Statistical activity code: 20505

Questionnaire manual: Information technology in enterprises

Questionnaire code: 13572022   Submitted in: 19.03.2022, data about 2021

Periodicity: Annual

Statistics Estonia guarantees the full protection of data submitted.

IF NO SPECIFIC PERIOD IS INDICATED, ALWAYS SUBMIT DATA ABOUT THE PRESENT YEAR.
WE RECOMMEND THAT THIS QUESTIONNAIRE SHOULD BE FILLED OUT BY THE HEAD OF THE ECONOMIC UNIT OR THE IT SUPPORT.

eSTAT (https://estat.stat.ee/) is for data submission.

Please make sure that you enter data in the correct cell. If you enter alphabetical characters in a number field, a corresponding error message is displayed. In the case of some fields, logic (arithmetic) checks have been applied to prevent data entry mistakes. If there is a conflict in the entered data or they conflict with pre-filled data, an error message appears when the table is checked. In the case of errors, review the data carefully and make corrections.
After correcting the data, save changes and check the questionnaire again. If there are no more mistakes, confirm and submit the data by clicking "Confirm" on the last page of the questionnaire. You will be displayed a message that the data have been submitted successfully.
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Accuracy of the data ensures truthfulness of statistical information.

DATA COLLECTED WITH THE QUESTIONNAIRE

Table A. USE OF THE INTERNET

Row code/ column code	Name of variable * - mandatory	Code of variable	Explanation	Type of data (number of decimals) or list/ classification name	You neet not fill in the value: period, economic activity
101 / 1	Number of persons employed – use of computers with access to the internet for business purposes *	ITRA3B1		Integer	
102 / 1	Fixed internet connection in your enterprise	ITRB3C_G_1	Availability of a fixed connection to the internet in the enterprise. Fixed connection to the internet – DSL (Digital Subscriber Line, a family of technologies that provides high-speed transmission services over telephone lines) or some other type of fixed broadband connection such as ADSL, SDSL, VDSL, fibre-optic technology (FTTH), cable technologies etc.	valik_jah_ei_1v	
103 / 1	Maximum contracted download speed in your enterprise	ITRB3_1	Maximum contracted download speed – connection speed promised by the internet provider in the contract. If the enterprise is using different internet connections (e.g. ADSL and connection of the same type in different locations), count / record the fastest one.	netikiirused_v3_5L	
104 / 1	Number of persons employed – use of portable devices provided by the enterprise to access internet for business purposes	ITRB6	Number of persons employed who have a portable device (mobile phone, smart phone, laptop with a USB modem, etc.) provided by the enterprise, which enables to use a mobile connection to the internet for business purposes. Persons employed – all persons working at the enterprise irrespective of the length of a working week: proprietors and their unpaid family members; full and part-tome employees; persons who work outside the unit (distribution staff etc.); persons temporarily absent from work (persons on sick leave, paid leave, study leave, on strike, etc.); seasonal workers, trainees (apprentices) and homeworkers; persons employed under contract for services. Not included among persons employed are employees of other enterprises who are working in the enterprise in question fulfilling orders of that	Integer	

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				enterprise, as well as long-term absent employees (on maternity leave, in military service etc.)		
105 / 1	Meetings via the internet – Conducted in the enterprise	ITMEET_1	Meetings via the internet conducted using applications such as Skype, Zoom, Google Meets, MS Teams, WebEx, etc.	valik_jah_ei_1v	
106 / 1	Meetings via the internet – Guidelines for conducting meetings via the internet	ITMEET_2	The enterprise has ICT security guidelines for conducting meetings via the internet, e.g. password requirement or end-to-end encryption. The fulfilment of at least one requirement is sufficient.	valik_jah_ei_1v	
107 / 1	Meetings via the internet – Guidelines to favour meetings via the internet	ITMEET_3	The enterprise has guidelines to favour meetings via the internet instead of business travelling.	valik_jah_ei_1v	
108_A / 1	Remote access – To the e-mail system of the enterprise	ITREM_1A	The enterprise's employees have remote access to the e-mail system of the enterprise.	valik_jah_ei_1v	
108_B / 1	Remote access – To the documents of the enterprise	ITREM_1B	The enterprise's employees have remote access to the documents of the enterprise.	valik_jah_ei_1v	
108_C / 1	Remote access – To the business applications and software of the enterprise.	ITREM_1C	The enterprise's employees have remote access to the business applications and software of the enterprise.	valik_jah_ei_1v	
109 / 1	Remote access – Number of employees who have access to the e-mail system of the enterprise.	ITREM_2	Remote access – Number of employees who have access to the e-mail system of the enterprise.	Integer	
110 / 1	Remote access – Number of employees who have access to the business applications and software of the enterprise.	ITREM_3	Number of employees who have access to the business applications and software of the enterprise.	Integer	
111 / 1	Remote access – ICT guidelines for remote access	ITREM_4	The enterprise has ICT security guidelines for remote access.	valik_jah_ei_1v	

Table B. E-COMMERCE (for additional information, click on the table name)

In economic activities **K64000-K66999** you need not fill in the table.

