

TIC 2022 – Explanatory note

<i>We remain at your disposal for further information on the contact details given in the attached letter.</i>	
Enterprise surveyed	The scope of an enterprise is defined by the legal units that make it up. The scope expected in this survey thus corresponds to all legal units that are more than 50% controlled, directly or indirectly, by your legal unit and located in France.
Information and communication technologies - ICT	ICT refers to a set of resources needed to manipulate information, in particular: computer equipment and software, telecommunications and networks, e-commerce and electronic media, multimedia.
List and meanings of terms marked with an * in the questionnaire	
Denial of service attack	An attack aimed at making computer services or resources unavailable. This is most often an attack on servers of an enterprise, so that they cannot be used and accessed. Mail servers can be victims of these attacks.
Total turnover	If your enterprise is independent, the consolidated turnover is its turnover. If your enterprise consists of several legal units, the consolidated turnover is the sum of the turnover of the legal units of your enterprise minus the turnover between the legal units of your enterprise.
Cloud	Computing or storage power of computer servers of providers, remote and accessible via the Internet.
Fixed broadband or very high speed internet connection	A technology for transporting information at high speed, either over conventional telephone lines (ADSL, SDSL, IDSL, HDSL, RADSL, VDSL, etc.) or via a specialised link, optical fibre, cable. Alternative technologies (Ethernet, metropolitan power line (PLC), radio local loop (BLR/FWA), Wifi/Wimax, ATM, frame relay) are to be classified under this heading.
CRM – Customer relationship management	Software package enabling all customer relations to be managed in a single process by grouping together the management of marketing campaigns, the computerisation of the sales force, the monitoring of daily customer relations, etc.
ERP – Enterprise resource planning	Software package for managing company processes and sharing information between business lines via a single database (SAP, PeopleSoft, Oracle, etc.). It integrates the following functions: planning, purchasing, sales, marketing, customer relations, finance and human resources, etc.
Log files	The log file is the file containing the records of all events affecting a particular process (application, computer network activity, etc.). It allows the internal activity of the process and its interactions with its environment to be analysed step by step.
Leasing	Leasing, also known as rental with option to buy, rental with promise to sell or financial leasing, is a credit contract that offers the possibility of buying the good at the end of the rental period.
Standard / off-the-shelf software	Standard software or "off-the-shelf" software refers to any software that is mass-produced and not for a particular project (e.g. an Office package, a web server, a video player, etc.). It is sold in large-scale distribution or through a wholesaler in the case of a software package.
Consolidated amount of web sales (or EDI)	If your enterprise is independent, the consolidated web sales (or EDI) amount is the amount of its web sales (or EDI). If your enterprise is composed of several legal units, the consolidated web (or EDI) sales amount is the sum of the web (or EDI) sales amounts of the legal units of your enterprise, minus the amount of web (or EDI) sales made between the legal units of your enterprise.
Average annual number of persons of your enterprise	Refers to the number of employed and self-employed persons who worked for your enterprise during the year. Employed persons have an employment contract established your enterprise. Self-employed persons provide a service to your enterprise, without being employed by another enterprise. The average number indicated should take into account the duration of the contract (employed persons) or the actual working period (self employed persons).
Pharming	An attack to divert traffic from a website to a fake website, in order to acquire confidential information.
Phishing	A fraudulent attempt to acquire confidential information such as usernames, passwords or credit card information by posing as an honest party in an electronic

	communication. Phishing can be done by e-mail, fake websites or other electronic means.												
Marketplace	Marketplace is the name given to an e-commerce site that allows many companies to reduce their transaction costs and acquire new customers. Each seller has control over the sales they make (pricing, volumes, etc.). The transaction is carried by the platform, which acts as a trusted third party. This service is generally invoiced as a commission.												
Penetration tests (pentest)	A penetration test (or pentest) is a method of assessing the security of a computer system or network and is performed by a tester. The method usually consists of simulating an attack on the network by a malicious user or malware.												
Maximum contracted download speed	This is the speed <u>specified in the Internet subscription contract</u> , not the actual download speed. As an example, the table below provides a correspondence between the maximum contracted download speed and some types of broadband connection. <table border="1" data-bbox="464 636 1442 864"> <thead> <tr> <th>Download speed</th> <th>Possible type of connection</th> </tr> </thead> <tbody> <tr> <td>Less than 30 Mbps</td> <td>ADSL / SDSL, VDSL, cable</td> </tr> <tr> <td>From 30 to 100 Mbps</td> <td>VDSL, cable, optical fibre</td> </tr> <tr> <td>From 100 to 500 Mbps</td> <td>Cable, optical fibre</td> </tr> <tr> <td>From 500 to 1 Gbit/s</td> <td>Cable, optical fibre</td> </tr> <tr> <td>1 Gbit/s or more</td> <td>Optical fibre</td> </tr> </tbody> </table>	Download speed	Possible type of connection	Less than 30 Mbps	ADSL / SDSL, VDSL, cable	From 30 to 100 Mbps	VDSL, cable, optical fibre	From 100 to 500 Mbps	Cable, optical fibre	From 500 to 1 Gbit/s	Cable, optical fibre	1 Gbit/s or more	Optical fibre
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Filling instructions for groups (answers on more than one legal unit)

Quantitative questions	<p>The amounts to be considered should be consolidated amounts. The consolidated amount, e.g. turnover, corresponds to the sum of the amounts of the legal units which make up the enterprise, minus the amount realised between the legal units of the enterprise. In the same way, the percentages given should correspond to the consolidated amounts.</p> <p>This applies to the following questions: I.4, I.5, III.1, III.2, III.3, III.4, III.6, III.8, III.11, III.12, III.13.</p> <p>The number of employees in the enterprise is the sum of the number of employees in the enterprise's legal units. An employee who works part-time in several legal units is counted for each legal unit in which he/she works.</p> <p>This applies to the following questions: I.6, I.7, II.1, II.2, II.9, II.10, II.11, II.12, III.10</p>
Dichotomous qualitative questions (yes/no)	<p>"Yes" for the enterprise if "Yes" for at least one of the enterprise's legal units. "No" for the enterprise if "No" for all legal units of the enterprise.</p> <p>This applies to the following questions: II.3, II.5, II.6, II.7, II.8, II.13, III.1, III.7, III.9, III.11, IV.1, IV.2, IV.3, IV.4, IV.5, IV.6, V.1, V.2, V.3, V.5, V.6, V.7, V.8, VI.1, VII.1, VII.2, VIII.1, VIII.2, VIII.3, VIII.4</p>
Qualitative questions with multiple response options	<p>Question V.4: If several legal units have defined or revised this documentation, please fill in the most recent date.</p>