COMMUNITY SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES

2011

General outline of the survey

Sampling unit:	Enterprise.
Scope / Target Population:	**Economic activity:** Enterprises classified in the following categories of NACE Rev. 2: - Section C – *"Manufacturing"*; - Section D,E – *"Electricity, gas and steam, water supply, sewerage and waste management"*; - Section F – *"Construction"*; - Section G – *"Wholesale and retail trade; repair of motor vehicles and motorcycles"*; - Section H – *"Transportation and storage"*; - Section I – *"Accommodation and food service activities"*; - Section J – *"Information and communication"*; - Section L – *"Real estate activities"*; - Division 69 -74 – *"Professional, scientific and technical activities"*; - Section N - *"Administrative and support activities";* - Group 95.1 - "*Repair of computers*"; ***Optional:*** Classes/groups 64.19 + 64.92 + 65.1 + 65.2 + 66.12 + 66.19 - *"Financial and insurance activities"*. **Enterprise size:** Enterprises with 10 or more persons employed; <u>Optional</u>: 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 2010 for the % of sales/orders data and where specified. January 2011 for the other data.
Survey period:	First quarter 2011.
Questionnaire:	The layout of the national questionnaire should be defined by the country. However, countries should follow the order of the list of variables 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.
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 and size class. 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 – with an exception for those broken down by economic activity for the calculation of **European** NACE aggregates.
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 Rev. 2 aggregates for possible calculation of **national** NACE Rev. 2 aggregates: 1 10 - 18 2 19 - 23 3 24 - 25 4 26 - 33 5 35 - 39 6 41 - 43 7 45 - 47 8 49 - 53 9 55 10 58 - 63 11 68 12 69 – 74 13 77 - 82 14 26.1-26.4, 26.8, 46.5, 58.2, 61, 62.01, 62.02, 62.03, 62.09, 63.1, 95.1 ***Optional:*** 15 64.19 + 64.92 + 65.1 + 65.2 + 66.12 + 66.19 Breakdowns for which national data should be provided with the purpose of possible calculation of **European** NACE aggregates: 1a 10-12 1b 13-15 1c 16-18 4a 26 4b 27-28 4c 29-30 4d 31-33 7a 45 7b 46 7c 47 9a 55 - 56 10a 58-60 10b 61 10c 62-63 13a 77-78 + 80-82 13b 79 14a 95.1 ***Optional:*** 15a 64.19 + 64.92 15b 65.1 + 65.2 15c 66.12 + 66.19

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 1-9 6 1-4 7 5-9
Weighting of results:	Results should in general be weighted by number of enterprises. Turnover/Purchases weighting should be used for sales/purchases related questions. Quantitative variables in the e-commerce module related to sales/purchases should be weighted by total turnover/total purchases. Weighting by the Number of Persons Employed should be applied for questions A2, B4, B5 and for % using the Internet, % having broadband, % having DSL, % having a website or homepage, % purchasing via computer networks, % receiving orders via computer 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 deduced 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 be imputed (see also Methodological Manual).
Tabulation of results:	For the categorical variables, estimates should be made for the total number of enterprises for each response category, tabulated using the breakdowns specified above. For the quantitative variables (turnover, sales, 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, tabulated using the breakdowns **specified above**.
Data transmission:	Results are to be sent to Eurostat following the transmission format described in another Eurostat document.

COMMUNITY SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES

2011

Model Questionnaire

(Questions relating to the Benchmarking Framework 2011-2015 are marked with an asterisk *)

