



Unit surveyed

Identifier:

Enterprise's name:

.....

Survey on information and communication technologies in business (Business ICT)

Contact details of the person responding to the survey:

Name:

Phone number:

Email:

If you are not that person, please fill in your details:

Name:

First name:

Position:

Phone number:

□ □ □ □ □ □ □ □ □ □

Email:

Address (if different of the enterprise's):

.....

.....

.....

Please contact us:

Email: contact-enquete-tic-entreprises@insee.fr

Phone numbers: 09-69-32-97-47

Survey code: 164

This questionnaire addresses you as a legal unit (all establishments included), excluding any other entity (group or other enterprise).

Comments and remarks:

Please return this questionnaire by: 31/01/2022, at the latest, to the following address:

In view of the favourable opinion of the National Council for Statistical Information, this survey, which is recognised as being of general interest and of statistical quality, is mandatory. Visa n°2022A005EC from the Minister of Economy and Finance, valid for the year 2022.

Under the terms of Article 6 of Act No. 51-711 of 7 June 1951 as amended on the obligation, coordination and secrecy of statistics, the information provided in response to this questionnaire may under no circumstances be used for tax audit or economic repression purposes.

Confidential questionnaire for the National Institute of Statistics and Economic Studies. Act No. 78-17 of 6 January 1978, as amended, on information technology, files and freedoms, applies to the responses made to this survey by individual companies. It guarantees them a right of access and rectification for the data concerning them. This right may be exercised with the National Institute of Statistics and Economic Studies.

INSEE OCCITANIE - PEE
36 RUE DES 36 PONTS
BP 94217
31054 TOULOUSE CEDEX 4
FRANCE

I : Background information

➡ 1. According to our information, your enterprise is independent / part of a group. Can you confirm ?

Your enterprise is independent if it does not own another enterprise or is not owned by another enterprise.

Yes

No



If you are an independant legal unit, go to question 4 of this module.

➡ 2. The scope of a group is defined by the legal units that make it up. The expected scope of this survey thus corresponds to all legal units that are more than 50% controlled, directly or indirectly, by the head of the group and located in France

The most important ones, in terms of turnover, are listed below (SIREN). Please indicate, for each of them, if it belongs to your group (France perimeter) and if it will be included in the scope of your answers to this survey.

For answers concerning more than one legal unit, please refer to the completion instructions in the explanatory note.

SIREN	Company name	Belongs to your group (France perimeter)		Included in the scope of your answers	
		Yes	No	Yes	No
		Yes	No	Yes	No
		Yes	No	Yes	No
		Yes	No	Yes	No
		Yes	No	Yes	No
		Yes	No	Yes	No
		Yes	No	Yes	No
		Yes	No	Yes	No
		Yes	No	Yes	No
		Yes	No	Yes	No

➡ 3. Please list the other most important legal units, in terms of turnover, of your group (France perimeter) and not indicated above:

SIREN	Company name

➡ 4. The latest total turnover* excluding VAT of your enterprise/group in our possession is as follows (in thousands of euros) :k€
Is the pre-tax total turnover of your enterprise/group in 2021 at the same level?
(at plus or minus 5%)

Yes

No



If YES, go to question 6 of this module

➡ 5. Please indicate the amount of the total turnover of your enterprise/group excluding taxes in 2021 (in thousands of euros).

----- , -- k€

➡ 6. The last average annual number* of persons of your enterprise/group in our possession is as follows :

Was the workforce of your enterprise/group at the same level in 2021?

This number includes employed persons (including seasonal workers, excluding temporary workers), as well as self-employed persons who work for the enterprise (e.g. managers, owners, co-owners, family workers, outworkers whose income is a function of the turnover of the enterprise).

(at plus or minus 10%)

Yes

No



If YES, go to question 8 of this module

➡ 7. Please indicate the average annual number of persons of your enterprise/group in 2021

This number includes employed persons (including seasonal workers, excluding temporary workers), as well as self-employed persons who work for the enterprise (e.g. managers, owners, co-owners, family workers, outworkers whose income is a function of the turnover of the enterprise).

➡ 8. Please indicate the website adress of your enterprise/group:

II : Access and use of the internet

➡ 1. How many persons have access to the internet for business purposes (fixed line or mobile connection)?

