Eurostat model for a Community Survey on ICT Usage and e-Commerce in Enterprises 2008

(Model Questionnaire Version 3.3)

COMMUNITY SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES

2008

General outline of the survey

Sampling unit: Enterprise.

Scope / Target Population:

Economic activity:

Enterprises classified in the following categories of NACE-Rev.1:

- Section D – *"Manufacturing"*;
- Section F – *"Construction"*;
- Section G – *"Wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods"*;
- Groups 55.1 and 55.2 – *"Hotels"* and *"Camping sites and other provision of short-stay accommodation"*;
- Section I – *"Transport, storage and communication"*;
- Section K – *"Real estate, renting and business activities"*;
- Groups 92.1 and 92.2 – *"Motion picture and video activities"* and *"Radio and television activities"*.

Only for modules A to E and G and X (X1, X2 and X5):

- Classes 65.12, 65.22; 66 except 66.02 – *"Banking, financial leasing and insurance"*.

Optional:

- Section E – *"Electricity, gas and water supply"*;
- Groups from 55.3 to 55.5 inclusive;
- Groups from 92.3 to 92.7 inclusive; and
- Division 93 – *"Other service activities"*.

Only for modules A to E and G and X (X1, X2 and X5):

- Classes 67.12, 67.13, 67.2 – *"Activities auxiliary to financial intermediation, except administration of financial markets"*.

Enterprise size:

Enterprises with 10 or more persons employed;
Optional: enterprises with number of persons employed between 1 and 9.

Geographic scope:

Enterprises located in any part of the territory of the Country.

Reference period: Year 2007 for the % of sales/orders data and where specified.
January 2008 for the other data.

Survey period: First quarter 2008.

Questionnaire: The layout of the national questionnaire should be defined by the country. However, countries should follow the order of the list of variable enclosed, if possible. The background information (Module X) should be placed at the end of the questionnaire. This information can be obtained in 3 different ways: from national registers, from Structural Business Statistics or collected directly with the ICT usage survey. Every effort should be made to obtain them from the most recent SBS survey. Countries can include additional questions.

Note on the use of "Don't know" response categories:
In general "Don't know" response categories are not recommended as it is considered that such an answer would provide the same information as a blank one. Even if the respondent doesn't have the information, it should be possible to gather it from records or from someone else in the enterprise. However, there are a few exceptions in which cases a "Don't know" response category is used in the model questionnaire.

Target respondent:

A decision maker with major responsibility for IT-related issues in the enterprise (the IT manager or a senior professional in the IT department). In smaller enterprises, the respondent should be someone at the level of managing director or the owner. In any case the respondent should not be someone with responsibilities only in accounting.

Sample size, stratification:

The sampling design and the resulting sample size should be appropriate for obtaining accurate, reliable and representative results on the variables and items in the model questionnaire.

This objective should be achieved for the overall proportions as well as for the proportions for the different breakdowns of the population defined below: NACE, size class and geographic. NACE breakdown and enterprise size class breakdown are not required to be cross-tabulated.

This requirement aims at ensuring the collection of a complete dataset – without empty, confidential or unreliable cells - for these indicators.

NACE breakdown:

(To be applied to: all variables; enterprises with 10 or more persons employed; whole territory of the Country.)

Data should be broken down by the following NACE aggregates:

1 DA+DB+DC+DD+DE
2 DF+DG+DH
3 DI+DJ
4 DK+DL+DM+DN
5 45
6 50
7 51
8 52
9 55.1+55.2
10 60+61+62+63
11 64
12 72
13 70+71+73+74
14 92.1+92.2

Only for modules A to G and X (X1, X2 and X5):

F1 65.12+65.22
F2 66.01+66.03

Optional:

17 22
18 40+41
19 55.3+55.4+55.5
20 92.3 to 92.7
21 93

Only for modules A to G and X (X1, X2 and X5):

F3 67.12+67.13+67.2

Size class breakdown:

(To be applied to: all variables; aggregate of all mandatory NACE aggregates [1 to 14 defined above]; whole territory of the Country.)

Data should be broken down by the following size classes of the number of persons employed:

1 10 or more
2 10 - 49 (small enterprises)
3 50 - 249 (medium enterprises)
4 250 or more (large enterprises)

Optional:

5 1-4
6 5-9

Geographic breakdown:

(To be applied to: all variables; aggregate of all mandatory NACE aggregates [1 to 14 defined above]; enterprises with 10 or more and less than 250 persons employed [small and medium enterprises as defined above].)