	Module A: Use of computers and computer networks (Scope: all enterprises)		
A1.	**Did your enterprise use computers, in January 2011?** (Filter question) Computers include Personal Computers, portable computers (e.g. laptops, notebooks, nettops), personal digital assistants (PDA) or smartphones.	Yes ☐	No ☐ Go to X1
A2.	**How many persons employed used computers at least once a week, in January 2011?** ***- Optional*** If you can't provide this value, **Please indicate an estimate of the percentage of the total number of persons employed who used computers at least once a week, in January 2011. – *Optional***	*(Number)* ☐☐☐ %	
A3.*[1]	**Did your enterprise have in use, in January 2011, third party open source software in the following classes?** (i.e. with its source code available, no copyright cost, and the possibility to modify and/or (re)distribute it) ***- Optional***	Yes	No
	a) Operating system(s), e.g. Linux	☐	☐
	b) Internet browser software, e.g. Mozilla, Firefox, Chromium	☐	☐
	c) Office software, e.g. **Open**Office	☐	☐
	d) Web server (e.g. Apache, Tomcat)	☐	☐
	e) Open source ERP or CRM applications for business process automation, e.g. OpenERP, Joomla, Ruby on Rails, MySQL	☐	☐
	f) Other open source , e.g. security software (e.g. Open SSL, SSH), e-learning platforms (e.g. Moodle), e-mail servers (e.g. Send Mail, Postfix)	☐	☐
A4.*[2]	**In January 2011, did the persons employed have access to personal human resources services electronically?** e.g. working time recording system, request annual leave, view or download payslips, or other services	Yes ☐	No ☐

[1] Indicator to be added to the benchmarking framework after adequate testing
[2] For indicator D2 of the benchmarking framework (bi-annual)

Module B: Access and use of the Internet

(Scope: enterprises with Computers)

B1.	**Did your enterprise have access to the Internet, in January 2011?** (Filter question)	Yes ☐	No ☐ -> Go to C1
B2.	**Did your enterprise have the following types of external connection to the Internet, in January 2011?**	Yes	No
	a) Traditional Modem (dial-up access over normal telephone line) or ISDN connection	☐	☐
*[3]	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, fixed wireless connections	☐	☐
*	d) **Mobile broadband** connection (via at least 3G modem or handset) using e.g. UMTS, CDMA2000 1xEVDO, HSDPA	☐	☐
	d1) Mobile **broadband** connection via portable computer using **modem** with at least **3G technology**, e.g. laptop, notebook, nettop with at least 3G modem using e.g. UMTS, CDMA2000 1xEVDO, HSDPA ***- optional***	☐	☐
	d2) Mobile **broadband** connection via **handset with at least 3G technology**, e.g. smartphone using e.g. UMTS, CDMA2000 1xEVDO, HSDPA ***- optional***	☐	☐
	e) Other **mobile** connection using e.g. analogue mobile phone, GSM, GPRS, EDGE	☐	☐
B3.	**What was the maximum contracted download speed of the fastest Internet connection of your enterprise, in January 2011?** (tick only one)		
	a) less than 2 Mbit/s	☐	
	b) at least 2 but less than 10 Mbit/s	☐	
	c) at least 10 but less than 30 Mbit/s	☐	
	d) at least 30 but less than 100 Mbit/s	☐	
	e) at least 100 Mbit/s	☐	
B4.*[4]	**How many persons employed used computers with access to the World Wide Web at least once a week, in January 2011?** ***- Optional***	*(Number)*	
	If you can't provide this value, **Please indicate an estimate of the percentage of the total number of persons employed who used computers with access to the World Wide Web at least once a week, during January 2011.** ***- Optional***	☐☐☐ %	
B5.*[5]	**How many persons employed were provided with a portable device with at least 3G technology for accessing the Internet, in January 2011?** e.g. via portable computer with modem or via handset, with at least 3G technology using e.g. UMTS, CDMA2000 1xEVDO, HSDPA, **while excluding GPRS**	*(Number)*	
	If you can't provide this value, **Please indicate an estimate of the percentage of the total number of persons employed who were provided with a portable device with at least 3G technology for accessing the Internet, in January 2011?** e.g. via portable computer with modem or via handset using e.g. UMTS, CDMA2000 1xEVDO, HSDPA, **while excluding GPRS**	☐☐☐ %	

[3] For indicator B11 of the benchmarking framework
[4] For indicator B10 of the benchmarking framework
[5] For indicators B12 and B13 of the benchmarking framework