This number includes employed persons (including seasonal workers, excluding temporary workers), as well as self-employed persons who work for the enterprise (e.g. managers, owners, co-owners, family workers, outworkers whose income is a function of the turnover of the enterprise).



If you can provide this value, go to question 3 of this module.

➡ 2. If you can't provide this value, please indicate the corresponding percentage of the total number of persons of your enterprise/group:

Refer to the number indicated in questions I.6 or I.7 of the background information.

___ %

Use of a fixed line connection to the internet for business purposes

➡ 3. Does your enterprise/group use any type of fixed line connection to the internet* (e.g. ADSL, SDSL, VDSL, fiber optics technology (FTTP), cable technology, Wimax, etc.)?

Yes

No



If NO, go to question 5 of this module.

➡ 4. What is the maximum contracted download speed* of the fastest fixed line internet connection of your enterprise/group?
(tick only one)

Less than 30 Mbit/s

At least 30 but less than 100 Mbit/s

At least 100 but less than 500 Mbit/s

At least 500 but less than 1 Gbit/s

At least 1 Gbit/s

Meetings via the internet

➡ 5. Does your enterprise/group conduct remote meetings (via e.g. Skype, Zoom, MS Teams, WebEx, etc.)?

Yes

No



If NO, go to question 8 of this module.

➡6. Does your enterprise/group have any ICT security guidelines for conducting remote meetings via the internet (e.g. password requirement, end-to-end encryption)?

Yes

No

➡7. Does your enterprise/group have guidelines to favour remote meetings via internet instead of business travelling?

Yes

No

Remote access

➡8. Do any of the persons of your enterprise/group have remote access to the following:

E-mail system of the enterprise/group?

Yes

No

documents of the enterprise/group (e.g. files, spreadsheets, presentations, ~~charts~~, photos)?

business applications or software of the enterprise/group (e.g. access to accounting, sales, orders, CRM*)?

Yes

No

Please exclude applications used for internal communication, e.g. Skype, Teams, Yammer



If NO to all items, go to next module.



If none of the persons of your enterprise/group have remote access to E-mail system, go to question 11 of this module.

➡9. How many persons have remote access to the e-mail system of the enterprise?

This number includes employed persons (including seasonal workers, excluding temporary workers), as well as self-employed persons who work for the enterprise (e.g. managers, owners, co-owners, family workers, outworkers whose income is a function of the turnover of the enterprise).



If you can provide this value, go to question 11 of this module

➡10. If you can't provide this value, please indicate an estimate percentage of all persons of your enterprise/group who have remote access to the e-mail system of the enterprise Refer to the amount indicated in questions I.6 or I.7 of the background information.

— — — %



If none of the persons of your enterprise/group have remote access to the documents of the enterprise/group, go to question 13 of this module.

➡ 11. How many persons have remote access to the documents, business applications or software of the enterprise (e.g. files, spreadsheets, presentations, charts, photos, access to accounting, sales, orders, CRM)?

This number includes employed persons (including seasonal workers, excluding temporary workers), as well as self-employed persons who work for the enterprise (e.g. managers, owners, co-owners, family workers, outworkers whose income is a function of the turnover of the enterprise).



If you can provide this value, go to question 13 of this module

➡ 12. If you can't provide this value, please indicate the percentage of all persons of your enterprise/group who have remote access to the documents, business applications or software of the enterprise

Refer to the amount indicated in questions I.6 or I.7 of the background information.

___ %

➡ 13. Does your enterprise/group have any ICT security guidelines for remote access?

E.g. requirement to conduct password-secured remote meetings, prohibition of using of public Wi-Fi for work, use of VPN, requirements concerning privacy of data.

Yes

No

III : E-Commerce

E-commerce is the sale or purchase of goods or services conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders.

The payment and the delivery of the goods or services do not have to be conducted online.

E-commerce transactions exclude orders made by telephone, fax or manually typed emails.

In the following questions please report separately for web sales and EDI-type sales (Electronic Data Interchange).

Web sales

Web sales covers orders and reservations made by your customers via:

- your enterprise's websites or mobile apps, including extranets;
- e-commerce marketplace* websites or apps (used by several enterprises for trading goods or services) on which you are present.

Orders written in e-mail are not counted as web sales.