Data should be broken down by the following regional groups:

1 convergence regions (ex-objective 1 regions)
2 non-convergence regions (ex-non-objective 1 regions)

Note: See glossary for the list of convergence regions in each country.

Weighting of results:

Results should in general be weighted by number of enterprises.

Turnover/Purchases weighting should be also used for turnover/orders related questions (Turnover: H2, H3, H4; Purchases: H8, H9: if possible purchases weighting, otherwise turnover weighting).

Weighting by the Number of Persons Employed should be also applied for questions A2, B2 and for % using the Internet, % using broadband, % using xDSL, % using a website or homepage, % purchasing via the Internet, % receiving orders via the Internet, % receiving orders via the Internet or other computer mediated networks.

Treatment of non-response/'Do not know':

Unit non-response:

The non-respondent units should be assumed to resemble those who have responded to the survey and be treated as non-selected units. For this, the weighting or the grossing up factors should be adjusted: the design weight N_h / n_h is replaced by N_h / m_h where N_h is the size of stratum h, n_h is the sample size in stratum h and m_h is the number of respondents in stratum h.

Item non-response:

Logical corrections should be made, when information can be deducted from other variables, and priority given to further contacts with enterprises to collect the missing information.

For the categorical variables (e.g. the YES/NO questions), respondents with item non response or 'do not know' should not be imputed with values from respondents who answered the question.

Numerical variables shouldn't also be imputed with the exception of H4 (breakdown of e-commerce sales by origin of client) and H9 (breakdown of e-commerce purchases by destination). The imputation of these two variables should take into account, at least, the breakdowns by size class and NACE in the tabulated results.

Tabulation of results:

For the categorical variables, estimates should be made for the total number of enterprises for each response category, broken down by the NACE categories and size classes specified above.

For the quantitative variables (turnover, purchases and number of persons employed), when collected in absolute or percentage terms (and not in percentage classes), estimates should be made for the total values in absolute terms, broken down by the NACE categories and size classes specified above.

Data transmission:

Results are to be sent to Eurostat following the transmission format described in another Eurostat document.

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Model Questionnaire (Version 3.3 of 16 April 2007)

(Questions relating to the *i*2010 Benchmarking Indicators are marked with an asterisk *)

Module A: Use of computers and computer networks

A1.	**Did your enterprise use computers, in January 2008?** (Filter question)	Yes ☐	No ☐ → Go to X1
A2.	**How many persons employed used computers at least once a week, in January 2008? - *Optional*** If you can't provide this value, **Please indicate an estimate of the percentage of the number of persons employed who used computers at least once a week, in January 2008. - *Optional***	*(Number)* ☐☐☐ %	
A3.*	**Was your enterprise using an internal computer network (e.g. LAN - Local Area Network) in January 2008?** (Filter question)	Yes ☐	No ☐ → Go to A5
A4.*	**Did your enterprise use wireless access within its internal computer network (e.g. wireless LAN), in January 2008?**	Yes ☐	No ☐
A5.	**Did your enterprise have in use an internal home page (Intranet), in January 2008?** (Filter question)	Yes ☐	No ☐ → Go to A7

A6. **In January 2008, was your enterprise using such systems for sharing the following information?** ***Optional***

	Yes	No
a) The general policy or strategy of the enterprise	☐	☐
b) Internal company newsletters or daily news	☐	☐
c) Day-to-day / working documents (e.g. for meeting)	☐	☐
d) Manuals, guides or training material	☐	☐
e) Product or services catalogues	☐	☐

A7.	**In January 2008, did your enterprise use dedicated applications for employees to access human resources services (e.g. see open job positions, request annual leave, view or download payslips, or other services)?**	Yes ☐	No ☐
A8.*	**In January 2008, did your enterprise have an extranet (a website or an extension of the Intranet with access restricted to business partners)?**	Yes ☐	No ☐
A9.*	**Did your enterprise have in use, in January 2008, third party free or open source operating systems, such as Linux ? (i.e. with its source code available, no copyright cost, and the possibility to modify and/or (re)distribute it)**	Yes ☐	No ☐