B6.	**Did your enterprise have a Website or Home Page, in January 2011?** (Filter question)	Yes ☐	No ☐ -> go to B8
B7.	**Did the Website or Home Page have any of the following facilities, in January 2011?**	Yes	No
	a) Online ordering or reservation or booking, e.g. shopping cart	☐	☐
OPTIONAL	b) A privacy policy statement, a privacy seal or certification related to website safety	☐	☐
	c) Product catalogues or price lists	☐	☐
	d) Possibility for visitors to customise or design the products	☐	☐
	e) Order tracking available on line	☐	☐
	f) Personalised content in the website for regular/repeated visitors	☐	☐
	g) Advertisement of open job positions or online job application	☐	☐

Use of the Internet in contact with public authorities

(Scope: enterprises with access to the Internet)

Public authorities refer to both public services and administration activities, e.g. tax, customs, business registration, social security, public health, environment or commune administrations.
(please add national examples)
Public authorities can be at local, regional or national level.

B8.*[6]	**During 2010, did your enterprise use the Internet to**	Yes	No
	a) obtain information from public authorities' websites or home pages?	☐	☐
	b) obtain forms from public authorities' websites or home pages? e.g. tax declaration	☐	☐
	c) return filled in forms electronically, e.g. forms for customs or VAT declaration	☐	☐ Go to B10
	- optional d) treat an administrative procedure completely electronically without the need for paper work (including payment, if required), e.g. declaration, registration, authorisation request	☐	☐
B9.	**During 2010, did your enterprise use the Internet to manage the following administrative procedures electronically?** (by returning filled in forms electronically)	Yes	No
	a) Declaration of social contributions for the persons employed	☐	☐
	b) Declaration of corporate tax	☐	☐
	c) Declaration of VAT	☐	☐
	d) Declaration of customs/excise	☐	☐
B10.	**Do you consider any of the following reasons as limiting your electronic interaction with public authorities?**	Yes	No
	a) Concerns related to data confidentiality and security	☐	☐
	b) Electronic procedures are too complicated and/or too time consuming	☐	☐
	c) Electronic procedures still require exchange of paper mail or personal visits	☐	☐

[6] For indicator E3 of the benchmarking framework

	d) Not aware of availability of electronic procedures	☐	☐

Public electronic Procurement refers to the use of the Internet by enterprises to offer goods or services to public authorities at national level or in other EU countries. The eProcurement process is based on a number of stages from the notification process (online availability of procurement notices and tender specifications) through **tendering**, awarding, to payment.

eTendering is the stage of an eProcurement process dealing with the preparation and submission of tenders or proposals online; this includes bids submitted through open, restricted, or negotiated procedures, as well as Framework Agreements and Dynamic Purchasing Systems (DPS). **Submission of bids by e-mail is excluded.**

B11.	**During 2010, did your enterprise use the Internet for accessing tender documents and specifications in electronic procurement systems of public authorities?**	Yes ☐	No ☐
B12.	**During 2010, did your enterprise use the Internet for offering goods or services in public authorities' electronic procurement systems (eTendering)?**	Yes	No
	a) in your own country	☐	☐
	b) in other EU countries	☐	☐
B13.	**If "No" to B12 a** **Was any of the following issues a reason for not offering goods or services in public authorities' electronic procurement systems (eTendering), during 2010?** **- optional**	Yes	No
	a) Your enterprise does not sell to the public sector	☐	☐
	b) Concerns related to confidentiality and security	☐	☐
	c) Not aware of electronic tendering relevant to the enterprise	☐	☐
	d) Other reasons	☐	☐

Module C: Sending/receiving of messages suitable for automatic processing to/from systems outside the enterprise

(Scope: enterprises with Computers)

Electronic transmission of data suitable for automatic processing means:
- **sending and/or receiving of messages** (e.g. orders, invoices, payment transactions, product descriptions, transport documents, tax declarations)
- in an **agreed or standard format** which **allows their automatic processing**, e.g. EDI, EDIFACT, ODETTE, TRADACOMS, XML , xCBL, cXML, ebXML
- to or from other enterprises, public authorities or financial institutions
- without the individual message being typed manually
- via any computer network
  [national examples]

C1.* [7]	**In January 2011, did your enterprise send or receive electronically such information in a format that allowed its automatic processing?** (Filter question)	Yes ☐	No ☐ -> go to D1

