

2013 Annual Survey of Service Industries: Software Development and Computer Services

CONFIDENTIAL once completed.

Selon nos dossiers votre langue de préférence est l'anglais, si vous préférez recevoir ce document en français, veuillez nous appeler au numéro sans frais suivant : 1-800-972-9692.

Please verify the information for this business's contact person and correct where needed.

B00101

B00102

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B00112

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B00105 B00106

B00107

Business and contact information

Email address

B00113

Preferred language of communication

B00117_n

English French

Telephone number (including area code)

B00114

Extension number

B00115

Fax number (including area code)

B00116

This information is collected under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S-19. COMPLETION OF THIS QUESTIONNAIRE IS A LEGAL REQUIREMENT UNDER THIS ACT.

Introduction

Survey purpose

This survey collects the financial and operating data needed to develop national and regional economic policies and programs. Your information may also be used by Statistics Canada for other statistical and research purposes. Please access www.statcan.gc.ca/survey-enquete/index-eng.htm for more information on this survey.

Security of emails and faxes

Statistics Canada advises you that there could be a risk of disclosure during facsimile or other electronic transmission. However, upon receipt, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*. **Note:** Our online questionnaires are secure, there is no risk of data interception when responding to Statistics Canada's online surveys.

Confidentiality

The *Statistics Act* protects the confidentiality of information collected by Statistics Canada.

Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into data-sharing agreements with provincial and territorial statistical agencies and other government organizations, which have agreed to keep the data confidential and use them only for statistical purposes.

Information on confidentiality, data-sharing agreements and record linkages can be found on the last page of this questionnaire.

Please return the questionnaire within 21 days.

Please mail the completed questionnaire in the enclosed envelope or fax it to Statistics Canada at 1-888-883-7999.

If you are unable to complete within 21 days **OR** if you need help, call us at **1-800-972-9692**.

Statistics Canada
Operations and Integration Division
150 Tunney's Pasture Driveway
Ottawa, Ontario K1A 0T6
Visit our website, www.statcan.gc.ca

Reporting instructions

1. Please print in ink.
2. Report all dollar amounts **in thousands of Canadian dollars ('000 CAN\$)**.
3. Do not include sales tax.
4. Percentages should be rounded to whole numbers.
5. Consult the reporting guide at www.statcan.gc.ca/guides-e for further information.
6. When precise figures are not available, please provide your best estimates.

Business activity

1. Statistics Canada uses the **North American Industrial Classification System** to classify the activities of each business. According to our records, this business's **main activity** is classified as:

Is this the **main activity** of this business?

B05002

- Yes**, this is the **main activity** of this business. ► *Go to question 1b*
- No**, this is **not the main activity** of this business. ► *Go to question 1a*

- a) Please provide a brief but precise **description** of this business's **main activity** (e.g., "breakfast cereal manufacturing" or "shoe store" or "software development").

B05003

B05004

- b) Approximately what **percentage of this business's revenue** is generated by this **main activity**? %

Are there any other activities that **contribute significantly** (at least 10%) to this **business's revenue**?

B05024

- Yes** ► *Go to question 1c*
- No** ► *Go to next page*

- c) Please provide a brief but precise **description** of this business's **secondary activity** (e.g., "breakfast cereal manufacturing" or "shoe store" or "software development").

B05005

B05006

- d) Approximately what **percentage of this business's revenue** is generated by this **secondary activity**? %

Reporting period information

1. For this survey, please report information for this business's most recent **12 month fiscal period**.

Note: For this survey, the **End date** should fall between **April 1, 2013** and **March 31, 2014**.

	YYYY	MM	DD		YYYY	MM	DD
Start date				B00205			
				End date			

2. If the reporting period **does not cover a full year**, please check the reason(s) below (mark all that apply):

<p>B00301_r1 <input type="checkbox"/> seasonal operations</p> <p>B00301_r2 <input type="checkbox"/> new business</p> <p>B00301_r3 <input type="checkbox"/> change of ownership</p> <p>B00301_r4 <input type="checkbox"/> change of fiscal year</p>	<p>B00301_r5 <input type="checkbox"/> ceased operations</p> <p>B00301_r6 <input type="checkbox"/> temporarily inactive</p> <p>B00301_r7 <input type="checkbox"/> other reason — please specify: B00301_r8 <input style="width: 100%; height: 20px;" type="text"/></p>
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3. Please indicate below, any changes or events that may have affected the reported values for this business compared to the last reporting period (mark all that apply):