E-commerce is the sale or purchase of goods or services by electronic means, especially via the internet and other computer networks, whereas the payment and delivery of the goods or services do not have to be conducted online. E-commerce transactions are conducted either via the web or via EDI (electronic data exchange).

Row code/ column code	Name of variable * - mandatory	Code of variable	Explanation	Type of data (number of decimals) or list/ classification name	You neet not fill in the value: period, economic activity
201_A / 1	Taking orders via a web page or applications – enterprise's own web page or applications	ITRC10_A	Receiving orders placed via enterprise's own web page or applications.	valik_jah_ei_1v	
201_B / 1	Taking orders via a web page or applications – e-commerce	ITRC10_B	Receiving orders placed via an e-commerce marketplace web page or application, e.g. Booking, eBay, Amazon, Amazon Business, Alibaba, Rakuten, etc.	valik_jah_ei_1v	

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	marketplace web page				
202_A / 1	Turnover – orders received via a web page and applications	ITRC4_1	Turnover resulting from orders received that were placed via a web page or apps (in euros, VAT exclusive). Turnover – income received or to be received from sales of all products, goods and services which have been produced or provided as part of principal or ancillary activity, or purchased for resale, excluding VAT and excises and is calculated on a accrual basis accounting. Turnover includes charges for packaging, commissions, agency fees and rents. Turnover does not include: income from selling fixed assets, other business income, financial income, extraordinary income, subsidies received from national or local budgets, or from the institutions of the European Union, revenue collected on behalf of third parties (contracts of commission and agency services).	Integer	
202_B / 1	Share of orders received via a web page or applications in total turnover	ITRC4	Share of orders received via a web page or applications in total turnover of the enterprise.	Positive integer	
203_A / 1	Share of orders received via a web page or applications in turnover – enterprise's own web page or application	ITRC14_A	Share of orders received that were placed via enterprise's own web page or application in enterprise's web sales.	Positive integer	
203_B / 1	Share of orders received via a web page or applications in turnover – e-commerce markeplace web page	ITRC14_B	Share of orders received that were placed via e-commerce marketplace web pages (e.g. Booking, eBay, Amazon, Amazon Business, Alibaba, Rakuten etc.) in enterprise's web sales.	Positive integer	
204_A / 1	Share of orders received via a web page or applications in total turnover – private customers	ITRC9_A	The share of orders placed by private persons via websites and apps in turnover from web sales.	Positive integer	
204_B / 1	Share of orders received via a web page or applications in total turnover – other enterprises, public sector	ITRC9_B	The share of orders placed by enterprises and the public sector via websites and apps in turnover from web sales.	Positive integer	
205_A / 1	Taking orders via a web page or applications – Estonia	ITRCD8A_1	Taking orders from Estonian customers.	valik_jah_ei_1v	
205_B / 1	Taking orders via a web page or applications – other EU countries	ITRCD8B_1	Taking orders from customers in EU (excl. Estonia).	valik_jah_ei_1v	
205_C / 1	Taking orders via a web page or applications – rest of the world	ITRCD8C_1	Taking orders from customers outside EU.	valik_jah_ei_1v	
206_A / 1	Share of orders received via a web page or applications in total turnover – own country	ITRC12_A	Share of orders received from Estonian customers that were placed via web pages or applications, in turnover from web sales.	Positive integer	
206_B / 1	Share of orders received via a web page or applications in total turnover – other EU countries	ITRC12_B	Share of orders received from customers in European Union Member States (excl. Estonia) that were placed via web pages or applications, in turnover from web sales.	Positive integer	
206_C / 1	Share of orders received via a web	ITRC12_C	Share of orders received from customers in the rest of the world that were placed via web pages or applications, in	Positive integer	