C2. [8] **Did your enterprise send or receive electronically such information for the following purposes?**

	Yes	No
a) Sending payment instructions to financial institutions	☐	☐
b) Sending or receiving product information (e.g. catalogues, price lists)	☐	☐
c) Sending or receiving transport documents (e.g. consignment notes)	☐	☐
d) Sending or receiving data to/from public authorities (e.g. tax returns, statistical data, import or export declarations [national examples])	☐	☐

Module D: Electronic invoicing

(Scope: enterprises with Computers)

An electronic invoice is an electronic transaction document that contains billing information.

Two different types of electronic invoices are distinguished:

- e-invoices are electronic invoices in a **standard structure (suitable for automatic processing) that may be processed automatically**. They may be directly exchanged between suppliers and customers, via service operators or via an electronic banking system.
- Invoices in electronic format **not suitable for automatic processing**.

D1.* [9]

In January 2011, did your enterprise *send* electronic invoices?

	Yes	No
a) e-invoices in a standard structure suitable for automatic processing? e.g. EDI, UBL, XML, (please add national examples)	☐	☐
b) Electronic invoices **not** suitable for automatic processing e.g. emails, email attachment in PDF format	☐	☐

D2.* [10]	**In January 2011, did your enterprise *receive* e-invoices in a standard structure suitable for automatic processing?** e.g. EDI, UBL, XML, please national examples	Yes ☐	No ☐

[7] For indicator D3 of the benchmarking framework
[8] For indicator D3 of the benchmarking framework
[9] For indicator D5 of the benchmarking framework
[10] For indicator D5 of the benchmarking framework

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, e.g. ERP (Enterprise Resource planning) software;
– **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;
– within this enterprise, sending or receiving electronically information that can be processed automatically.

E1.*[11]	**In January 2011, 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?**	Yes	No
	a) Your management of inventory levels	☐	☐
	b) Your accounting	☐	☐
	c) Your production or services management	☐	☐
	d) Your distribution management	☐	☐
E2.*[12]	**In January 2011, 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?**	Yes	No
	a) Your management of inventory levels	☐	☐
	b) Your accounting	☐	☐

[11] For indicator D1 of the benchmarking framework
[12] For indicator D1 of the benchmarking framework

Module F: e-Commerce

(Scope: enterprises outside the financial sector with Computers)

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.
e-commerce transactions **exclude** orders made by manually typed e-mail messages.

E-commerce Sales

Web sales

Web sales are sales made via an online store (web shop) or via web forms on your enterprise's website or extranet, regardless of how the web is accessed (computer, laptop, mobile phone …).

F1.* [13]	**During 2010, did your enterprise *receive* orders for products or services placed via a website?** (excluding manually typed e-mails) (Filter question)	Yes ☐	No ☐ -> Go to F4

F2.* [14] **Please state the value of the turnover resulting from orders *received* that were placed via a website (in monetary terms, excluding VAT), in 2010.**

(National currency) _____

If you can't provide this value,

Please indicate an estimate of the percentage of the total turnover resulting from orders *received* that were placed via a website, in 2010. ___ ___ ___ %

F3.* [15] **In 2010, did your enterprise *receive* orders placed via a website by customers located in the following geographic areas?**

	Yes	No
a) Own country	☐	☐
b) Other EU countries	☐	☐
c) Rest of the world	☐	☐

EDI-type sales

EDI-type sales are sales made via EDI-type messages. EDI (electronic data interchange) is used here as a generic term for sending or receiving business information in an agreed format which allows its automatic processing (e.g: EDIFACT, UBL, XML, …).