	Module B: Access and use of the Internet (Scope: enterprises with Computers)		
B1.	**Did your enterprise have access to the Internet, in January 2008?** (Filter question)	Yes ☐	No ☐ → Go to C1
B2.*	**How many persons employed used computers with access to the World Wide Web at least once a week, in January 2008?** If you can't provide this value, **Please indicate an estimate of the percentage of the number of persons employed who used computers with access to the World Wide Web at least once a week, during January 2008.**	*(Number)* ☐☐☐ %	
B3.*	**Did your enterprise have the following types of external connection to the Internet, in January 2008?**	Yes	No
	a) Traditional Modem (dial-up access over normal telephone line) or ISDN connection	☐	☐
	b) DSL (xDSL, ADSL, SDSL etc) connection	☐	☐
	c) Other fixed internet connection (e.g. cable, leased line (e.g. E1 or E3 at level 1 and ATM at level 2), Frame Relay, Metro-Ethernet, PLC - Powerline communication, etc.)	☐	☐
	d) Mobile connection (e.g. e.g. analogue mobile phone, GSM, GPRS, UMTS, EDGE, CDMA2000 1xEVDO)	☐	☐
B4.	**Did your enterprise use the Internet for the following purposes, in January 2008?**		
	(as consumer of Internet services)	Yes	No
	a) Banking and financial services	☐	☐
	b) Training and education	☐	☐
B5.*	**Did your enterprise use the Internet for interaction with public authorities, during 2007?** (Filter question)	Yes ☐	No ☐ → Go to B7
B6.*	**Did your enterprise use the Internet to interact with public authorities in the following ways, during 2007?**	Yes	No
	a) For obtaining information	☐	☐
	b) For obtaining forms, e.g. tax forms	☐	☐
	c) For returning filled in forms, e.g. provision of statistical information to public authorities	☐	☐
	d) For treating an administrative procedure (e.g. declaration, registration, authorisation request) completely electronically without the need for additional paper work (including payment if required)	☐	☐
	e) For submitting a proposal in a public electronic tender system (e-procurement) (in the system itself and not by email)	☐	☐
B7.	**Did your enterprise have a Website or Home Page, in January 2008?** (Filter question)	Yes ☐	No ☐ → Go to B9
B8.	**Did the Web Site provide the following facilities for your enterprise, in January 2008?**	Yes	No
	a) Product catalogues or price lists	☐	☐
	b) Possibility for visitors to customise or design the products	☐	☐
	c) Online ordering or reservation or booking, e.g. shopping cart	☐	☐
	d) Online payment	☐	☐
	e) Personalised content in the website for regular/repeated visitors	☐	☐
	f) Advertisement of open job positions or online job application	☐	☐
B9.*	**Was your enterprise, in January 2008, using a digital signature in any message sent, i.e. using encryption methods that assure the authenticity and integrity of the message (uniquely linked to and capable of identifying the signatory and where any subsequent change to the message is detectable)?**	Yes ☐	No ☐

Module C: Automated Data Exchange

(Scope: enterprises with Computers)

Automated data exchange between the enterprise and other ICT systems outside the enterprise means:
– exchange of messages (e.g. orders, invoices, payment transactions or description of goods)
– via the internet or other computer networks
– in an agreed format which allows its automatic processing (e.g. XML, EDIFACT etc.)
– without the individual message being manually typed.

C1.*	**In January 2008, was your enterprise using such automated data exchange?** (Filter question)	Yes ☐	No ☐ → Go to C4

C2. Was automated data exchange used for the following purposes?

		Yes	No
*	a) Sending orders to suppliers	☐	☐
*	b) Receiving e-invoices	☐	☐
*	c) Receiving orders from customers	☐	☐
*	d) Sending e-invoices	☐	☐
*	e) Sending or receiving product information (e.g. catalogues, price lists, etc.)	☐	☐
*	f) Sending or receiving transport documents (e.g. consignment notes)	☐	☐
	g) Sending payment instructions to financial institutions	☐	☐
	h) Sending or receiving data to/from public authorities (e.g. tax returns, statistical data, [national examples], etc.)	☐	☐

C3. Were the following formats used for the automated data exchange?
Optional

	Yes	No
a) EDIFACT or similar standards (e.g. EANCOM, ANSI X12)	☐	☐
b) XML based standards, for example ebXML, RosettaNet, UBL, papiNET	☐	☐
c) Proprietary standards agreed between you and other organisations	☐	☐