➡ 1. During 2021, did your enterprise/group have web sales of goods or services via:
(excluding manually entered messages)

your websites or apps (including those of the group and extranets)? Yes No

E-commerce marketplace websites or apps used by several enterprises for trading goods or services (e.g. Alibaba, Amazon, Amazon Business, App Store, Booking, Cdiscount, eBay, Fnac, Mercato, Rakuten, RueduCommerce, etc.)? Yes No



If NO to both, go to question 11 of this module.

➡ 2. In 2021, what was the consolidated amount* of your web sales?

(web sales made by units located in France, including business volume on marketplaces, excluding taxes, in thousands of euros)

_____ , ____ k€



If you can provide this value, go to question 4 of this module.

➡ 3. If you can't provide this value, please indicate an estimate of the percentage of total turnover* of your enterprise/group excluding taxes (indicated in questions I.4 or I.5 of the background information)

_____ , ____ %



If you only made web sales on your own website or application, go to question 6 of this module.



If you only made web sales on marketplaces, go to question 5 of this module.

➡ 4. In 2021, what was the breakdown percentage of the consolidated amount of web sales :

Refer to the amount or percentage of web sales indicated in questions III.2 or III.3.

(total must equal 100%)

	Percentage breakdown of the value of web sales realized
via your websites or apps (including extranets)?	_____ , ____ %
via e-commerce marketplace websites or apps used by several enterprises for trading goods or services? (e.g. Alibaba, Amazon, Amazon Business, App Store, Booking, Cdiscount, eBay, Fnac, Mercato, Rakuten, RueduCommerce, etc.)?	_____ , ____ %



If you didn't make sales on marketplaces, go to question 6 of this module.

➡ 5. What is the average rate of commissions charged by these marketplaces?

(tick only one)

Less than 5%

At least 5% but less than 9%

At least 9% but less than 12%

At least 12% but less than 15%

At least 15% but less than 20%

At least 20%

➡6. In 2021, what was the breakdown of your consolidated web sales by customer type?
 Refer to the amount or percentage of web sales indicated in questions III.2 or III.3.
 (total must equal 100%)

	Percentage breakdown of the value of web sales realized
Sales to private consumers (B2C)	__ __ __ , __ %
Sales to other enterprises (B2B) and sales to public sector (B2G)	__ __ __ , __ %

➡7. During 2021, did your enterprise/group have web sales to customers located in the following geographic areas:

France?

Yes No

other countries of the UE?

Yes No

non-UE countries?

Yes No



If NO to at least 2 items, go question 9 of this module.

➡8. In 2021, what was the breakdown of your consolidated web sales by type of customer?
 Refer to the amount or percentage of web sales indicated in questions III.2 or III.3.
 (total must equal 100%)

	Percentage breakdown of the value of web sales realized
France	__ __ __ , __ %
other countries of the UE	__ __ __ , __ %
non-UE countries	__ __ __ , __ %

➡9. Does your enterprise/group outsource all web sales management activities (IT or technical management of the website, commercial and communication activities, logistics)?

Yes

No



If YES, go to question 11 of this module.

➡10. How many persons in 2021 are assigned to manage web sales for the non-outsourced part of your business?

EDI-type sales

EDI-type sales cover orders placed by your customers via EDI-type messages (Electronic Data interchange) meaning in an agreed or standard format suitable for automated processing, including orders transmitted via EDI-service provider, automatic system generated demand driven orders and orders received directly into your ERP system* (Enterprise Resource Planning).

➡ 11. During 2021, did your enterprise/group have EDI-type sales of goods or services?

Yes

No



If NO, go to next module.

➡ 12. In 2021, what was the consolidated amount* of your EDI sales?
(EDI sales made by units located in France, excluding taxes, in thousands of euros)

----- , ----- k€



If you can provide this value, go to next module.

➡ 13. If you can't provide this value, please indicate an estimate of the percentage of total turnover of your enterprise/group excluding taxes (indicated in questions I.4 and I.5 of the background information)

----- , ----- %

IV : ICT specialists and skills

➡ 1. Does your enterprise/group employ ICT specialists?

ICT specialists are persons employed for whom ICT is the main job. For example, to develop, operate or maintain ICT systems or applications.