F4.	**During 2010, did your enterprise *receive* orders for products or services placed via EDI-type messages?** (Filter question)	Yes ☐	No ☐ -> Go to F7

F5. **Please state the value of the turnover resulting from orders *received* that were placed via EDI-type messages (in monetary terms, excluding VAT), in 2010.**

(National currency) _____

If you can't provide this value,

Please indicate an estimate of the percentage of the total turnover resulting from orders *received* that were placed via EDI-type messages, in 2010. ___ ___ ___ %

F6. **In 2010, did your enterprise *receive* orders placed via EDI-type messages by customers located in the following geographic areas?**

	Yes	No
a) Own country	☐	☐

[13] For indicator D11 of the benchmarking framework
[14] For indicator D9 of the benchmarking framework
[15] For indicator D12 of the benchmarking framework (biennial)

	b) Other EU countries	☐	☐
	c) Rest of the world	☐	☐

E-commerce Purchases

F7.*[16]	**During 2010, did your enterprise send orders for products or services via computer networks?** (via a website or EDI-type systems, and excluding manually typed e-mails)	Yes ☐	No ☐ -> go to G1
F8.*[17]	**-optional** **During 2010, did your enterprise *place* orders for products or services via a website?**	Yes ☐	No ☐
F9.*[18]	**-optional** **During 2010, did your enterprise *place* orders for products or services via EDI-type messages?**	Yes ☐	No ☐

F10. **Please indicate for 2010 the value of orders that were sent electronically in relation to the total purchases' value (in monetary terms, excluding VAT)**

-optional

Less than 1%	☐
1% or more and less than 5%	☐
5% or more and less than 10%	☐
10% or more and less than 25%	☐
25% or more and less than 50%	☐
50% or more and less than 75%	☐
75% or more	☐

Alternative Question

Please state the value of the purchases resulted from orders *placed* electronically (in monetary terms, excluding VAT), in 2010. _____ *(National Currency)*

-optional

If you can't provide this value

Please provide an estimate of the percentage of the total purchases that resulted from orders *placed* electronically, in 2010. ___ ___ ___ %

-optional

F11.*[19] **In 2010, did your enterprise *place* orders via a website or EDI-type messages to suppliers located in the following geographic areas?**

	Yes	No
a) Own country	☐	☐
b) Other EU countries	☐	☐
c) Rest of the world	☐	☐

[16] For indicator D11 of the benchmarking framework
[17] For indicator D11 of the benchmarking framework
[18] For indicator D3 and D11 of the benchmarking framework
[19] For indicator D12 of the benchmarking framework (biennial)

Module G: Use of Radio Frequency Identification (RFID) technologies

(Scope: enterprises with Computers)

Radio Frequency identification technologies (RFID) means:
- please add national examples
- an automatic identification method to store and remotely retrieve data using RFID tags or transponders,
- a RFID tag is a device that can be applied to or incorporated into a product or object and transmits data via radiowaves.

G1.* [20]	**In January 2011, did your enterprise make use of Radio Frequency Identification instruments?** (Filter question)	Yes ☐	No ☐ -> go to H1

G2.* [21] **In January 2011, for what purposes did your enterprise use RFID?**

	Yes	No
a) Person identification or access control	☐	☐
b) as part of the production and service delivery process (Monitoring and control of industrial production, supply chain and inventory tracking, service -, maintenance - or asset management)	☐	☐
c) for after-sales product identification, e.g. theft control, counterfeiting, allergen information	☐	☐

Module H: ICT and environmental impact

(Scope: enterprises with Computers)

H1. In January 2011, did your enterprise have in place any of the following policies?

-optional

	Yes	No
a) Policies designed to reduce the amount of paper used in printing or copying.	☐	☐
b) Policies designed to reduce the energy consumption of your ICT equipment. e.g. Computers and screens to be turned off, use of automated power down devices for the ICT equipment, use of multi-function peripheral imaging devices (printers, scanners, photocopiers) etc.	☐	☐
c) Policies for using telephone, web or video conferencing instead of physical travel.	☐	☐

H2.	**In January 2011, did your enterprise have in place any dedicated IT applications to reduce the energy consumption of business processes?** (including the optimisation of work routines, production processes, transport or logistics) ***-optional***	Yes ☐	No ☐
H3.	**In January 2011, did your enterprise provide to the persons employed remote access to the enterprise's e-mail system, documents and applications?** ***-optional***	Yes ☐	No ☐

[20] For indicator D6 of the benchmarking framework (bieannial)
[21] For indicator D6 of the benchmarking framework (biennial)

