Service Industries Division

Annual Survey of Software Development and Computer Services, 2004

▼ Reference number ▼

If necessary, please correct pre-printed information below.

0001	Legal name	0004	Address (number and street)	
0002	Business name	0005	City	
0003	C/O	0006	Province or State	
0008	First name of contact	0053	Country	0007 Postal code / Zip code
0028	Last name of contact	0010	Language preference	1 ◯ English 2 ◯ French

Please read carefully before completing the questionnaire

Coverage

Please complete the questionnaire for the business unit(s) **in Canada** described in the pre-printed area above. For this purpose, a "business unit" is defined as the lowest level of the firm for which separate records are kept for such details as revenue, expenses and employment.

Survey Objective

The survey objective is the collection and publication of data necessary for the statistical analysis of the Software Development and Computer Services industry. The information from the survey can be used by businesses and trade associations for market analysis and assessment of industry performance, operating characteristics and trends, by government to develop national and regional economic policies, by other users involved in research or policy making and by Statistics Canada for maintaining important data input to the preparation of the Canadian System of National Accounts.

Confidentiality

Statistics Canada is prohibited by law from publishing any statistics which would divulge information relating to any identifiable business without the previous written consent of that business. **The data reported on this questionnaire will be treated in strict confidence, used for statistical purposes, and published in aggregate form only**. The confidentiality provisions of the Statistics Act are not affected by either the Access to Information Act or by any other legislation.

Data Sharing Agreements

In order to reduce response burden and to provide consistent statistics, Statistics Canada has entered into data sharing agreements with the statistical agencies of *Nova Scotia, Quebec, Ontario, Manitoba and British Columbia* in accordance with Section 11 of the Statistics Act, Revised Statutes of Canada, 1985, Chapter S19. For business locations operated in *Nova Scotia, Quebec, Ontario, Manitoba, and British Columbia,* the agreements authorize Statistics Canada to forward a record of the data collected in this survey to the statistical agencies of these provinces. The Statistics Acts of these provinces include the same provisions for confidentiality and penalties for disclosure of information as the federal Statistics Act.

Questions

If you have any questions or require assistance in completing this questionnaire please call our **toll free number: 1-888-820-1169** and a representative of Statistics Canada will gladly answer your queries.

Statistics Canada   Statistique Canada

Canada

1. Business Activity

a) Please describe the nature of your business activity in 2004: `0055`

b) Is this a change from the previous year? `0142` 1 ◯ Yes – If **YES**, please provide details in "Comments" section on page 10.

3 ◯ No

c) Please check (√) below the **one** industry that most accurately describes your firm's principal source of operating revenue:

`0201` `511210` ◯ **Software Publishers** (includes packaged software development and publishing)

`0202` `518210` ◯ **Data Processing, Hosting and Related Services** (includes web hosting, streaming services, application hosting, processing and preparation of reports from data supplied by the customer, optical scanning data service, data entry and validation, etc.)

`0203` `541510` ◯ **Computer Systems Design and Related Services** (includes computer information technology consultants, development of custom software, systems and network design, systems development and analysis, computer programming to meet a customer's specifications)

`0040` ◯ **Other** (please specify) `0041`

2. Form of Organization

a) Type of organization (please check **one** only):

`0024` 1 ◯ Sole proprietorship 2 ◯ Partnership 3 ◯ Incorporated company 4 ◯ Co-operative

5 ◯ Joint venture 6 ◯ Government business entity 7 ◯ Government 8 ◯ Non-profit

b) Is the sole purpose of this business unit to provide services to your parent company, an affiliated company or a professional practice?

`0029` 1 ◯ Yes – **If yes**, please name the company or professional practice `0030`

3 ◯ No

c) Please enter your nine-digit Business Number (if incorporated):

`0189`

d) Is this business affiliated with a chain or franchise group?