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	page or applications in total turnover – rest of the world		turnover from web sales.		
207 / 1	Taking orders via EDI-type messages	ITRD3	Taking orders via EDI-type messages in the enterprise. Sales via EDI-type messages – transmission of information on orders for sales from computer to computer in an agreed format suitable for automated processing (e.g. EDIFACT, UBL, XML).	valik_jah_ei _1v	
208_A / 1	Turnover – orders via EDI-type messages	ITRD4A	Turnover resulting from orders received that were placed via EDI-type messages, in euros. Turnover – income received or to be received from sales of all products, goods and services which have been produced or provided as part of principal or ancillary activity, or purchased for resale, excluding VAT and excises and is calculated on an accrual basis. Turnover includes the cost of packaging, commissions, agency fees and rents. Turnover does not include: proceeds from selling fixed assets, other operating revenue, financial and extraordinary income, subsidies received from national or local budgets, or from the institutions of the European Union; revenue collected on behalf of third parties (contracts of commission and agency services).	Integer	
208_B / 1	Share of orders received via EDI-type messages in total turnover	ITRD2	Share of orders received that were placed via EDI-type messages, in enterprise's turnover. EDI-type messages – transmission of data from computer to computer in an agreed format suitable for automated processing (e.g. EDIFACT, UBL, XML).	Positive integer	

Table C. ICT SPECIALISTS AND ICT SKILLS (click on the table heading for more information)

ICT specialists are employees for whom ICT is the main job. For example, to develop, operate or maintain ICT systems or applications.

Row code/ column code	Name of variable * - mandatory	Code of variable	Explanation	Type of data (number of decimals) or list/ classification name	You neet not fill in the value: period, economic activity
301 / 1	Availability of ICT specialists in your enterprise *	ITRA25_ 1	Availability of information and technology specialists (ICT) in the enterprise. ICT specialists are employees for whom ICT is the main job, e.g. development, administration and operation of IT systems or applications.	valik_jah_ei _1v	
302_A / 1	ICT training in your enterprise – for ICT specialists *	ITRA28A _1	Provision of training for ICT specialists to develop ICT related knowledge and skills.	valik_jah_ei _1v	
302_B / 1	ICT training in your enterprise – for other employees *	ITRA28B _1	Provision of training for employees (other than ICT specialists) to develop their ICT knowledge and skills.	valik_jah_ei _1v	
303 / 1	Possibility of recruiting ICT specialists *	ITRA26_ 1	Enterprise's activity to recruit ICT specialists. ICT specialists are employees for whom ICT is the main job, e.g. development, administration and operation of IT systems or applications.	valik_jah_ei _1v	
304 / 1	ICT vacancies in your enterprise	ITRA27_ 1	ICT specialist vacancies in the enterprise.	valik_jah_ei _1v	
305_A / 1	Difficulties to recruit ICT specialists – lack of applications	ITRA31_ A	The recruitment of ICT specialists was hampered by the small number of applicants.	valik_jah_ei _1v	
305_B / 1	Difficulties to recruit ICT specialists – applicants lack of relevant ICT related qualifications	ITRA31_ B	Applicants lacked relevant qualifications, education or training.	valik_jah_ei _1v	
305_C / 1	Difficulties to recruit ICT specialists – applicants lack relevant work	ITRA31_ C	Applicants lacked relevant work experience.	valik_jah_ei _1v	

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	experience				
305_D / 1	Difficulties to recruit ICT specialists – applicants salary expectations too high	ITRA31_D	The recruitment of ICT specialists was complicated by high salary expectations.	valik_jah_ei _1v	
306_A / 1	ICT task performer in the enterprise – own employees *	ITRA30A	ICT functions in the enterprise are performed by own employees. ICT functions are maintenance of ICT infrastructure, support for office software, development or support of business management software/systems and/or web solutions, security and data protection.	valik_jah_ei _1v	
306_B / 1	ICT task performer in the enterprise – external suppliers *	ITRA30B	ICT functions in the enterprise are performed by external suppliers. ICT functions are maintenance of ICT infrastructure, support for office software, development or support of business management software/systems and/or web solutions, security and data protection.	valik_jah_ei _1v	

Table D. ICT SECURITY (for additional information, click on the table name)

ICT security means measures, controls and procedures applied on enterprise's ICT systems to ensure integrity, authenticity, availability and confidentiality of enterprise's data and systems.