	Module X: Background information*[22] (X1-X4) available in some countries from SBS, the business register or administrative data and thus not to be included; latest available information should be provided	
X1.	**Main economic activity of the enterprise, during 2010**	
X2.	**Average number of persons employed, during 2010**	
X3.	**Total purchases of goods and services (in value terms, excluding VAT), for 2010** **- Optional / conditional**	
X4.	**Total turnover (in value terms, excluding VAT), for 2010**	

[22] For background information of the benchmarking framework

COMMUNITY SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES

2011

Glossary

3G, 3rd Generation (new)

3G or 3rd Generation, is a family of standards for mobile telecommunications (W-CDMA, CDMA2000, etc) defined by the International Telecommunication Union (ITU). 3G standards' aim is to unify the world's mobile computing devices through a single, worldwide radio transmission standard. 3G devices allow simultaneous use of speech and data services and higher data rates. Cellular mobile services were initially offered using analogue radio technologies and these were considered as the first generation systems (1G). 2G technology replaced analogue radio networks with digital ones (2G networks) in the 1990's.
Source: http://en.wikipedia.org/wiki/; http://www.itu.int;
http://www.three-g.net/3g_standards.html

Business process (new)

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

Counterfeiting (new)

A counterfeit is an imitation, usually one that is made with the intent of fraudulently passing it off as genuine. Counterfeit products are often produced with the intent to take advantage of the established worth of the imitated product. The word counterfeit frequently describes both the forgeries of currency and documents, as well as the imitations of products or goods (e.g. clothing, software, pharmaceuticals, jeans, watches, electronics, etc.).
Source: http://en.wikipedia.org/wiki/Counterfeiting

CDMA2000 (new)

Code Division Multiple Access is a channel access method utilized by various radio communication technologies. CDMA2000 refers to the mobile phone standards which use CDMA as an underlying channel access method and is an ITU approved 3G standard (3G, UMTS).
One of the basic concepts in data communication is the idea of allowing several transmitters to send information simultaneously over a single communication channel. This allows several users to share a bandwidth of different frequencies. This concept is called multiplexing. CDMA employs spread-spectrum technology and a special coding scheme (where each transmitter is assigned a code) to allow multiple users to be multiplexed over the same physical channel. By contrast, time division multiple access (TDMA) divides access by time, while frequency-division multiple access (FDMA) divides it by frequency. CDMA is a form of "spread-spectrum" signalling, since the modulated coded signal has a much higher data bandwidth than the data being communicated.
Source: http://en.wikipedia.org/wiki/CDMA

	An analogy to the problem of multiple access is a room (channel) in which people wish to communicate with each other. To avoid confusion, people could take turns speaking (time division), speak at different pitches (frequency division), or speak in different languages (code division). CDMA is analogous to the last example where people speaking the same language can understand each other, but not other people. Similarly, in radio CDMA, each group of users is given a shared code. Many codes occupy the same channel, but only users associated with a particular code can understand each other. Source: http://en.wikipedia.org/wiki/CDMA ; http://www.umtsworld.com/umts/faq.htm#f26
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.
Data	Representation of facts, concepts, or instructions in a formalized manner suitable for communication, interpretation, or processing by humans or by automatic 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
DPS (new)	Dynamic Purchasing System. A completely electronic procedure which may be established by a contracting authority to purchase commonly used goods, works or services. It is limited in duration and open throughout its validity. Source: http://www.ogc.gov.uk/documents/Guide_dynamic_purchasing.pdf
EDI, EDI-type (new)	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 which can be automatically processed. Source: http://en.wikipedia.org/wiki/Electronic_Data_Interchange
EDI e-commerce (new)	Orders initiated with EDI. EDI (electronic data interchange) is an e-business tool for exchanging different kinds of business messages. EDI is here used as a generic term for sending or receiving business information in an agreed format which allows its automatic processing (e.g. EDIFACT, XML, etc.) and without the individual message being manually typed. "EDI e-commerce" is limited to EDI messages placing an order. Source: OECD, DSTI/ICCP/IIS(2009)5/FINAL

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.
E-invoicing, comprises billing and payment information exchanged between the parties - businesses, the public sector, consumers - involved in commercial transactions, transmitted via the Internet or other electronic means.
Source: http://ec.europa.eu/enterprise/sectors/ict/e-invoicing/

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

Electronic commerce (e-commerce)

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, 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.
Source: OECD, DSTI/ICCP/IIS(2009)5/FINAL

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.