Go to question D1

C4. Were the following issues reasons for the enterprise not to use automated data exchange?
Optional

	Yes	No	Don't know
a) No interest in using it, because it isn't relevant for the business	☐	☐	☐
b) Lack of expertise in-house for its implementation	☐	☐	☐
c) Return on the investment too low or not clear	☐	☐	☐
d) Lack of appropriate software for the specific sector/size of the enterprise	☐	☐	☐
e) Difficulty with agreeing common standards with business partners	☐	☐	☐
f) Uncertainty of the legal status of the messages exchanged	☐	☐	☐

Module D: Sharing electronically information on the Supply Chain Management

(Scope: enterprises with Computers)

Sharing electronically information on the supply chain management means:
– exchanging all types of information with suppliers and/or customers in order to coordinate the availability and delivery of products or services to the final consumer;
– including information on demand forecasts, inventories, production, distribution or product development;
– via computer networks, not only the Internet but also other connections between computers of different enterprises.
– it can be from you to your suppliers/customers or the other way around.
This information may be exchanged via websites or via automated data exchange (recall definition in module C), but it excludes normal e-mail messages manually written.

D1.	**In January 2008, was your enterprise regularly sharing electronically information on the supply chain management with your suppliers or customers?** (Filter question)	Yes ☐	No ☐ → Go to E1

D2.	**Was your enterprise regularly sharing electronically the following information with its <u>suppliers</u>, in January 2008?**	Yes	No
	a) Inventory levels, production plans or demand forecasts	☐	☐
	Optionally, the 3 items may be collected separately:		
	a1) Demand forecasts	☐	☐
	a2) Inventory levels	☐	☐
	a3) Production plans	☐	☐
	b) Progress of deliveries (i.e. distribution of raw materials or finished products)	☐	☐

D3.	**Was your enterprise regularly sharing electronically the following information with its <u>customers</u>, in January 2008?**	Yes	No
	a) Inventory levels, production plans or demand forecasts	☐	☐
	Optionally, the 3 items may be collected separately:		
	a1) Demand forecasts	☐	☐
	a2) Inventory levels	☐	☐
	a3) Production plans	☐	☐
	b) Progress of deliveries (i.e. of distribution of raw materials or finished products)	☐	☐

D4.	**Were the following methods used for the electronic exchange of this information, in January 2008?**	Yes	No
	a) Websites (yours, those of your business partners or web portals)	☐	☐
	b) Automated data exchange (XML, EDIFACT, etc.)	☐	☐

Module E: Automatic share of information within the enterprise

(Scope: enterprises with Computers)

Sharing information electronically and automatically between different functions of the enterprise means any of the following:
– Using one single software application to support the different functions of the enterprise;
– Data linking between the software applications that support the different functions of the enterprise
– Using a common database or data warehouse accessed by the software applications that support the different functions of the enterprise;
– Automated data exchange between different software systems (recall definition in module C);

		Yes	No
E1.*	**In January 2008, when your enterprise received a sales order (either electronically or not), was the relevant information about it shared electronically and automatically with the software used for the following functions?**		
	a) Your management of inventory levels	☐	☐
	b) Your accounting	☐	☐
	c) Your production or services management	☐	☐
	d) Your distribution management	☐	☐

		Yes	No
E2.*	**In January 2008, when your enterprise sent a purchase order (either electronically or not), was the relevant information about it shared electronically and automatically with the software used for the following functions?**		
	a) Your management of inventory levels	☐	☐
	b) Your accounting	☐	☐

		Yes	No	Don't know
E3.*	**In January 2008, did your enterprise have in use an ERP software package to share information on sales and/or purchases with other internal functional areas (for example, finance, planning, marketing, etc.)?**	☐	☐	☐

		Yes	No
E4.*	**In January 2008, did your enterprise have in use any software application for managing information about clients (so called CRM) that allows it to:**		
	a) Capture, store and make available to other business functions the information about its clients?	☐	☐
	b) Make analysis of the information about clients for marketing purposes (setting prices, make sales promotion, choose distribution channels, etc.)?	☐	☐

Module F: e-Commerce

(Scope: enterprises with Computers)

e-Commerce means:
- the placement of orders, where an order is a commitment to purchase goods or services,
- via computer networks, not only the Internet but also other connections between computers of different enterprises,
- where payment and delivery does not have necessarily to be done via computer networks.

e-Commerce may be done via websites or via automated data exchange between enterprises, but it excludes normal e-mail messages that are written individually by hand.