`0789` 1 ◯ Yes (please provide name) `0790`

3 ◯ No

3. Reporting Period

a) Please report information for your fiscal year (normal business year) ending between April 1, 2004 and March 31, 2005. Please indicate the period covered by this questionnaire.

From `0011` | YYYY | MM | DD | **To** `0012` | YYYY | MM | DD |

b) *Period of Operation.* If you did not operate this business for a full year, please check (√) the reason below:

`0042` ◯ Seasonal operation

`0032` ◯ New business in 2004

`0033` ◯ Change of fiscal year end

`0034` ◯ Change of ownership (please provide name and address of the other owner) `0124`

Effective date of change ▶ `0125` | YYYY | MM | DD |

`0035` ◯ Ceased operation (please specify) `0119`

`0036` ◯ Temporarily closed (please specify) `0049`

4. Revenue - Total Revenue

Please **exclude** GST and all other taxes collected for remittance to a government agency.

	Dollars *(omit cents)*

a) Please report total operating and non-operating revenue, in **Canadian dollars**.

2000

   i) **Operating revenue from all Canadian business units.**

2005

   ii) **Non-operating revenue**
(Interest, capital gains, R&D tax credits and all other revenue that is not directly related to the operation of this business)

2010

   iii) **Total**

	Percentage

b) Please estimate the percentage (%) of your operating revenue reported in 4a)i) that was generated by new or substantially improved products or services introduced by your firm **during the three-year period 2002-2004**.

2015   (%)

5. Revenue - Revenue Generated Outside Canada

a) Foreign Revenue

	Dollars *(omit cents)*

Please report the portion of your **total operating revenue from all Canadian business units** 4a)i) earned from sales of goods and services outside Canada, in **Canadian dollars**.

2100

b) What percentage (%) of Foreign Revenue 5a) was earned from the following:

	Percentage

   i) the USA — 2105

   ii) Mexico — 2110

   iii) Europe — 2112

   iv) Asia — 2114

   v) Other countries *(please specify)* 2150 — 2115

   vi) **Total Foreign Revenue** — **100%**

c) What percentage (%) of Foreign Revenue 5a) was earned from the following:

	Percentage

   i) Sales of Packaged Software Products — 2120

   ii) Provision of Internet Access and Other Related Internet Services — 2125

   iii) Computer Systems Design and Related Services (IT consulting, programming, systems and technical support, etc.) — 2130

   iv) Data Processing, Hosting and Related Services — 2135

   v) Hardware Sales, Rentals and Maintenance — 2140

   vi) Other *(please specify)* 2155 — 2145

   vii) **Total Foreign Revenue** — **100%**

6. Revenue by Type of Service (See "Information Sheet")

Please **estimate** the following items as a percentage (%) of your **Operating Revenue** (reported in section 4a)i)).

	Percentage
a) Software Publishing Services Total Packaged Software Product Revenues (**include** sales, rental, leasing and/or licensing)	2200
b) Computer Systems Design and Related Services i) IT technical consulting services	2205
ii) Web site design and development services	2210
iii) Database design and development services	2215
iv) Customization and integration of packaged software	2220
v) Other custom application design and development services	2225
vi) Network design and development services (**including** network security design)	2230
vii) Computer systems design, development and integration services	2235
viii) IT technical support services (**include** all hardware and software support)	2240

c) Data Processing, Hosting and Related Services
    i) Web site hosting services
 	
        - **With** integration of related applications (e-commerce applications, etc.)
	2245

