ICT 2024

Persons Employed and Internet Access

Only answer this question if Mandatory for all enterprises

A1. Does your enterprise have access to the internet?

☐ Yes

☐ No

Only answer this question if Mandatory for all enterprises

A2. Average number of persons employed in Ireland during {{survey year -1}} (as per Revenue Payroll Notification)

If figure is nil, please enter zero.

Only answer this question if A2 Equal to 0

A2.1 Please confirm that there were no persons employed in Ireland by the enterprise in

☐ Confirm

Number cannot be greater than A2
Only answer this question if (A2 Greater than 0) And (A1 Contains Any 1 Yes)

A3.1 Number of persons employed with internet access for business purposes:
(Include fixed line and mobile connections)

If you cannot supply this number please enter 0

Only answer this question if (A2 Greater than 0) And (A3.1 Equal to 0)

A3.2 Persons with internet access employed in Ireland.
As you cannot supply the number of persons, please indicate an estimate of the percentage of the total number of persons employed who have access to the internet for business purposes:

☐ %

Use of the Internet

Only answer this question if (A1= 1 Yes) And (A2 Greater than 0)

A4. Does your enterprise use any type of fixed broadband connection to the internet?

(e.g. DSL, ADSL, SDSL, VDSL, fibre optics technology (FTTP), cable technology, etc.)

☐ Yes

☐ No

Only answer this question if (A2 Greater than 0) And (A1 Contains Any 1 Yes) And (A4 Contains Any 1 Yes)

A4.1 What is the maximum contracted download speed of the fastest fixed line internet connection of your enterprise?

☐ Less than 30 Mb/sec

☐ At least 30 Mb/sec but less than 100 Mb/Sec

☐ At least 100 Mb/sec but less than 500 Mb/sec

☐ At least 500 Mb/sec but less than 1 Gb/sec

☐ At least 1 Gb/sec

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

A4.2 Is the speed of your fixed connection(s) to the internet usually sufficient for the actual needs of the enterprise?

☐ Yes

☐ No

Only answer this question if (A1 Contains Any 1 Yes) And (A2 Greater than 0)

A5.1 How many persons employed use a portable device provided by the enterprise, that allows connection

to the internet via mobile telephone networks, for business purposes?

This question refers to the usage of portable devices connecting to the internet through mobile networks for business purposes.

This includes the use of devices where the enterprise provides the devices and pays for the subscription and the costs of use fully or at least up to a limit.

If you cannot provide a number please enter zero.

☐

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0) And A5.1=0

A5.2 Persons with portable device(s) provided by the enterprise for business purposes

As you cannot provide a number, please indicate an estimate of the percentage of the total

number of persons employed who use a portable device provided by the enterprise, that allows connection to the internet via mobile telephone networks, for business purposes:

(e.g. portable computers, or other portable devices such as smartphones)

☐ %

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

A6. Do any of the persons employed have remote access to the following?

Remote access via computers or portable devices such as smartphones.

Exclude: Applications used for internal communication, (e.g. Skype, Teams, Yammer)
Select all that apply

☐ E-mail system of the enterprise

☐ Documents of the enterprise (e.g. files, spreadsheets, presentations, charts, photos)

☐ Business applications or software of the enterprise (e.g. access to accounting, sales, orders, CRM)

☐ None of the above

Only answer this question if (A1=Yes) And (A2 Greater than 0)

A7. Does your enterprise conduct remote meetings?

Remote meetings via (e.g. Skype, Zoom, MS Teams, WebEx, etc.)

☐ Yes

☐ No

Only answer this question if (A1= Yes) And (A2 Greater than 0)

A8. Does your enterprise pay to advertise on the internet?

(e.g. adverts on search engines, on social media, on other websites, etc)

☐ Yes

☐ No

Only answer this question if (A1 Contains Any 1 Yes) And (A2 Greater than 0) And (A8 Contains Any 1 Yes)

A8.1 Does your enterprise pay to advertise on the internet using any of the following targeted advertising methods?