Orders received via computer networks (Sales)

F1.*	**Did your enterprise receive orders for products or services via computer networks (excluding manually typed e-mails), during 2007?** (Filter question)	Yes ☐	No ☐ → Go to F5
F2.*	**Please state the value of the turnover resulted from orders received electronically (in monetary terms, excluding VAT), in 2007.**	*(National Currency)*	
	If you can't provide this value, **Please indicate an estimate of the percentage of the total turnover resulted from orders received electronically, in 2007.**	☐☐☐ %	

F3.	**Please indicate what percentage represented orders received via each one of the following ways, out of total turnover, in 2007.** ***Optional***	
	a) via a website	☐☐☐ %
	b) via automated data exchange (XML, EDIFACT, etc.) over the internet	☐☐☐ %
	c) via automated data exchange (XML, EDIFACT, etc.) over other computer networks	☐☐☐ %

F4.*	**Was your enterprise using a secure protocol, such as SSL and TLS, for the reception of orders via Internet, in January 2008?**	Yes ☐	No ☐
	Orders placed via computer networks (Purchases)		
F5.*	**Did your enterprise send orders for products or services via computer networks, during 2007 (excluding manually typed e-mails)?** (Filter question)	Yes ☐	No ☐ → Go to G1
F6.*	**Please indicate for 2007 the percentage of orders that were sent electronically in relation to the total purchases' value (in monetary terms, excluding VAT).**	Less than 1% ☐	
		1% or more and less than 5% ☐	
		5% or more and less than 10% ☐	
		10% or more and less than 25% ☐	
	Alternative Question:	25% or more ☐	
	Please state the value of the purchases resulted from orders that were placed electronically (in monetary terms, excluding VAT), in 2007.	*(National Currency)*	
	If you can't provide this value, **Please indicate an estimate of the percentage of the total purchases that resulted from orders placed electronically, in 2007.**	☐☐☐ %	

Module G: Perceived benefits of the use of ICT

(Scope: enterprises with Computers)

The **implementation of an ICT project** refers to the introduction of a new or updated ICT (e.g. a new/updated software application or a new/updated hardware) or a change in the use of an existing ICT.
Examples of ICT projects are: a new or a restructured website, a new internal homepage, the starting of using automated data exchange or the starting of receiving orders via computer networks.

G1. In January 2008, to what degree have ICT projects implemented in the last 2 years caused improvements in the following areas, compared to the previous task handling?
If your enterprise has not had any ICT projects, please tick all boxes 'not applicable'.
Optional

	Minor / None	Moderate	Significant	Don't know / Not applicable
a) Reorganisation and simplification of work routines	☐	☐	☐	☐
b) Release of resources	☐	☐	☐	☐
c) Higher earnings for the enterprise	☐	☐	☐	☐
d) Development of new products and services	☐	☐	☐	☐

Module X: Background information

(X1-X5) available in some countries from SBS and thus not to be included; latest available information should be provided

X1.	**Main economic activity of the enterprise, during 2007**	
X2.	**Average number of persons employed, during 2007**	
X3.	**Total purchases of goods and services (in value terms, excluding VAT), for 2007**	
X4.	**Total turnover (in value terms, excluding VAT), for 2007**	
X5.	**Location (Convergence/ non-Convergence region), in 2007**	

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Glossary

ERP

Enterprise Resource Planning (ERP) consists of one or of a set of software applications that integrate information and processes across the several business functions of the enterprise. Typically ERP integrates planning, procurement, sales, marketing, customer relationship, finance and human resources.

ERP software can be customised or package software. These latter are single-vendor, enterprise wide, software packages, but they are built in a modular way allowing enterprises to customise the system to their specific activity implementing only some of those modules.

ERP systems typically have the following characteristics:

1. are designed for client server environment (traditional or web-based);
2. integrate the majority of a business's processes;
3. process a large majority of an organization's transactions;
4. use enterprise-wide database that stores each piece of data only once;
5. allow access to the data in real time.

CRM

Customer Relationship Management (CRM) is a management methodology which places the customer at the centre of the business activity, based in an intensive use of information technologies to collect, integrate, process and analyse information related to the customers.

