://en.wikipedia.org/wiki/Webform>
- Wireless access** The use of wireless technologies such as radio-frequency, infrared, microwave, or other types of electromagnetic or acoustic waves, for the last internal link between users devices (such as computers, printers, etc) and a LAN backbone line(s) within the enterprise's working premises. It includes mainly Wi-fi and Bluetooth technologies.
- xDSL** Digital Subscriber Line. DSL technologies are designed to increase bandwidth available over standard copper telephone wires. Includes IDSL, HDSL, SDSL, ADSL, RADSL, VDSL, DSL-Lite.
- XML** The Extensible Markup Language is a markup language for documents containing structured information. Structured information contains both content (words, pictures, etc.) and some indication of what role that content plays (for example, content in a section heading has a different meaning from content in a footnote, which means something different than content in a figure caption or content in a database table, etc.). Almost all documents have some structure. A markup language is a mechanism to identify structures in a document. The XML specification defines a standard way to add markup to documents.
- Source: <http://www.xml.com/>