Yes

No

➡ 2. Did your enterprise/group provide any type of training to develop ICT related skills of the persons employed, during 2021?

Training for ICT specialists

Yes No

Training for other persons employed

Yes No

➡ 3. Did your enterprise/group recruit or try to recruit ICT specialists during 2021?

Yes

No



If NO, go to question 6 of this module.

➡ 4. During 2021, did your enterprise/group have vacancies for ICT specialists that were difficult to fill?

Yes

No



If NO, go to question 6 of this module.

➡ 5. Did your enterprise/group have any of the following difficulties to recruit ICT specialists during 2021?

Lack of applications	Yes	No
Applicants' lack of relevant ICT related qualifications from education and/or training	Yes	No
Applicants' lack of relevant work experience	Yes	No
Applicants' salary expectations too high	Yes	No

➡ 6. Who performed your enterprise/group's ICT functions in 2021?

Own employees (including those employed in parent or affiliate enterprises)	Yes	No
External suppliers	Yes	No

V : ICT Security

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.

➔ 1. Does your enterprise/group apply any of the following ICT security measures on its ICT systems :

authentication via strong password?
(e.g. minimum length, use of numbers and special characters, changed periodically, etc.)

Yes No

authentication via biometric methods used to access the enterprise/group's ICT system?
(e.g. authentication based on fingerprints, voice, face)

Yes No

authentication based on a combination of at least two authentication mechanisms?
(i.e. combination of e.g. user-defined password, one-time password (OTP), code generated via a security token or received via a smartphone, biometric method (e.g. based on fingerprints, voice, face))

Yes No

encryption of data, documents or e-mail?

Yes No

data backup to a separate location (including backup to the cloud*)?

Yes No

network access control (management of user rights in enterprise/group's network)?

Yes No

VPN?
(Virtual Private Network extends a private network across a public network to enable secure exchange of data over public network)

Yes No

ICT security monitoring system that allows to detect suspicious activity in the ICT systems and alerts the enterprise/group about it, other than standalone anti-virus software?

Yes No

maintaining log files* that enable analysis after ICT security incidents?

Yes No

ICT risk assessment, i.e. periodical assessment of probability and consequences of ICT security incidents?

Yes No

ICT security tests?
(e.g. performing penetration tests, testing security alert system, review of security measures, testing of backup systems)

Yes No

➡2. Does your enterprise/group make persons employed aware of their obligations in ICT security related issues in the following ways:

voluntary training or internally available information (e.g. information on the intranet)? Yes No

compulsory training courses or viewing compulsory material? Yes No

by contract (e.g. contract of employment)? Yes No

➡3. Does your enterprise/group have document(s) on measures, practices or procedures on ICT security?

(Documents on ICT security and confidentiality of data cover employee training in ICT use, ICT security measures, the evaluation of ICT security measures, plans for updating ICT security documents, etc.)

Yes

No



If NO, go to question 5 of this module.

➡4. When were your enterprise/group's document(s) on measures, practices or procedures on ICT security, defined or most recently reviewed?

(Documents on ICT security and confidentiality of data cover employee training in ICT use, ICT security measures, the evaluation of ICT security measures, plans for updating ICT security documents, etc.)

(tick only one)

Within the last 12 months

More than 12 months and up to 24 months ago

More than 24 months ago

➡5. During 2021, did your enterprise/group experience any ICT related security incident leading to the following consequences:

unavailability of ICT services due to hardware or software failures? Yes No

unavailability of ICT services due to attack from outside, e.g. ransomware attacks, denial of Service attacks*? Yes No

destruction or corruption of data due to hardware or software failures? Yes No

destruction or corruption of data due to infection of malicious software or unauthorised intrusion? Yes No

disclosure of confidential data due to intrusion, pharming*, phishing attack*, intentional actions by own employees? Yes No

disclosure of confidential data due to unintentional actions by own employees? Yes No



If you have not experienced an attack that caused the unavailability of ICT services, the destruction or corruption of your data, or the intentional disclosure of your confidential data (NO to items 2, 4, and 5), go to question 7 of this module.