Row code/ column code	Name of variable * - mandatory	Code of variable	Explanation	Type of data (number of decimals) or list/ classification name	You neet not fill in the value: period, economic activity
401_A / 1	ICT security measure – strong password authentication	ITRKA7A	Secure password authentication, i.e. using passwords with minimum length of 8 mixed characters, regularly change them.	valik_jah_ei _1v	
401_B / 1	ICT security measure – User identification via biometric methods	ITRKA7C	User identification and authentication via biometric methods implemented by the enterprise (e.g. based on fingerprints, voice, faces).	valik_jah_ei _1v	
401_C / 1	ICT security measure – User identification with two-factor authentication	ITRK7K	User identification with two-factor authentication, i.e. authentication based on a combination of at least two authentication mechanisms, for example, password + code sent by the system; code received via a smart phone + biometric method.	valik_jah_ei _1v	
401_D / 1	ICT security measure – Encryption of data, documents or e-mails	ITRKA7D	Encryption techniques for data, documents or e-mails.	valik_jah_ei _1v	
401_E / 1	ICT security measure – Data backup to a separate location	ITRKA7E	Data backup to a separate location, including backup to the cloud.	valik_jah_ei _1v	
401_F / 1	ICT security measure – network access control	ITRKA7F	Network access control (management of access to devices and internal network).	valik_jah_ei _1v	
401_G / 1	ICT security measure – Virtual Private Network (VPN)	ITRKA7G	VPN – Virtual Private Network that extends a private network across a public network to enable secure exchange of data over public network.	valik_jah_ei _1v	
401_H / 1	ICT security measure – Monitoring system that allows to detect suspicious activity and alert	ITRK7L	ICT security monitoring system (e.g. a corporate firewall) that allows to detect suspicious activity in the ICT systems and alerts the enterprise about it.	valik_jah_ei _1v	
401_I / 1	ICT security measure – Maintaining log files after security incidents	ITRKA7H	Maintaining log files for analysis after security incidents.	valik_jah_ei _1v	
401_J / 1	ICT security measure – ICT	ITRKA7I	ICT risk assessment, i.e. periodical assessment of security risks and consequences of ICT security incidents.	valik_jah_ei _1v	

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	risk assessment				
401_K / 1	ICT security measure – ICT security tests	ITRKA7J	ICT security tests (e.g. performing penetration tests, testing security alert system, review of security measures, testing of backup systems).	valik_jah_ei _1v	
402_A / 1	Methods of communicating ICT security requirements in the enterprise – voluntary training or internally available information	ITRK8A	Voluntary training or internally available information (e.g. via intranet).	valik_jah_ei _1v	
402_B / 1	Methods of communicating ICT security requirements in the enterprise – compulsory training courses or viewing compulsory materials	ITRK8B	Compulsory training courses or viewing compulsory materials.	valik_jah_ei _1v	
402_C / 1	Methods of communicating ICT security requirements in the enterprise – determined by contract	ITRK8C	It is provided in contracts how employees are informed about the enterprise's security requirements.	valik_jah_ei _1v	
403 / 1	Availability of ICT security documentation in the enterprise	ITRK10	ICT security document (s) on the assessment, practices or procedures on ICT security available in the enterprise.	valik_jah_ei _1v	
404 / 1	Date of defining or reviewing ICT security documentation	ITRK6A_ 1	Date of defining or reviewing ICT security documentation.	aasta_yle_2 4_kuu_3L	
405_A / 1	ICT security incident – Unavailability of ICT services due to hardware or software failures	ITRK11_ G	ICT services were unavailable due to hardware or software failures.	valik_jah_ei _1v	
405_B / 1	ICT security incident – Unavailability of ICT services due to attack from outside	ITRK11_ D	ICT services were unavailable due to attack from outside.	valik_jah_ei _1v	
405_C / 1	ICT security incident – Destruction or corruption of data due to hardware or software failures	ITRK11_ E	Destruction or corruption of data due to hardware or software failures.	valik_jah_ei _1v	
405_D / 1	ICT security incident – Destruction or corruption of data	ITRK11_ B	Destruction or corruption of data (e.g. due to infection of malicious software or unauthorised intrusion).	valik_jah_ei _1v	
405_E / 1	ICT security incident – Disclosure of confidential data	ITRK11_ C	Disclosure of confidential data (e.g. due to intrusion, pharming, phishing attack, actions by own employee (intentional).	valik_jah_ei _1v	
405_F / 1	ICT security incident – Disclosure of confidential data due to unintentional actions by own employees	ITRK11_ F	Disclosure of confidential data due to unintentional actions by own employees.	valik_jah_ei _1v	
406_A / 1	Performer of ICT security related activities – own employees	ITRK9A	ICT related activities are carried out by own employees (incl. employees in parent or affiliate enterprises).	valik_jah_ei _1v	

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| 406_B / 1 | Performer of ICT security related activities – external supplier | ITRK9B | ICT related activities are carried out by external supplier. | valik_jah_ei _1v | |
| 407 / 1 | Insurance against ICT security incidents | ITRK12 | Protection against potential ICT security incidents. | valik_jah_ei _1v | |

