

## Information technology in enterprises

WHERE TIME IS NOT SPECIFIED, SUBMIT DATA ON THE CURRENT YEAR.WE RECOMMEND THAT THE QUESTIONNAIRE IS FILLED OUT BY THE HEAD OF THE ECONOMIC ENTITY OR A PERSON RESPONSIBLE FOR ICT.Some rows are prefilled with data from the previous year. Prefilled data can be amended if necessary.

Questionnaire code: 13572022

Submitted in: 19.03.2022, data about 2021

Period:

Periodicity: Annual

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Statistics Estonia guarantees the full protection of data submitted.

Economic unit  
Registry code:  
Name:

E-mail:  
Phone:

Postal address  
County:  
City / Rural municipality:  
Village / Town / City district:  
Secondary address unit:

Street:  
Building:  
Apartment:  
Postal code:

Economic activity in the sample

Completed by  
Personal ID code:  
Firstname and surname:

E-mail:  
Phone:

Completed on (date):

Signature:

### A. USE OF THE INTERNET

		Answer
		1
A1. Number of persons employed who use the internet for business purposes (including fixed line and mobile connection).	101	
IF YOU ANSWERED "0" TO QUESTION A1, GO TO C1	x0	Routing
USE OF A FIXED CONNECTION TO THE INTERNET FOR BUSINESS PURPOSES	x1	
A2. Does your enterprise have a fixed line connection to the internet?	102	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION A2, GO TO QUESTION A4	x2	Routing
A3. What is the maximum contracted download speed of the internet connection of your enterprise?	103	01 - Less than 30 Mbit/s 02 - At least 30, but less than 100 Mbit/s 03 - At least 100, but less than 500 Mbit/s 04 - At least 500, but less than 1 Gbit/s 05 - At least 1 Gbit/s
USE OF A MOBILE CONNECTION TO THE INTERNET FOR BUSINESS PURPOSES	x3	
A4. Number of persons employed who use a portable device provided by the enterprise, that allows internet connection via mobile telephone networks, for business purposes.	104	
MEETINGS VIA THE INTERNET	x4	
A5.Does your enterprise conduct meetings via the internet (via e.g. Skype, Zoom, Google Meets, MS Teams, WebEx, etc.)?	105	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION A5, GO TO QUESTION A8	x5	Routing

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A6. Does your enterprise have any ICT security guidelines for conducting meetings via the internet (e.g. password requirement, end-to-end encryption)?	106	1 - Yes 2 - No
A7. Does your enterprise have guidelines to favour meetings via the internet instead of business travelling?	107	1 - Yes 2 - No
REMOTE ACCESS	x6	
A8. Do any of your enterprise's employees have remote access?	108	
a) To the e-mail system of the enterprise	108_A	1 - Yes 2 - No
b) To the documents of the enterprise (e.g. files, spreadsheets, presentations, charts, photos)	108_B	1 - Yes 2 - No
c) To the business applications or software of the enterprise (e.g. access to accounting, sales, orders, CRM)	108_C	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO ALL OPTIONS UNDER A8, GO TO QUESTION B1	x7	Routing
IF YOU ANSWERED "YES" TO OPTION a) UNDER QUESTION A8, GO TO QUESTION A9	x8	Routing
A9. How many employees have remote access to the e-mail system of the enterprise?	109	
IF YOU ANSWERED "YES" TO OPTIONS b) OR c) UNDER QUESTION A8, GO TO QUESTION A10	x9	Routing
A10. How many employees have remote access to the documents, business applications or software of the enterprise?	110	
IF YOU ANSWERED "YES" TO AT LEAST ONE OF THE OPTIONS UNDER QUESTION A8, GO TO QUESTION A11	x10	Routing
A11. Does your enterprise have any ICT security guidelines for remote access?	111	1 - Yes 2 - No

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

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).