<p>B00302_t1 <input type="checkbox"/> strike or lockout</p> <p>B00302_t2 <input type="checkbox"/> exchange rate impact</p> <p>B00302_t3 <input type="checkbox"/> price changes in goods or services sold</p> <p>B00302_t4 <input type="checkbox"/> contracting out</p> <p>B00302_t5 <input type="checkbox"/> organizational change</p> <p>B00302_t6 <input type="checkbox"/> price changes in labour or raw materials</p> <p>B00302_t7 <input type="checkbox"/> natural disaster</p> <p>B00302_t8 <input type="checkbox"/> recession</p>	<p>B00302_t9 <input type="checkbox"/> change in product line</p> <p>B00302_t10 <input type="checkbox"/> sold business units</p> <p>B00302_t11 <input type="checkbox"/> expansion</p> <p>B00302_t12 <input type="checkbox"/> new/lost contract</p> <p>B00302_t13 <input type="checkbox"/> plant closures</p> <p>B00302_t14 <input type="checkbox"/> acquired business units</p> <p>B00302_t15 <input type="checkbox"/> other changes or events — please specify: B00302_t16 <input style="width: 100%; height: 20px;" type="text"/></p>
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Industry characteristics

Sales

What were this business's sales for each of the following goods and services? '000 CAN\$

1. Information technology (IT) technical consulting services	F45064	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
2. Custom software design and development services	F45065	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
a) website design and development services	F45066	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
b) database design and development services	F45067	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
c) customization and integration of packaged software	F45056	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
d) video game design and development services	F45068	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
e) other custom software development services	F45069	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
3. Computer systems and network design and development services	F45071	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
a) network design and development services Include: network security design	F45072	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
b) computer systems design, development and integration services	F45073	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
4. Hosting and IT infrastructure provisioning services (e.g., Website hosting, application service provisioning, business process management services, collocation, data storage and management)	F45074	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
5. IT infrastructure and network management services	F45075	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
a) network management services The service of managing and monitoring a client's IT infrastructure including hardware, software and networks.	F45076	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
b) computer systems management services	F45077	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
6. Information and document transformation services (e.g., imaging, data conversion and migration)	F45078	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000
7. IT technical support services for hardware or software Include: disaster recovery services	F45079	\$ <input style="width: 80%; height: 20px;" type="text"/> ,000

8. Software publishing

'000 CAN\$

a) system software

Include: programming languages

F45077

\$,000

b) application software

F45078

\$,000

c) video gaming software

F45203

\$,000

9. Re-sale of computer hardware and software (retail and wholesale)

Include: resale of end-use software licenses

a) computer hardware

F43184

\$,000

b) software

F43185

\$,000

10. IT related training services

F45079

\$,000

11. Other sales of goods and services — please specify:

F43175

F43005

\$,000

12. **Total sales of goods and services**

(sum of questions and sub-questions 1 to 11)

F43000

\$,000

Innovation, research and development

percentage

1. Approximately what percentage of this business's total revenue generated by new or substantially improved products or services introduced by this business **during the three-year period 2011-2013?**

F43186

%

2. Approximately what percentage of this business's total **expenses** was related to product research and development?

F62513

%

Gaming software developing or publishing

1. Approximately what percentage of this business's total **revenue** was from developing or publishing gaming software products?

F43187

%

Sales by type of customer

What was this business's breakdown of sales by the following types of client?

1. Clients in Canada

percentage

a) individuals and households

F43008_c1

%

b) businesses

F43008_c2

%

c) governments, not-for-profit organizations and public institutions
(e.g., hospitals and schools)

F43008_c3

%

2. Clients outside of Canada

F43008_c4

%

100%

For Information Only

Sales by consumer location

Please provide the percentage breakdown of this business's sales by **consumer location** (the consumer location is where the goods or services will ultimately be used).

Acceptable substitutes:

- shipping destination
- client's billing address
- location of this business's retail customers
- location of this business's warehouses/distribution centres

	percentage
1. Newfoundland and Labrador	F43008_g1 <input type="text"/> <input type="text"/> <input type="text"/> %
2. Prince Edward Island	F43008_g2 <input type="text"/> <input type="text"/> <input type="text"/> %
3. Nova Scotia	F43008_g3 <input type="text"/> <input type="text"/> <input type="text"/> %
4. New Brunswick	F43008_g4 <input type="text"/> <input type="text"/> <input type="text"/> %
5. Quebec	F43008_g5 <input type="text"/> <input type="text"/> <input type="text"/> %
6. Ontario	F43008_g6 <input type="text"/> <input type="text"/> <input type="text"/> %
7. Manitoba	F43008_g7 <input type="text"/> <input type="text"/> <input type="text"/> %
8. Saskatchewan	F43008_g8 <input type="text"/> <input type="text"/> <input type="text"/> %
9. Alberta	F43008_g9 <input type="text"/> <input type="text"/> <input type="text"/> %
10. British Columbia	F43008_g10 <input type="text"/> <input type="text"/> <input type="text"/> %
11. Yukon	F43008_g11 <input type="text"/> <input type="text"/> <input type="text"/> %
12. Northwest Territories	F43008_g12 <input type="text"/> <input type="text"/> <input type="text"/> %
13. Nunavut	F43008_g13 <input type="text"/> <input type="text"/> <input type="text"/> %
14. United States	F43008_g14 <input type="text"/> <input type="text"/> <input type="text"/> %
15. All other countries	F43008_g15 <input type="text"/> <input type="text"/> <input type="text"/> %
100%	

International transactions

Revenue received from exports

1. Did this business receive revenue from **clients outside Canada** for the sale of products, services, royalties, rights, licensing or franchise fees?