- **Without** integration of related applications	2250
ii) Application service provisioning (ASP) - **With** integration services (providing access to software that is integrated with client's systems and infrastructure)	2255
- **Without** integration services (providing access to software with little or no customization offered)	2260
iii) Business process management services (financial transactions process, human resources, supply chain management, CRM, etc.)	2265
iv) Collocation services	2270
v) Data storage services	2275
vi) Data management services (data mining, data mapping/rationalization, data modelling, etc.)	2280
vii) Video and audio streaming services (encoding, storage and distribution of streamed audio, video or multimedia data over a network)	2285
viii) IT infrastructure and network management services (monitoring, security, shadow services, network back-up, etc.)	2290
ix) Information and document transformation services (**include** imaging, data capture services, data conversion and migration, etc.)	2295
d) Internet Service Provider Services i) Provision of Internet access and backbone services	2300
ii) Internet telecommunication services (fax, e-mail, telephony, audio/video conferencing, etc., over the Internet)	2310
e) IT-related Training Services	2315
f) Hardware Sales, Rentals and Maintenance i) Sales of hardware purchased for resale (**include** hardware purchased or transferred from parent company)	2320
ii) Sales of hardware of own manufacture (**exclude** hardware produced by parent company)	2325
iii) Lease and rental of computer equipment (**include** lease of other equipment in item **h) Other Services**)	2330
iv) Repair and maintenance of equipment of own manufacture	2335
v) Third party maintenance	2340
g) Payments from Subsidiaries or Affiliates as a result of management fees, research and development charges, royalties, etc. i) Canadian	2345
ii) Foreign	2350
h) Other Services *(please specify)* 2360	2355
i) Total Operating Revenue	**100%**

7. Revenue by Source of Packaged Software Products

If you reported software product revenues (in section 6a), please estimate the percentage (%) of **packaged software product revenues** derived from software **developed by:**

	Percentage
a) this legal entity	2400
b) Canadian parent or affiliate	2405
c) Canadian third party	2410
d) foreign parent or affiliate	2415
e) foreign third party	2420
f) **Total Packaged Software Product Revenues**	**100%**

8. Packaged Software Customization

	Percentage
Please estimate the percentage (%) of your services reported in section 6 directly related to the customization and support of packaged software **of your own manufacture**.	2450

9. Revenue by Type of Software

If you reported any software product or software development revenues (Section 6, 6a), 6b)iv), 6b)v)), please estimate the percentage (%) of these revenues derived from the following types of software *(please include all custom and packaged software development):*

	Percentage
a) System Software	
i) Operating system software (Windows NT, UNIX, VMA, LINUX, etc.)	2500
ii) Network software (mapping, monitoring, server, security tools, etc.)	2505
iii) Database management software	2510
iv) Development tools and programming languages software (interpreters, compilers, Visual Basic, C++, etc.)	2515
v) Other systems software *(please specify)* 2525	2520
b) Application Software	
i) General business productivity and home use applications (word processing, spreadsheet, graphics, games, reference)	2530
ii) Cross-industry applications (accounting, payroll, CRM, ERP, etc.)	2535
iii) Vertical market applications (manufacturing, healthcare, scientific and engineering, etc.)	2540
iv) Utilities software (compression programs, file finders, disk utilities, etc.)	2545
v) Other application software *(please specify)* 2555	2550
c) Total Software Products Revenue	**100%**

10. Revenue - E-Commerce Enabling Products and Services

a) Did you derive **operating revenue** from **e-commerce enabling products and services**?

2600   ³ ◯ No ➔ Go to Q. 11

         ¹ ◯ Yes ➔ Go to b)

b) Please estimate the percentage (%) of your **operating revenue** (reported in section 4a)i)), derived from **e-commerce enabling products and services**.

	Percentage
	2605

c) Please estimate the percentage (%) of your **operating revenue** derived **from e-commerce enabling products and services** (reported in question 10b)) according to the following types of product or service:

	Percentage
i) **Software Products** (include sales, rental, leasing and/or licensing)	2610
- Transaction processing and management	2615
- Payment authorization	2620
- Security/encryption software	2625
- Data management/mining	2630
- Shopping cart/mall applications	2635
- Other e-commerce enabling packaged software *(please specify)* 2660	
ii) **Computer Systems Design**	2640
- Customized e-commerce enabling software development	2645
- Consultancy services related to enabling e-commerce	2650
- Other systems design related services to enable e-commerce *(please specify)* 2665	
iii) **Data Processing Services**	2675
- Financial transactions process, human resources, supply chain management, etc. *(please specify)* 2680	
iv) **Other E-Commerce Enabling Products or Services** *(please specify)* 2670	2655
v) **Total Operating Revenue Derived from E-Commerce Enabling Products and Services**	**100%**