		Answer
		1
WEB-BASED SALES	x1	
B1. In the previous year, did your enterprise receive orders for goods or services:	201	
a) via your enterprise's website or app (including extranets)	201_A	1 - Yes 2 - No
b) via e-commerce marketplace websites, e.g. Alibaba.com, Amazon.com, Booking.com, eBay, Mts, ThomasNet, etc	201_B	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO BOTH OPTIONS a) AND b) UNDER QUESTION B1, GO TO QUESTION B7	x2	Routing
PLEASE REPLY EITHER TO B2a OR B2b OR BOTH	x3	Routing
B2a) Please estimate the value of the turnover from web sales (in euros, excluding VAT) in 2021.	202_A	
B2b) Please estimate what was the percentage of the TOTAL TURNOVER generated by orders placed over the web in 2021 (write number without percent sign).	202_B	
B3. Please estimate what was the percentage breakdown of the value of web sales last year for the following:	203	
a) via your enterprise's website or apps (including extranet)	203_A	
b) via e-commerce marketplace websites (e.g. Alibaba.com, Amazon, Booking.com, eBay, Mts, ThomasNet etc.)	203_B	
TOTAL 100% (Web sales total 100%)	x5	sum of rows 203_A and 203_B
B4. Please estimate what was the percentage breakdown of the value of WEB SALES in the previous year by type of customer (write number without percent sign):	204	
a) sales to private consumers (B2C)	204_A	
b) sales to other enterprises (B2B) and sales to the public sector (B2G)	204_B	
TOTAL 100% (Web sales total 100%)	x6	sum of rows 204_A and 204_B
B5. In the previous year, did your enterprise receive orders placed via a website or apps by customers located in the following geographic areas?	205	
a) Estonia	205_A	1 - Yes 2 - No
b) Other EU countries	205_B	1 - Yes 2 - No
c) Rest of the world	205_C	1 - Yes 2 - No
B6. Please estimate what was the percentage breakdown of the value of WEB SALES in the previous year to customers located in the following geographic areas:	206	
a) Estonia	206_A	
b) Other EU countries	206_B	

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c) Rest of the world	206_C	
TOTAL 100% (Web sales total 100%)	x8	sum of rows 206_A, 206_B and 206_C
EDI-TYPE SALES	x9	
B7. In the previous year, did your enterprise receive EDI-type orders?	207	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION B7, GO TO QUESTION C1	x10	Routing
PLEASE REPLY EITHER TO B8a OR B8b OR BOTH	x11	Routing
B8a) Please estimate what was the turnover in euros (VAT excluded) of EDI-type sales of goods or services in the previous year?	208_A	
B8b) Please estimate what percentage of TOTAL TURNOVER was generated by EDI-type sales of goods or services in the previous year.	208_B	

### 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.

		Answer
		1
C1. Does your enterprise employ ICT specialists?	301	1 - Yes 2 - No
C2. Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during last year?	302	
a) Training for ICT specialists	302_A	1 - Yes 2 - No
b) Training for other persons employed	302_B	1 - Yes 2 - No
C3. Did your enterprise recruit or try to recruit ICT specialists last year?	303	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION C3, GO TO QUESTION C6	x1	Routing
C4. Last year, did your enterprise have vacancies for ICT specialists that were difficult to fill?	304	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION C4, GO TO QUESTION C6	x2	Routing
C5. Did your enterprise have any of the following difficulties to recruit ICT specialists last year?	305	
a) Lack of applications	305_A	1 - Yes 2 - No
b) Applicants' lack of relevant ICT related qualifications from education and/or training	305_B	1 - Yes 2 - No
c) Applicants' lack of relevant work experience	305_C	1 - Yes 2 - No
d) Applicants' salary expectations too high	305_D	1 - Yes 2 - No
C6. Who performed your enterprise's ICT functions last year?	306	
a) own employees (incl. those employed in parent or affiliate enterprises)	306_A	1 - Yes 2 - No
b) external suppliers	306_B	1 - Yes 2 - No
IF YOU ANSWERED ZERO TO QUESTION A1, GO TO QUESTION E1	x3	Routing

### 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.

		Answer
		1
D1. Does your enterprise apply any of the following ICT security measures on its ICT systems?	401	
a) authentication via strong password (e.g. minimum length, use of numbers and special characters, changed periodically, etc.)	401_A	1 - Yes 2 - No
b) authentication via biometric methods used to access the enterprise's ICT system (e.g. authentication based on fingerprints, voice, face)	401_B	1 - Yes 2 - No
c) user identification with two-factor authentication	401_C	1 - Yes 2 - No
d) encryption of data, documents or e-mails	401_D	1 - Yes 2 - No
e) data backup to a separate location (including backup to the cloud)	401_E	1 - Yes 2 - No
f) Network access control (management of user rights in enterprise's network)	401_F	1 - Yes