Table E. ROBOTICS

Row code/ column code	Name of variable * - mandatory	Code of variable	Explanation	Type of data (number of decimals) or list/ classification name	You neet not fill in the value: period, economic activity
501_A / 1	Use of robots in the enterprise – industrial robots *	ITROB_ A	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. Hence, an automatically controlled machine-tool is not industrial robot. Software robots are also excluded.	valik_jah_ei _1v	
501_B / 1	Use of robots in the enterprise – service robots *	ITROB_ B	A service robot is a machine, mostly mobile, that has a degree of autonomy and is able to identify the environment to operate in complex and dynamic environment. Software robots are not included.	valik_jah_ei _1v	
502_A / 1	Factor influencing the use of robots – High cost of labour	ITROB_ E3_1	The decision to use robots in the enterprise was influenced by high labour costs.	valik_jah_ei _1v	
502_B / 1	Factor influencing the use of robots – Difficulties to recruit personnel	ITROB_ E3_2	The decision to use robots in the enterprise was influenced by difficulties to recruit personnel.	valik_jah_ei _1v	
502_C / 1	Factor influencing the use of robots – To enhance safety at work	ITROB_ E3_3	The decision to use robots in the enterprise was influenced by the wish to enhance safety at work.	valik_jah_ei _1v	
502_D / 1	Factor influencing the use of robots – To ensure high precision or standardised quality of processes and/or goods	ITROB_ E3_4	The decision to use robots in the enterprise was influenced by the wish to ensure high precision or standardised quality of processes or goods.	valik_jah_ei _1v	
502_E / 1	Factor influencing the use of robots – To expand the range of goods produced or services provided by the enterprise	ITROB_ E3_5	The decision to use robots in the enterprise was influenced by the wish to expand the range of goods produced or services provided by the enterprise.	valik_jah_ei _1v	
502_F / 1	Factor influencing the use of robots – Tax incentives	ITROB_ E3_6	The decision to use robots in the enterprise was influenced by tax incentives offered by the government.	valik_jah_ei _1v	

Table F. ICT AND THE ENVIRONMENT

Row code/ column code	Name of variable * - mandatory	Code of variable	Explanation	Type of data (number of decimals) or list/ classification name	You neet not fill in the value: period, economic activity
601_A / 1	Measure to reduce environmental impact – Reduction of amount of paper	ITENV_1 A	The enterprise has best practices or guidelines or measures to reduce the amount of paper used for printing and copying.	valik_jah_ei _1v	

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	used *					
601_B / 1	Measure to reduce environmental impact – Reduction of energy consumption of the ICT equipment *	ITENV_1B	The enterprise has best practices or guidelines or measures to reduce the energy consumption of the ICT equipment.	valik_jah_ei_1v	
602 / 1	Consideration of environmental impact – When choosing ICT equipment and services *	ITENV_2A	The enterprise considers the environmental impact of ICT services or ICT equipment when selecting them (e.g. energy efficiency).	valik_jah_ei_1v	
603_A / 1	Operation of ICT equipment – Disposal *	ITENV_3A	Used ICT equipment is disposed of in electronic waste collection.	valik_jah_ei_1v	
603_B / 1	Operation of ICT equipment – Storage in the enterprise *	ITENV_3B	Used ICT equipment is kept in the enterprise.	valik_jah_ei_1v	
603_C / 1	Operation of ICT equipment – Return, sale and donation *	ITENV_3C	Used ICT equipment is kept, returned, donated, sold.	valik_jah_ei_1v	

Table G. TIME SPENT ON FILLING OUT THE QUESTIONNAIRE (incl. for preparing the data)

Please estimate how much time you spent on filling out the questionnaire (incl. time spent on reading the instructions, collecting and preparing data).Record the total time spent by all employees.

Row code/ column code	Name of variable * - mandatory	Code of variable	Explanation	Type of data (number of decimals) or list/ classification name	You neet not fill in the value: period, economic activity
1 / 1	Number of hours spent on completing the questionnaire and collecting and preparing the necessary data	TAITMISEAEGTUNDI	Number of hours spent by all employees on completing the questionnaire. The time spent on completing the questionnaire includes the time spent on reviewing instructions, collecting and preparing the necessary data.	Positive integer	
2 / 1	Number of minutes spent on completing the questionnaire and collecting and preparing the necessary data	TAITMISEAEGMINUTIT	Number of minutes spent by all employees on completing the questionnaire. The time spent on completing the questionnaire includes the time spent on reviewing instructions, collecting and preparing data. Permitted value range 0–59.	Positive integer	