11. Web Site Revenue

If your firm sold goods and/or services **on the Internet** during the reporting period, please estimate the percentage (%) of your total **operating revenue** (reported in section 4a)i)), derived from **on-line sales** for the following:

	Percentage
a) Software Products	2700
b) Hardware Products	2705
c) Other Products or Services *(please specify)* 2715	2710

12. Expenses

- Please report expenses for your fiscal year, as reported in Question 3, in **Canadian dollars**.
- Do not include capital expenditures.
- Please include GST, except the portion that is refundable by government.

	Dollars *(omit cents)*
a) Cost of goods and services purchased and re-sold	
i) Computer hardware	3060
ii) Computer software	3055
iii) All other direct costs of re-sale	3061
b) Labour costs	
i) Salaries and wages paid to employees for whom you issued a T4	3000
ii) Employee benefits paid for all employees for whom you issued a T4	3005
c) Depreciation and amortization	3070
d) Rent or leasing	
i) Rent or lease payments for land and buildings	3025
ii) Rent or leasing of computers and vehicles	3065
e) Utilities	
i) Heat, electricity and water	3030
ii) Telephone and other telecommunications expenses (**include** dial-up line and equipment charges)	3040
f) Insurance (**include** fire, auto, accident, theft and all other property, business or product insurance, etc.)	3090
g) Business property taxes, permits, licenses (**including** vehicle licenses)	3095
h) Professional & business services	
i) Computer services purchased (**include** consulting fees, software development services, outside computer processing services and contract programming)	3010
ii) Legal, auditing and other professional service fees	3015
iii) Employee training and education	3080
i) Purchased materials and supplies	
i) Office supplies	3045
ii) Computer hardware and software purchased for use in the business	3050
j) Advertising, sales promotion, travel and entertainment	3085
k) Management fees, development charges, royalties and similar payments made to your parent or affiliated company:	3105
i) in Canada	
ii) abroad	3110
l) Royalties paid to a third party	3115
m) Interest on borrowing	3100
n) Write-offs, valuation adjustments and capital losses	4349
o) Other expenses (**excluding** income tax) *(please specify if greater than 10%)* 3130	3120
p) Total Expenses (sum of a) to o))	3125

13. Product Research and Development Expenses

	Percentage
	3076

a) Of your total expenses (reported in section 12 p)), please estimate the percentage (%) related to Product Research and Development

14. Employment

a) **Paid Employees**

Please report the **average number** of persons employed during the reporting period to whom you paid Salaries and Wages as shown in 12b).

	Number
i) Full-time employees (regular employees who worked the standard work week as observed by the business)	6000
ii) Part-time employees (those who worked fewer than the standard work week hours observed by the business)	6005

b) **Working Proprietors and Partners**

i) Working proprietor and partners, salaried	6011
ii) Working proprietor and partners, non-salaried	6012

c) **Contract Workers** (individuals engaged only for the duration of a specific project or term) | 6015 |

d) **Employee Turnover**

	Number
i) Full-time employees hired during the reporting period	6020
ii) Full-time employees who left company (laid off, quit, retired, etc.) during the reporting period	6025

e) **Percent (%) of Total Staff Time that was:**

	Percentage
i) Engineering and development (**include** programming)	6030
ii) Consulting	6035
iii) Technical support	6040
iv) Sales and marketing	6045
v) Administration	6050
vi) Management	6055
vii) Other (please specify) 6065	6060
viii) **Total staff time**	**100%**

f) **Training**

Please report the total number of days of training received by paid employees (as reported in 14a) above) during the reporting period.