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.

eTendering (new)

eTendering is the stage of an eProcurement process dealing with the preparation and submission of tenders or proposals online; this includes bids submitted through open, restricted, or negotiated procedures, as well as Framework Agreements and Dynamic Purchasing Systems (DPS).

EDGE (new)

Enhanced Dara rates for GSM technology represent further enhancements to GSM networks providing up to three times the data capacity of GPRS. EDGE networks rely on Time Division Multiple Access transmission (TDMA) and General Packet Radio Service (GPRS).
Source: http://gsmworld.com/technology/edge.htm

EVDO (1xEVDO) (new)

Evolution-Data Optimized or Evolution-Data only, abbreviated as EV-DO or EVDO and often EV, is a telecommunications standard for the wireless transmission of data through radio signals, typically for broadband Internet access. It uses multiplexing techniques including code division multiple access (CDMA) as well as time division multiple access (TDMA) to maximize both individual user's throughput and the overall system throughput. It is standardized by 3rd Generation Partnership Project 2 (3GPP2) as part of the CDMA2000 family of standards and has been adopted by many mobile phone service providers around the world – particularly those previously employing CDMA networks.
http://en.wikipedia.org/wiki/1xEVDO

Extranet

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.

GSM (new)

Global System for Mobile Communications. GSM is a digital cellular technology used for transmitting mobile voice and data services. It is the most popular standard for mobile telephone systems in the world. GSM differs from its predecessor technologies in that both signaling and speech channels are digital, and thus GSM is considered a second generation (2G) mobile phone system.
Source: http://en.wikipedia.org/wiki/GSM

GPRS (new)

General Packet Radio Service is a very widely deployed wireless data service, available with most GSM networks. GPRS offers throughput rates of up to 40 kbit/s, so that users have a similar access speed to a dial-up modem, but with the convenience of being able to connect from almost anywhere.
Source: http://www.gsmworld.com/technology/gprs.htm

HSDPA (new)

High-Speed Downlink Packet Access is an enhanced 3G (third generation) mobile telephony communications protocol in the High-Speed Packet Access (HSPA) family, also coined 3.5G, 3G+ or turbo 3G, which allows networks based on Universal Mobile Telecommunications System (UMTS) to have higher data transfer speeds and capacity.
Source: http://en.wikipedia.org/wiki/HSDPA

HUSPA (new)

High-Speed Uplink Packet Access (HSUPA) is a 3G mobile telephony protocol in the HSPA family with up-link speeds up to 5.76 Mbit/s. The name HSUPA was created by Nokia. The technical purpose of the Enhanced Uplink feature is to improve the performance of uplink dedicated transport channels, i.e. to increase capacity and throughput and reduce delay according to the ITU Rel.6 standard published by the 3rd Generation Partnership Project (3GPP).
Source: http://en.wikipedia.org/wiki/HSUPA

Information(new)

1) Facts, data, or instructions in any medium or form.

2) The meaning that a human assigns to data by means of the known conventions used in their representation.

(Source: http://www.its.bldrdoc.gov/projects/devglossary/_information.html)