One can distinguish between:

1. **Operational CRM** – Integration of the front office business processes that are in contact with the customer.
2. **Analytical CRM** – Analysis, through data mining, of the information available in the enterprise on its customers. This aims to gather in depth knowledge of the customer and how to answer to its needs.

e-Invoice

An **e-invoice** is an invoice where all data is in digital format and it can be processed automatically. A distinctive feature of an e-invoice is automation. E-invoice will be transferred automatically in inter-company invoicing from the invoice issuer's or service provider's system directly into the recipient's financial or other application.

The transmission protocol might be XML, EDI or other similar format.

e-Signature

An **e-signature** is some kind of electronic information attached to or associated with a contract or another message used as the legal equivalent to a written signature. Electronic signature is often used to mean either a signature imputed to a text via one or more of several electronic means, or cryptographic means to add non-repudiation and message integrity features to a document. Digital signature usually refers specifically to a cryptographic signature, either on a document, or on a lower-level data structure.

For either of them to be considered a signature they must have a legal value, otherwise they are just a piece of communication.

Some web pages and software EULAs claim that various electronic actions are legally binding signatures, and so are an instance of electronic signature. For example, a web page might announce that, by accessing the site at all, you have agreed to a certain set of terms and conditions. The legal status of such claims is uncertain.

An electronic signature can also be a digital signature if it uses cryptographic methods to assure both message integrity and authenticity. Because of the use of message integrity mechanisms, any changes to a digitally signed document will be readily detectable if tested for, and the attached signature cannot be taken as valid.

It is important to understand the cryptographic signatures are much more than an error checking technique akin to checksum algorithms, or even high reliability error detection and correction algorithms such as Reed-Solomon. These can offer no assurance that the text has not been tampered with, as all can be regenerated as needed by a tamperer. In addition, no message integrity protocols include error correction, for to do so would destroy the tampering detection feature.

Popular electronic signature standards include the OpenPGP standard supported by PGP and GnuPG, and some of the S/MIME standards (available in Microsoft Outlook). All current cryptographic digital signature schemes require that the recipient have a way to obtain the sender's public key with assurances of some kind that the public key and sender identity belong together, and message integrity measures (also digital signatures) which assure that neither the attestation nor the value of the public key can be surreptitiously changed. A secure channel is not required.

A digitally signed text may also be encrypted for protection during transmission, but this is not required when the digital signature has been properly carried out. Confidentiality requirements will be the guiding consideration.

SSL/TLS

Secure Sockets Layer (SSL) and Transport Layer Security (TLS) are cryptographic protocols which provide secure communications on the Internet. SSL provides endpoint authentication and communications privacy over the Internet using cryptography. In typical use, only the server is authenticated (i.e. its identity is ensured) while the client remains unauthenticated; mutual authentication requires PKI deployment to clients. The protocols allow client/server applications to communicate in a way designed to prevent eavesdropping, tampering, and message forgery.

Free / Open Source

Open source software refers to computer software under an open source license. An open-source license is a copyright license for computer software that makes the source code available under terms that allow for modification and redistribution without having to pay the original author. Such licenses may have additional restrictions such as a requirement to preserve the name of the authors and the copyright statement within the code.

Related to the Open Source Definition is the Free Software definition by the Free Software Foundation, which attempts to capture what is required for a program license to qualify as being free-libre software. In practice, licenses meet the open source definition almost always also meet the Free software definition. All licenses reported to meet the free software definition as of 2005 also meet the open source definition.

Digital products or services

Goods/services that can be ordered and delivered directly to a computer over the Internet, e.g. music, videos, games, computer software, online newspapers, consulting services, etc.

DSL (Digital Subscriber Line)

A high-bandwidth (broadband), local loop technology to carry data at high speeds over traditional (copper) telephone lines.

xDSL, ADSL etc.

DSL technologies designed to increase bandwidth over standard copper telephone wires; includes ADSL (Asymmetric Digital Subscriber Line) etc.