	6070

15. Revenue by Type of Customer

Please indicate the percentage (%) of operating revenue (reported in section 4a)i)), by **type of customer** to whom the goods or services were delivered.

a) **Customers in Canada**

	Percentage
i) Individuals and households	8000
ii) Public institutions (e.g., hospitals, schools, universities)	8005
iii) Government (e.g., federal, provincial, territorial and municipal administration)	8010
iv) Financial businesses (e.g., financial intermediaries including banks, trust companies, financial crown corporations)	8015
v) All other businesses (**include** non-financial crown corporations)	8020
b) **Customers outside Canada (exports)**	8025
c) **Total Operating Revenue**	**100%**

16. Provincial / Territorial Distribution Table

	Number
	5001

a) Please report the number of business units operated in Canada during the reporting period. "Business unit" is defined as the lowest level of the firm for which separate records are kept for such details as revenue, expenses and employment.

b) Do you have permanent business locations in **more** than one province or territory?

9966 3 ◯ No – **(please go to next page)**

1 ◯ Yes – **(please complete section c)**
⬇

c) Please report the number of permanent business locations, total revenue, selected expenses and number of employees, by province or territory.

Province or Territory	Business Units (Number)	Total Revenue $ (omit cents)	Salaries, Wages and Employee Benefits $ (omit cents)	Employees (Number)	Total Expenses $ (omit cents)
Nfld. Lab.	5002	4824	4826	6225	4925
P.E.I.	5003	4829	4831	6230	4930
N.S.	5004	4834	4836	6235	4935
N.B.	5005	4839	4841	6240	4940
Que.	5006	4844	4846	6245	4945
Ont.	5007	4849	4851	6250	4950
Man.	5008	4854	4856	6255	4955
Sask.	5009	4859	4861	6260	4960
Alta.	5010	4864	4866	6265	4965
B.C.	5011	4869	4871	6270	4970
Yukon	5014	4874	4876	6275	4975
N.W.T.	5013	4879	4881	6280	4980
Nunavut	5012	4884	4886	6285	4985
Total	5015	4889	4891	6290	4990

▼ Should equal Q. 16a)

▼ Should equal Q. 4a)iii)

▼ Should equal the sum of Q. 12b)i) and b)ii)

▼ Should equal the sum of Q.14a) and 14b)i)

▼ Should equal Q. 12p)

Certification
I certify that the information contained herein is complete and correct to the best of my knowledge.

Signature of authorized person	Title 0014	0015 Date
		Year	Month	Day

Name of person to contact for further information
0026

0013

¹ ◯ Mr. ² ◯ Mrs. ³ ◯ Miss. ⁴ ◯ Ms.

First name

0054

Last name

E-mail address: 0018	Web site address: 0020

Telephone number: 0017 ( )	Extension: 0027	Fax number: 0016 ( )

How long did you spend collecting the data and completing this questionnaire?

9910 hour(s)

Comments
If more space is required please enclose a separate sheet.

9920 _____

9913 _____

9914 _____

9915 _____

9916 _____

Return Procedures	Please mail the completed questionnaire(s) in the enclosed envelope or fax it to Statistics Canada at **1-888-869-0972** within 30 days of receipt.
	Statistics Canada advises you that there could be a risk of disclosure during the facsimile communication process. However, upon receipt of your facsimile, Statistics Canada will provide the guaranteed level of protection afforded to all information collected under the authoriry of the Statistics Act.
Duplicate Questionnaires	If you receive more than one copy of this questionnaire for the same business, please complete the one that is correctly labelled and return it with the duplicate(s), writting "DUPLICATE" and the duplicate QID on the relevant form(s).
Note of Appreciation	Canada owes the success of it's statistical system to a long-standing co-operation involving Statistics Canada, the citizens of Canada, it's businesses, governments and other institutions. Accurate and timely statistical information could not be produced without their continued co-operation and goodwill.

Please make a copy of this completed questionnaire for your records.

Thank You For Your Co-operation