Select all that apply

☐ Based on webpages' content or keywords searched by users

☐ Based on the tracking of internet users' past activities or profile

☐ Based on the geolocation of internet users

☐ Any other method of targeted advertising on the internet not specified above

☐ No targeted advertising

e-Commerce sales

An e-commerce transaction is the sale or purchase of goods or services conducted over computer networks by methods specifically designed for the purpose of receiving or placing orders. Payment and delivery do not have to be conducted online. E-commerce transactions exclude orders made by manually typed emails.

Only answer this question if Mandatory for all enterprises

B1. Did your enterprise receive orders for goods or services via a website or apps during 2023?

Exclude: manually typed emails

☐ Yes

☐ No

Only answer this question if Mandatory for all enterprises

B2. What percentage of total turnover (by value) was represented by sales via a website or apps during 2023?

Please provide percentages to .1 decimal if less than 1%

Only answer this question if Mandatory for all enterprises

B3. Through which websites or apps did your enterprise receive orders for goods or services during 2023:

Select all that apply

☐ Your enterprise's website or apps
   Include: Those of parent or affiliate enterprises, extranets.

☐ An e-commerce marketplace website or apps used by several enterprises for trading products
   (e.g. Booking.com, eBay, Amazon, Alibaba, Hotels.com etc.)

Only answer this question if (B1 Contains Any 1 Yes) And (A1 Contains Any 1 Yes) And (A2 Greater than 0) And (B3 Contains Any 2 Yes)

B3.1 What was the percentage breakdown of the value of sales via a website or app in 2023 via the following:
Your enterprise's websites or apps?

If you cannot provide the exact percentages an approximation will suffice.
Please provide percentages to .1 decimal if less than 1%

e-commerce marketplace websites or apps used by several enterprises for trading goods or services?
e.g. e-Bookers, Booking, hotels.com, eBay, Amazon, Amazon Business, Alibaba, Rakuten, TimoCom etc.)

Only answer this question if (B1 Contains Any 1 Yes) And (A1 Contains Any 1 Yes) And (A2 Greater than 0)

B4. Of the sales ordered via a website or apps in 2023, what percentage was represented by:

If you cannot give exact percentages, your best estimate will suffice.

%

Sales to Private consumers ☐

Sales to other enterprises and sales to public sector ☐

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Web_Orders Contains Any 1 Yes)

B5. Did your enterprise receive orders placed via a website or apps by customers located in the following geographical areas during 2023?

Select all that apply

☐ Ireland

☐ Other EU countries

☐ Rest of the world including UK

Only answer this question if Mandatory for all enterprises

B6. Did your enterprise receive orders for goods or services via EDI during 2023?

EDI-type sales covers orders placed by customers via EDI-type messages (EDI: Electronic Data interchange) meaning:
-in an agreed or standard format suitable for automated processing
-EDI-type order message created from the business system of the customer
-including orders transmitted via EDI-service provider
-including automatic system generated demand driven orders
-including orders received directly into your ERP system

☐ Yes

☐ No

Only answer this question if Mandatory for all enterprises

B6.1 What percentage of total turnover (by value) was represented by sales via EDI during 2023?

Please provide percentages to .1 decimal if less than 1%

ICT specialists

Only answer this question if (A1= Yes) And A2 Greater than 0)

C1. Does your enterprise employ ICT specialists?

(i.e. employed specifically for their capability to specify, design, develop, install, operate, support, maintain, manage, evaluate and research ICT or ICT systems)

- [ ] Yes
- [ ] No

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

C2. Did your enterprise provide any type of training to develop ICT related skills of persons employed during 2023?

Select all that apply

- [ ] Training for ICT specialists
- [ ] Training for other persons employed
- [ ] No training provided

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

C3. Did your enterprise recruit or try to recruit ICT specialists during 2023?