Electronic commerce (e-commerce)	Transactions conducted over Internet Protocol-based networks and over other computer-mediated networks. The goods and services are ordered over those networks, but the payment and the ultimate delivery of the good or service may be conducted on or off-line. Orders received via telephone, facsimile, or manually typed e-mails are not counted as electronic commerce.
E-mail	Electronic transmission of messages, including text and attachments, from one computer to another located within or outside of the organisation. This includes electronic mail by Internet or other computer networks.
Extranet (Changed)	A closed network that uses Internet protocols to securely share enterprise's information with suppliers, vendors, customers or other businesses partners. It can take the form of a secure extension of an Intranet that allows external users to access some parts of the enterprise's Intranet. It can also be a private part of the enterprise's website, where business partners can navigate after being authenticated in a login page.
ISDN	Integrated Services Digital Network.
Internal computer network(New)	An internal computer network is a group of at least two computers connected together using a telecommunication system for the purpose of communicating and sharing resources within an enterprise. It typically connects personal computers, workstations, printers, servers, and other devices. It is used usually for internal file exchange between connected users; intra business communications (internal e-mail, internal web based interface etc), shared access to devices (printers etc) and other applications (databases) or for joint business processes. **LAN (Local Area Network) -** A network for communication between computers confined to a single building or in closely located group of buildings, permitting users to exchange data, share a common printer or master a common computer, etc.
Wireless access(New)	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.
Internet	Relates to Internet Protocol based networks: www, Extranet over the Internet, EDI over the Internet, Internet-enabled mobile phones.
Intranet	An internal company communications network using Internet protocol allowing communications within an organisation.
Modem	Device that modulates outgoing digital signals from a computer or other digital device to analogue signals for a conventional copper twisted pair telephone line and demodulates the incoming analogue signal and converts it to a digital signal for the digital device.
Website	Location on the World Wide Web identified by a Web address. Collection of Web files on a particular subject that includes a beginning file called a home page. Information is encoded with specific languages (Hypertext mark-up language (HTML), XML, Java) readable with a Web browser, like Netscape's Navigator or Microsoft's Internet Explorer.

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.

Convergence regions

In 2007 the list of objective 1 regions (valid until end 2006) is substituted by the new list of convergence regions eligible for funding from the Structural Funds. Structural Funds promote the development and structural adjustment of regions whose development is lagging behind. It defines convergence regions as those where average per capita GDP is below 75% of the European Union average.

Countries *composed entirely* **of Convergence regions:**

Bulgaria

Estonia (the whole country counts as one single region at NUTS2)

Ireland (Southern and Eastern under transitional support)

Latvia (the whole country counts as one single region at NUTS2)

Lithuania (the whole country counts as one single region at NUTS2)

Malta (the whole country counts as one single region at NUTS2)

Poland

Romania

Slovenia (the whole country counts as one single region at NUTS2)

Countries *partially composed* **of Convergence regions:**

Belgium: Hainaut

Czech Republic: Střední Čechy, Jihozápad, Severozápad, Severovýchod, Jihovýchod, Střední Morava, Moravskoslezsko (i.e. the whole country except Praha)

Germany: Brandenburg Nord-Ost, Brandenburg Süd-West, Mecklenburg-Vorpommern, Lüneburg, Chemnitz, Dresden, Leipzig, Dessau, Halle, Magdeburg, Thüringen

Greece: Anatoliki Makedonia, Thraki, Kentriki Makedonia, Dytiki Makedonia, Thessalia, Ipeiros, Ionia Nisia, Dytiki Ellada, Peloponnisos, Attiki, Voreio Aigaio, Kriti

Spain: Galicia, Principado de Asturias, Castilla-La Mancha, Extremadura, Andalucía, Región de Murcia, Ceuta, Melilla

France: Guadeloupe, Martinique, French Guyana, Réunion

Italy: Campania, Puglia, Basilicata, Calabria, Sicilia

Hungary: Közép-Dunántúl, Nyugat-Dunántúl, Dél-Dunántúl, Észak-Magyarország, Észak-Alföld, Dél-Alföld

Austria: Burgenland

Portugal: Norte, Algarve, Centro, Alentejo, R. A. Açores

Slovakia: Západné Slovensko, Stredné Slovensko, Východné Slovensko (i.e. the whole country except Bratislavsky kraj)

United Kingdom: West Wales and the Valleys, Cornwall and Isles of Scilly, Highlands and Islands

Countries with *no* **Convergence regions:**

Denmark (the whole country counts as one single region at NUTS2)

Cyprus (the whole country counts as one single region at NUTS2)

Luxembourg (whole country counts as one single region at NUTS2)

The Netherlands

Finland

Sweden

The list of convergence regions was published in OJ L 243/44 (6.9.2006), "Commission Decision of 4 August 2006 drawing up the list of regions eligible for funding from the Structural Funds under the Convergence objective for the period 2007-2013"