Internal computer network

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.
Internet	The Internet is a global system of interconnected computer networks that use the standard Internet Protocol Suite (TCP/IP) to serve billions of users worldwide. It is a network of networks that consists of millions of private, public, academic, business, and government networks of local to global scope that are linked by a broad array of electronic and optical networking technologies. The Internet carries a vast array of information resources and services, most notably the inter-linked hypertext documents of the World Wide Web (WWW) and the infrastructure to support electronic mail. Source: http://en.wikipedia.org/wiki/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.
ISDN	Integrated Services Digital Network.
Message	Any thought or idea expressed briefly in a plain or secret language, prepared in a form suitable for transmission by any means of communication. Source: http://www.its.bldrdoc.gov/projects/devglossary/_message.html
Mobile broadband (new)	Mobile broadband (Mobile Internet) is the name used to describe various types of wireless high-speed Internet access through a portable modem, telephone or other device. (viz. 3G) Source: http://en.wikipedia.org/wiki/Mobile_broadband
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. (MODEM: MOdulator DEModulator)
Nettop (new)	A nettop is a small size, low-wattage computer designed for basic tasks such as surfing the Internet, accessing web-based applications, document processing, audio/video playback etc. The hardware specifications and processing power are usually reduced and hence make nettops less appropriate for running complex or resource intensive applications Source: http://en.wikipedia.org/wiki/Nettop
Odette (standards, organisation)	Odette International is an organisation, formed by the automotive industry for the automotive industry. It sets the standards for e-business communications, engineering data exchange and logistics management, which link the 4000 plus businesses in the European motor industry and their global trading partners. Source: http://www.odette.org/html/home.htm
Office (automation) software (new)	Office (automation) software is a generic type of software comprising (grouped together) usually a word processing package, a spreadsheet, presentations' software etc.
Online payment	An online payment is an integrated ordering-payment transaction
Open Source operating systems	Open Source operating system 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.

PDA (new)	A Personal Digital Assistant (PDA) is a handheld device that combines computing, telephone/fax, Internet and networking features. A typical PDA can function as a cellular phone, fax sender, Web browser and personal organizer. Source: http://www.webopedia.com/TERM/P/PDA.html
Public Electronic Procurement eProcurement (new)	Public electronic Procurement refers to the use of the Internet by enterprises to offer goods or services to public authorities at national level or in other EU countries. The eProcurement process is based on a number of stages from the notification process (online availability of procurement notices and tender specifications) through tendering, awarding, to payment.
RFID (new)	Radio-frequency identification (RFID) is an automatic identification method, relying on storing and remotely retrieving data using devices called RFID tags or transponders. An RFID tag is an object that can be applied to or incorporated into a product for the purpose of identification using radiowaves. Some tags can be read from several meters away and beyond the line of sight of the reader.
Sales via website (web sales)	A part of the e-commerce activities, sales via website (web application) are orders made in an online store or filled in and sent by an electronic form on the www or extranet. 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-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. Source: OECD, DSTI/ICCP/IIS(2009)5/FINAL
SSL/TLS	Secure Sockets Layer (SSL) and its predecessor 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 Public Key Infrastructure (PKI) deployment to clients. The protocols allow client/server applications to communicate in a way designed to prevent eavesdropping, tampering, and message forgery.
UBL (new)	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. Source: http://en.wikipedia.org/wiki/Universal_Business_Language
UMTS(new)	Universal Mobile Telecommunications System (UMTS) is one of the third-generation (3G) mobile telecommunications technologies being developed within the ITU's (International Telecommunication Union) IMT-2000 framework (International Mobile Telecommunications-2000). It is a realisation of a new generation of broadband multi-media mobile telecommunications technology.

	UMTS relies on the Wideband Code Division Multiple Access (W-CDMA) transmission for handling data transmission traffic and uses High Speed Packet Access at transmission rates that support large file transfers and mobile data-intensive Internet activities like video and music streaming. Source: http://en.wikipedia.org/wiki/Universal_Mobile_Telecommunications_System
Web e-commerce (new)	Orders made at an online store (webshop) or via web forms on the Internet or extranet regardless of how the web is accessed (computer, laptop, mobile phone etc.) Source: OECD, DSTI/ICCP/IIS(2009)5/FINAL
Webform (new)	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/
Webserver	A Web server is a computer program that delivers (serves) content, such as Web pages, using the Hypertext Transfer Protocol (HTTP), over the World Wide Web. The term Web server can also refer to the computer or virtual machine running the program. http://en.wikipedia.org/wiki/Web_server
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.
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.
xCBL	XML Common Business Library (xCBL) is the pre-eminent XML component library for business-to-business e-commerce. Source: http://www.xcbl.org/
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 (new)	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/