B05011_b

- Yes**, complete **questions 2, 3 and 4**.
- No**, go to **question 5**.

2. What was the revenue received from **clients outside Canada**? \$,000

3. What was the percentage breakdown of revenue received from **clients outside Canada** by goods, services and royalties?

	percentage
a) <u>goods</u>	<input type="text" value="F43218"/> %
b) <u>services</u>	<input type="text" value="F43219"/> %
c) <u>royalties, rights, licensing and franchise fees</u>	<input type="text" value="F47202"/> %
Total	<input type="text" value="F43590"/> %

4. What was the percentage breakdown of revenue received from **clients outside Canada** by country?

	percentage
a) <u>United States</u>	<input type="text" value="F43221_g1"/> %
b) <u>Mexico</u>	<input type="text" value="F43221_g2"/> %
c) <u>other countries — please specify by listing top 4 contributors:</u>	
B50002_1	<input type="text" value="F43222_1"/> %
B50002_2	<input type="text" value="F43222_2"/> %
B50002_3	<input type="text" value="F43222_3"/> %
B50002_4	<input type="text" value="F43222_4"/> %

Purchases from outside Canada (imports)

5. Did this business make payments to **suppliers outside Canada** for the purchase of products, services, royalties, rights, licensing or franchise fees?

B05012_b

- Yes**, complete **questions 6, 7 and 8**.
- No**, go to **next section**.

6. What were the payments made to **suppliers outside Canada**? \$,000

7. What was the percentage breakdown of payments made to **suppliers outside Canada** by goods, services and royalties?

	percentage
a) <u>goods</u>	<input type="text" value="F61315"/> %
b) <u>services</u>	<input type="text" value="F61316"/> %
c) <u>royalties, rights, licensing and franchise fees</u>	<input type="text" value="F61317"/> %
Total	<input type="text" value="F61330"/> %

8. What was the percentage breakdown of payments made to **suppliers outside Canada** by country?

	percentage
a) <u>United States</u>	<input type="text" value="F61318_g1"/> %
b) <u>Mexico</u>	<input type="text" value="F61318_g2"/> %
c) <u>other countries — please specify by listing top 4 contributors:</u>	
B50003_1	<input type="text" value="F61319_1"/> %
B50003_2	<input type="text" value="F61319_2"/> %
B50003_3	<input type="text" value="F61319_3"/> %
B50003_4	<input type="text" value="F61319_4"/> %

Contact person

Name of person to contact about this questionnaire:

Last name

B00003

First name

B00004

Title

B00005

Telephone number

B00006

Extension number

B00007

Fax number

B00008

Email address

B00009

Website

B00011

Date completed (yyyy-mm-dd):

B00012

hours

B00013

minutes

B00014

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

Comments

We invite your comments below.
If necessary, please attach a separate sheet.
Please be assured that we review all comments with the intent of improving the survey.

B00002

General information

Confidentiality

Your answers are confidential.

Statistics Canada is prohibited by law from releasing any information it collects which could identify any person, business, or organization, unless consent has been given by the respondent or as permitted by the *Statistics Act*.

Statistics Canada will use information from this survey for statistical purposes.

Data-sharing agreements

To reduce respondent burden, Statistics Canada has entered into data-sharing agreements with provincial and territorial statistical agencies and other government organizations, which have agreed to keep the data confidential and use them only for statistical purposes. Statistics Canada will only share data from this survey with those organizations that have demonstrated a requirement to use the data.

Section 11 of the *Statistics Act* provides for the sharing of information with provincial and territorial statistical agencies that meet certain conditions. These agencies must have the legislative authority to collect the same information, on a mandatory basis, and the legislation must provide substantially the same provisions for confidentiality and penalties for disclosure of confidential information as the *Statistics Act*. Because these agencies have the legal authority to compel businesses to provide the same information, consent is not requested and businesses may not object to the sharing of the data.

For this survey, there are **Section 11** agreements with the provincial and territorial statistical agencies of Newfoundland and Labrador, Nova Scotia, New Brunswick, Quebec, Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, and the Yukon. The shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

Section 12 of the *Statistics Act* provides for the sharing of information with federal, provincial or territorial government organizations. Under **Section 12**, you may refuse to share your information with any of these organizations by writing a letter of objection to the Chief Statistician and returning it with the completed questionnaire. Please specify the organizations with which you do not want to share your data.

For this survey, there are **Section 12** agreements with the statistical agencies of Prince Edward Island, the Northwest Territories and Nunavut.

For agreements with provincial and territorial government organizations, the shared data will be limited to information pertaining to business establishments located within the jurisdiction of the respective province or territory.

Record linkages

To enhance the data from this survey and to minimize the reporting burden, Statistics Canada may combine it with information from other surveys or from administrative sources.

Thank you for completing this questionnaire.

Please retain a copy for your records.

Visit our website, www.statcan.gc.ca