☐ Yes

☐ No

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_Recruit Contains Any 1 Yes)

C4. Did your enterprise have vacancies for ICT specialists that were difficult to fill during 2024?

☐ Yes

☐ No

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

C5. Who performed your enterprise's ICT functions in 2023?

(e.g. maintenance of ICT infrastructure, support for office software, development or support of business management software/systems and/or web solutions, security and data protection)

Select all that apply

☐ Own employees **Include:** Those employed in parent or affiliate enterprises.

☐ External suppliers

☐ None of the above

eCommerce Purchases

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

C6. Did your enterprise place orders for goods or services via a website, apps or EDI during 2023?

Exclude: Manually typed emails.

☐ Yes

☐ No

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

C6.1 What percentage of total purchases (by value) was represented by electronic purchases during 2023?

Please provide percentages to .1 decimal if less than 1%

ICT Security

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

D1. Does your enterprise apply any of the following ICT security measures on its ICT systems?

Select all that apply

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

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

☐ Authentication based on a combination of at least two authentication mechanisms For example a combination of e.g. Use-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)

☐ Encryption of data, documents or e-mails

☐ Data backup to a separate location **Include:** Backup to the cloud.

☐ Network access control Management of user rights in enterprise's network

☐ VPN **Virtual Private Network:** Extends a private network across a public network to enable secure exchange of data over public network.

☐ Protection against viruses and other malware Anti-virus software

☐ ICT security monitoring system other than protection against viruses and other malware that allows detection of suspicious activity (e.g. intrusion detection or prevention systems, monitoring users' or devices' behaviour, network traffic or emails).

☐ Maintaining log files for analysis after security incidents

☐ ICT risk assessment (i.e. periodic assessment of probability and consequences of ICT security incidents)

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

☐ None of the above

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

D2. Does your enterprise make persons employed aware of their obligations in ICT security related issues in the following ways?

Select all that apply

☐ Voluntary training or internally available information (e.g. information on the intranet)

☐ Compulsory training courses or viewing compulsory material

☐ By contract (e.g. contract of employment)

☐ None of the above

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

D3. Does your enterprise have documents on measures, practices or procedures on ICT security?
Includes:
Documents on ICT security and confidentiality of data
Employee training in ICT use
ICT security measures
The evaluation of ICT security measures
Plans for updating ICT security documents, etc.

☐ Yes

☐ No

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

D4. During 2023, did your enterprise experience any ICT related security incident leading to the following consequences?

Select all that apply

☐ Unavailability of ICT services due to hardware or software failures

☐ Unavailability of ICT services due to attack from outside (e.g. ransomware attacks, Denial of Service attacks)

☐ Destruction or corruption of data due to hardware or software failures

☐ Destruction or corruption of data due to infection by malicious software or unauthorised intrusion

☐ Disclosure of confidential data due to intrusion, pharming, phishing attack, intentional actions by own employees

☐ Disclosure of confidential data due to unintentional actions by own employees

☐ None of the above

Artificial Intelligence

Artificial intelligence refers to systems that use technologies such as: text mining, computer vision, speech recognition, natural language generation, machine learning, deep learning to gather and/or use data to predict, recommend or decide, with varying levels of autonomy, the best action to achieve specific goals.

Artificial intelligence systems can be purely software based, e.g.

-Chatbots and business virtual assistants based on natural language processing
-Face recognition systems based on computer vision or speech recognition systems
-Machine translation software
-Data analysis based on machine learning etc.

or embedded in devices, e.g.

-Autonomous robots for warehouse automation or production assembly works
-Autonomous drones for production surveillance or parcel handling, etc.

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

E1. Does your enterprise use any of the following Artificial Intelligence technologies?
Select all that apply

▢ Technologies performing analysis of written language Data mining.

▢ Technologies converting spoken language into machine-readable format Speech recognition.

▢ Technologies generating written or spoken language Natural language generation.