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		2 - No
g) VPN (Virtual Private Network extends a private network across a public network to enable secure exchange of data over public network)	401_G	1 - Yes 2 - No
h) ICT security monitoring system that allows to detect suspicious activity in the enterprise's network and equipment, and alerts the enterprise about it	401_H	1 - Yes 2 - No
i) maintaining log files that enable analysis after ICT security incidents	401_I	1 - Yes 2 - No
j) ICT risk assessment, i.e. periodical assessment of probability and consequences of ICT security incidents	401_J	1 - Yes 2 - No
k) ICT security tests (e.g. performing penetration tests, testing security alert system, review of security measures, testing of backup systems)	401_K	1 - Yes 2 - No
D2. Does your enterprise make persons employed aware of their obligations in ICT security related issues in the following ways?	402	
a) voluntary training or internally available information (e.g. information on the intranet)	402_A	1 - Yes 2 - No
b) compulsory training courses or viewing compulsory material	402_B	1 - Yes 2 - No
c) by contract (e.g. contract of employment)	402_C	1 - Yes 2 - No
D3. Does your enterprise have document(s), practices or procedures for ICT security?	403	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO QUESTION D3, GO TO QUESTION D5	x1	Routing
D4. When were your enterprise's document(s) on measures, practices or procedures on ICT security, defined or most recently reviewed?	404	314 - Over the past 12 months 328 - 12 to 24 months ago 329 - More than 24 months ago
D5. Did your enterprise experience at least one of the following ICT security incidents last year?	405	
a) Unavailability of ICT services due to hardware or software failures	405_A	1 - Yes 2 - No
b) Unavailability of ICT services due to attack from outside, e.g. Denial of Service attacks, ransomware attacks	405_B	1 - Yes 2 - No
c) destruction or corruption of data due to hardware or software failures	405_C	1 - Yes 2 - No
d) destruction or corruption of data due to infection of malicious software or unauthorised intrusion	405_D	1 - Yes 2 - No
e) disclosure of confidential data (e.g. due to intrusion, pharming, phishing attack, intentional actions by own employees)	405_E	1 - Yes 2 - No
f) disclosure of confidential data due to unintentional actions by own employees	405_F	1 - Yes 2 - No
D6. Who carries out the ICT security related activities (e.g. security testing, ICT training on security, resolving ICT	406	
a) own employees (incl. those employed in parent or affiliate enterprises)	406_A	1 - Yes 2 - No
b) external suppliers	406_B	1 - Yes 2 - No
D7. Does your enterprise have insurance against ICT security incidents?	407	1 - Yes 2 - No

## E. ROBOTICS

		Answer
		1
E1. Does your enterprise use any of the following types of robots:	501	
a) industrial robots	501_A	1 - Yes 2 - No
b) Service robots	501_B	1 - Yes 2 - No
IF YOU ANSWERED "NO" TO BOTH OPTIONS a) AND b) UNDER QUESTION E1, GO TO QUESTION F1	x1	Routing
E2. Please indicate if the following reasons influenced the decision to use robots in your enterprise:	502	
a) High cost of labour	502_A	1 - Yes 2 - No
b) Difficulties to recruit personnel	502_B	1 - Yes 2 - No
c) To enhance safety at work	502_C	1 - Yes 2 - No
d) To ensure high precision or standardised quality of processes and/or goods and services produced	502_D	1 - Yes 2 - No
e) To expand the range of goods produced or services provided by the enterprise	502_E	1 - Yes

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f) Tax incentives offered by the government	502_F	2 - No 1 - Yes 2 - No
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### F. ICT AND THE ENVIRONMENT

		Answer
		1
F1. Does your enterprise apply any measures to affect the following:	601	
a) Amount of paper used for printing and copying	601_A	1 - Yes 2 - No
b) Energy consumption of the ICT equipment	601_B	1 - Yes 2 - No
F2. Does your enterprise consider environmental impact of ICT services, or ICT equipment when selecting them (e.g. energy consumption, etc.)?	602	1 - Yes 2 - No
F3. What does your enterprise do with ICT equipment (e.g. computers, monitors, mobile phones) when it is no longer used?	603	
a) It is disposed of in electronic waste collection/recycling (incl. leaving it to the retailer to dispose of)	603_A	1 - Yes 2 - No
b) ) The ICT equipment is kept in the enterprise (e.g. to be used as spare parts, fear of sensitive information being disclosed)	603_B	1 - Yes 2 - No
c) It is sold, returned to a leasing enterprise, or donated	603_C	1 - Yes 2 - No

### 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.

		Time spent
		1
Hours	1	
Minutes	2	
For example, if it took 1.5 hours, i.e. 90 minutes, to fill in the questionnaire, enter 1 on the hours row and 30 on the minutes row.	x	

COMMENT