➡ 6. If your enterprise/group has experienced an attack that caused the unavailability of ICT services, destruction or corruption of your data, or intentional disclosure of your confidential data, have you:

made a statement such as a "main courante" at a police station or gendarmerie? Yes No

filed a complaint at a police station or gendarmerie? Yes No

declared the incident to the French National Agency for Information Systems Security (ANSSI)? Yes No

reported the incident to other institutions or platforms? Yes No
(e.g. Cnil, cybermalveillance.gouv.fr, internet-signalement.gouv.fr, phishing-initiative.fr)

➡ 7. Who carries out the ICT security related activities (e.g. security testing, ICT training on security, resolving ICT security incidents) in your enterprise/group?
(e.g. security tests, ICT security training, resolution of ICT security incidents - excluding upgrades of standard software*)

Own employees (including those employed in parent or affiliate enterprises) Yes No

External suppliers Yes No

➡ 8. Does your enterprise/group have insurance against ICT security incidents?

Yes

No

VI : Blockchain

A blockchain is a register, which has the particularity of being shared simultaneously between all its users: it is a decentralised technology. Indeed, all users own a copy of this register, and have the ability to enter data into it, according to specific rules set by a computer protocol secured by cryptography.

The blockchain contains the history of all exchanges made between its users since its creation. The recording of information and access to it are fast and secure.

It is historically linked to the development of cryptocurrencies (bitcoin), but its field of application is much wider (banking, insurance, logistics, energy, industry, health, agri-food, etc.).

➡ 1. Does your enterprise/group use blockchain technologies to:

validate transactions securely, without intermediaries?

(e.g. financial transactions, transfers of movable or immovable assets)

Yes No

ensure traceability of data or products?

(e.g. to certify the origin of food, identity documents or other official documents, or to fight against counterfeiting, through the authentication of luxury products, pharmaceuticals, or works of art)

Yes No

automate procedures (smart contracts)?

(e.g. to automatically check the conditions for triggering an insurance policy, to make automatic payment of royalties, to automatically compensate airline customers in the event of delays on their flights)

Yes No

another use?

Yes No

VII : Use of robotics

A robot is a machine which is programmed to move and perform certain tasks automatically.

➡ 1. Does your enterprise/group use any of the following types of robots:

industrial robots (e.g. robotic welding, laser cutting, spray painting, etc.)?

Yes No

An industrial robot is an automatically controlled, reprogrammable, multipurpose manipulator programmable in three or more axes, which may be either fixed in place or mobile for use. Most of industrial robots are based on a robotic arm and a series of links and joints with an end effector that carries out the task.

Do not include CNC-machines, 3D printers and devices that are fully controlled by an operator.

service robots (e.g. used for surveillance, cleaning, transportation, etc.)?

Yes No

A service robot has a degree of autonomy and can operate in complex and dynamic environments that may require interaction with persons, objects or other devices. They use wheels or legs to achieve mobility and are often used in inspection, transport or maintenance tasks.

Examples are: autonomous guided vehicles, inspection and maintenance robots, cleaning robots, etc.

Do not include software robots.



If NO to both, go to next module.

➡2. Did the following reasons influenced the decision to use robots in your enterprise/group?

High cost of labour	Yes	No
Difficulties to recruit personnel	Yes	No
To enhance safety at work	Yes	No
To ensure high precision or standardized quality of processes and/or goods and services produced	Yes	No
To expand the range of goods produced or services provided by the enterprise/group	Yes	No
Tax or other government incentives	Yes	No

VIII : ICT and the environment

➡1. Does your enterprise/group apply any measures to affect the following:

amount of paper used for printing and copying?	Yes	No
energy consumption of the ICT equipment?	Yes	No

➡2. Does your enterprise/group consider environmental impact of ICT services, or ICT equipment when selecting them (e.g. energy consumption, etc.)?

Yes
No

➡3. Does your enterprise/group buy refurbished IT equipment?

Yes
No

➡4. What does your enterprise/group do with ICT equipment (e.g. computers, monitors, mobile phones) when it is no longer used?

It is disposed of in electronic waste collection/recycling (including leaving it to the retailer to dispose of)	Yes	No
It is kept in the enterprise/group (e.g. to be used as spare parts, fear of sensitive information being disclosed)	Yes	No
It is sold, returned to a leasing* enterprise, or donated	Yes	No

Time to fill in the survey and comments

➡ How much time did you need to answer this survey? (information search + filling in the form)?

Hours

minutes

➡ Comments:

SPECIMEN