



Concepts and Definitions



The definitions below refer to items in the questionnaire.

1. Business Activity

Software Publishers (NAICS 511210)

This industry comprises establishments primarily engaged in computer software publishing. Establishments in this industry carry out operations necessary for producing and distributing computer software, such as designing, providing documentation, assisting in installation and providing support services to software purchasers. These establishments may design and publish, or publish only.

Exclusion(s): Establishments primarily engaged in:

- mass duplication of software
- reselling packaged software
- publishing software exclusively on the Internet
- providing access to software for clients from a central host site
- custom designing software to meet the needs of specific users

Data Processing, Hosting and Related Services (NAICS 518210)

This industry comprises establishments primarily engaged in providing hosting or data processing services. Hosting establishments may provide specialized hosting activities, such as web hosting, streaming services or application hosting, or may provide general time-share mainframe facilities to clients. Data processing establishments may provide complete processing and preparation of reports from data supplied by the customer; specialized services, such as automated data entry; or they may make data processing resources available to clients on an hourly or time-sharing basis.

Exclusion(s): Establishments primarily engaged in:

- processing financial transactions
- computer facilities management
- providing data keying or keypunch services, text processing or desktop publishing
- providing access to microcomputers and office equipment from a retail location

Computer Systems Design and Related Services (NAICS 541510)

This industry comprises establishments primarily engaged in providing expertise in the field of information technologies through one or more activities, such as writing, modifying, testing and supporting software to meet the needs of a particular customer, including the creation of Internet home pages; planning and designing computer systems that integrate hardware, software and communication technologies; on-site management and operation of clients' computer and data processing facilities; providing advice in the field of information technologies; and other professional and technical computer-related services.

Exclusion(s): Establishments primarily engaged in:

- retailing computer hardware and software and providing support services
- publishing packaged software
- providing data processing services

6. Revenue by Type of Service

a) Software Publishing Services

Total packaged software product revenues

Includes all software products which are produced for multiple sale, license, rental or leasing and are intended for a wide distribution. The revenues from updates and modifications to software products that are not specific to a single user's requirements should also be included.

b) Computer Systems Design and Related Services

IT technical consulting services

The provision of advice or expert opinion on technical matters related to the use of information technology. This includes advice on matters such as hardware and software requirements and procurement, systems integration, and systems security. The provision of expert testimony on IT related issues are also included here.

Web site design and development services

This service consists of designing the structure and content of a web page and/or writing the computer code necessary to create and implement a web page.

Database design and development services

This service consists of designing the structure and content of a database and/or of writing the computer code necessary to create and implement a database (data warehouse). Exclusions: Service contracts where the design and development of a database is bundled with the on-going management of the data holdings are classified in the Data management services sub-category.

Customization and integration of packaged software

This service consists of adapting (modifying, configuring, etc.) and installing an existing application so that it is functional within the clients' information system environment.

Other custom application design and development services

This service consists of adapting (modifying, configuring, etc.) and installing an existing application so that it is functional within the clients' information system environment or creating software to meet the specific needs of the clients.

Network design and development services

This service consists of designing, developing and implementing customer's networks such as Intranets, Extranets and Virtual Private Networks.

Computer systems design, development and integration services

This service consists of assessing an organization's computer requirements, advising on hardware and software acquisitions, developing system specifications and either putting the new system in place or providing the client with the necessary specifications to put the new system in place.

c) Data Processing, Hosting and Related Services**Web site hosting services**

The service of providing the infrastructure to host a customer's web site and related files in a location that provides fast, reliable connection to the Internet.

Application service provisioning (ASP)

The provision of leased software applications from a centralized, hosted, and managed computing environment.

Business process management services

A bundled service package that combines information-technology-intensive services with labor (manual or professional depending on the solution), machinery, and facilities to support, host and manage a business process for a client.

Collocation services

The provision of rack space within a secured facility for the placement of servers and enterprise platforms. The service includes the space for the client's hardware and software, connection to the Internet or other communication networks, and routine monitoring of servers. Clients are responsible for the management of the operating system, hardware, and software.

Data storage services

The service of managing or administering the storage and back-up management of data such as remote back-up services, storage, or hierarchical storage management (migration).

Data management services

The ongoing management and administration of data as an organizational resource. Services may include performing data modelling, data mobilization, data mapping/rationalization, data mining and system architecture.

Video and audio streaming services

The service of sending audio and video data over the Internet or providing services associated with the storage, production (including encoding), and support of video and audio streaming over the Internet.

IT Infrastructure and network management services

The service of managing and monitoring a client's IT infrastructure including hardware, software and networks.

Information and document transformation services

The provision of technical expertise and equipment to transform information and documents from one format or media to another.

d) Internet Service Provider Services

Provision of Internet access and backbone services

The provision of a connection to the Internet and carriage of traffic over the Internet.

Internet telecommunication services

This service consists of providing telecommunications services over the Internet other than Internet access. This includes services such as fax, telephony, audio conferencing and video conferencing over the Internet.

9. Revenue by Type of Software

a) System Software

Development tools and programming languages software

Software used to assist in the development and/or authoring of computer programs. Software products that support the professional developer in the design, development, and implementation of a variety of software systems and solutions. (Includes all program development tools and programming languages software).

b) Application Software

Any self-contained program that performs a specific function directly for the end user.

General business productivity and home use applications

Software used for general business purposes to improve productivity, or in the home for entertainment, reference or educational purposes. (Includes office suite applications such as word processors, spreadsheets, simple databases, graphics applications, project management software, computer-based training software, games, reference, home education, etc.)

Cross-industry applications

Software that is designed to perform and/or manage a *specific* business function or process that *is not unique* to a particular industry. (Includes professional accounting software, human resource management, customer relations management software, Geographic Information System software, web page/site design software, etc.)

Vertical market applications

Software that performs a wide range of business functions for a specific industry such as manufacturing, retail, healthcare, engineering, restaurants, etc.

Utilities software

A small computer program that performs a very specific task. Utilities differ from other software applications in terms of size, cost and complexity. Examples include : compression programs, anti-virus, search engines, font, file viewers, and voice recognition software.

10. Revenue - E-Commerce Enabling Products and Services**Electronic commerce**

Transactions carried over computer-mediated channels that comprise the transfer of ownership or the entitlement to use tangible or intangible assets. (i.e. the selling or purchase of goods or services over the Internet).

E-commerce enabling products and services

E-commerce enabling products or services are those software products or services that make electronic commerce possible for other businesses.

11. Web site Revenue

This includes the total amount of revenue received from customer orders of products and/or services via your Internet site where payment is either received on-line or at a later date.