▢ Technologies identifying objects or person based on images Image recognition, image processing.

▢ Machine learning (e.g. deep learning) for data analysis.

▢ Technologies automating different workflows or assisting in decision making Artificial Intelligence based software robotic process automation.

▢ Technologies enabling physical movement of machines via autonomous decisions based on observation of surroundings Autonomous robots, self-driving vehicles, autonomous drones.

▢ None of the above

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

E2.1 Does your enterprise use Artificial Intelligence software or systems for marketing or sales?

Some of the examples may be:

Customer profiling, price optimisation, personalised marketing offers, market analysis based on machine learning
Chatbots based on natural language processing for customer support
Autonomous robots for order processing

▢ Yes

▢ No

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

E2.2 Does your enterprise use Artificial Intelligence software or systems for production or service processes?

Some of the examples may be:

Predictive maintenance or process optimization based on machine learning
Tools to classify products or find defects in products based on computer vision
Autonomous drones for production surveillance, security or inspection tasks
Assembly works performed by autonomous robots

☐ Yes

☐ No

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

E2.3 Does your enterprise use Artificial Intelligence software or systems for organisation of business administration processes or management?

Some of the examples may be:

Business virtual assistants based on machine learning and/or natural language processing, e.g. for document drafting
Data analysis or strategic decision making based on machine learning, e.g. risk assessment, based on machine learning
Planning or business forecasting based on machine learning
Human resources management based on machine learning or natural language processing, e.g. candidates pre-selection screening, employee profiling or performance analysis

☐ Yes

☐ No

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

E2.4 Does your enterprise use Artificial Intelligence software or systems for logistics?
Some of the examples may be:

Autonomous robots for pick-and-pack solutions in warehouses for parcel shipping, tracing, distribution or sorting
Route optimization based on machine learning

☐ Yes

☐ No

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

E2.5 Does your enterprise use Artificial Intelligence software or systems for ICT security?

Some of the examples may be:

Face recognition based on computer vision for authentication of ICT users
Detection and prevention of cyber-attacks based on machine learning

☐ Yes

☐ No

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

E2.6 Does your enterprise use Artificial Intelligence software or systems for accounting, controlling or finance management?

Some of the examples may be:
Machine learning to analyse data that helps to make financial decisions
Invoice processing based on machine learning
Machine learning or natural language processing for bookkeeping documents

☐ Yes

☐ No

Only answer this question if (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

E2.7 Does your enterprise use Artificial Intelligence software or systems for research and development (R&D) or innovation activity?

Some of the examples may be:
Analysis of data for conducting research, solving research problems
Developing a new or significantly improved product/service based on machine learning

Exclude: Research on AI.

☐ Yes

☐ No

Details of enterprise activity

Only answer this question if Mandatory for all enterprises and (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

F1. What is the main activity of the enterprise?

[   ]

Only answer this question if Mandatory for all enterprises and (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

F2. Total turnover (in value terms, excluding VAT) in Ireland, for 2023

Figures per most recent set of accounts will suffice, or best estimate

[   ]

Only answer this question if Mandatory for all enterprises and (Ent_WebAccess Contains Any 1 Yes) And (Empl_AvgNum2 Greater than 0)

F3. Total purchases of goods and services (in value terms, excluding VAT), for 2023

Figures per most recent set of accounts will suffice, or best estimate

[   ]

Comments, Administrative Burden and Contact Details

Please add any comments that would help us to interpret the data provided and avoid further queries:

How many minutes did it take you to collect the data for this form?

Please note: Queries or future surveys from the CSO may be directed to the email or phone number provided by you.

eQ Annotation: Provide drop down list for position: Accountant, Director, Executive, Financial Controller, Manager, Owner, Secretary, Other.

Contact	Details
Name:	
Position:	
Phone:	
Email:	
Eircode of Enterprise:	

You will have the opportunity to view and print or save a copy of your answers after submitting this survey.