

ICT - Enterprises 2022

General information about ICT systems

A1 Does your enterprise use computers?

(Computers include personal computers, portable computers, tablets and other handheld devices such as Smartphones)

☐

Yes

☐

No

Only answer this question if A1 Contains Any 1 Yes

A2 Average number of persons employed in Ireland during 2021 (as per P35)

Only answer this question if A1 Contains Any 1 Yes

A3a Number of persons employed with internet access for business purposes:

(Include fixed line and mobile connections)

Only answer this question if (A1 Contains Any 1 Yes) And (A3a is greater than 0)

A3b Number of persons employed using a portable device for mobile use of the internet for business purposes:

Only answer this question if A1 Contains Any 1 Yes

A4 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 A1 Contains Any 1 Yes

A5 Did your enterprise provide any type of training to develop ICT related skills of persons employed during 2021?

Select all that apply

☐

Training for ICT specialists

☐

Training for other persons employed

☐

No training provided

Only answer this question if A1 Contains Any 1 Yes

A6 Did your enterprise recruit or try to recruit ICT specialists during 2021?

☐

Yes

☐

No

Only answer this question if (A1 Contains Any 1 Yes) And (A6 Contains Any 1 Yes)

A7 Did your enterprise have vacancies for ICT specialists that were difficult to fill during 2021?

☐ Yes

☐ No

Only answer this question if A1 Contains Any 1 Yes

A8 Who performed your enterprise's ICT functions in 2021?

(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 (incl. those employed in parent or affiliate enterprises)

☐ External suppliers

☐ None of the above

Access and use of the internet

Only answer this question if A1 Contains Any 1 Yes

B1 Does your enterprise have access to the internet?

☐ Yes

☐ No

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)

B2 Does your enterprise:

Select all that apply

☐

Use any type of fixed broadband connection to the internet e.g. DSL, ADSL, SDSL, VDSL, fibre optics technology (FTTP), cable technology, etc.

☐

Provide a mobile broadband connection to the internet via a portable device using mobile telephone networks e.g. e.g. via portable computers or other portable devices such as smartphones. Devices using only Wi-Fi and Bluetooth are excluded.

☐

None of the above

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (B2 Contains Any 1 Use any type of fixed broadband connection to the internet e.g. DSL, ADSL, SDSL, VDSL, fibre optics technology (FTTP), cable technology, etc. or 2 Provide a mobile broadband connection to the internet via a portable device using mobile telephone networks e.g. e.g. via portable computers or other portable devices such as smartphones. Devices using only Wi-Fi and Bluetooth are excluded.)

B3 What is the maximum contracted download speed of the fastest fixed line internet connection of your enterprise?

Select one

☐

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

Use of paid advertising

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)**B4** 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 (B1 Contains Any 1 Yes) And (B4 Contains Any 1 Yes)**B5** 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

Meetings via the internet

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)**B6** Does your enterprise conduct remote meetings (via e.g. Skype, Zoom, MS Teams, WebEx, etc.)?☐

Yes

☐

No

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (B6 Contains Any 1 Yes)

B7 Does your enterprise have any ICT security guidelines for conducting remote meetings via the internet (e.g. password requirement, end-to-end encryption)?

☐

Yes

☐

No

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (B6 Contains Any 1 Yes)

B8 Does your enterprise have guidelines to favour remote meetings via internet instead of business travelling?

☐

Yes

☐

No

Remote access

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)

B9 Do any of the persons employed have remote access to the following?

(via computers or portable devices such as smartphones)

Please 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 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (B9 Contains Any 1 E-mail system of the enterprise)

B10(i) How many persons employed have remote access to the e-mail system of the enterprise?

(via computers or portable devices such as smartphones)

Only answer this question if (B10(i) Empty) Or (B10(i) Refused)

B10(ii) Please indicate the percentage of all persons employed who have remote access to the e-mail system of the enterprise

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (B9 Contains Any 2 Documents of the enterprise (e.g. files, spreadsheets, presentations, charts, photos) or 3 Business applications or software of the enterprise (e.g. access to accounting, sales, orders, CRM))

B11(i) How many persons employed 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)?

(via computers or portable devices such as smartphones)

Only answer this question if (B11(i) Empty) Or (B11(i) Refused)

B11(ii) Please indicate the percentage of all persons employed who have remote access to the documents, business applications or software of the enterprise

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (B9 Contains Any 1 E-mail system of the enterprise or 2 Documents of the enterprise (e.g. files, spreadsheets, presentations, charts, photos) or 3 Business applications or software of the enterprise (e.g. access to accounting, sales, orders, CRM))

B12 Does your enterprise have any ICT security guidelines for remote access? (e.g. requirement to conduct password secured remote meetings, prohibition of using of public WIFI for work, use of VPN, requirements concerning privacy of data)

☐

Yes

☐

No

E-commerce

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.

Sales via websites or apps

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)

C1 Did your enterprise receive orders for goods or services via a website or apps during 2021?

(Exclude manually typed emails)

☐

Yes

☐

No

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (C1 Contains Any 1 Yes)

C2 What percentage of total turnover (by value) was represented by sales via a website or apps during 2021?

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

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (C1 Contains Any 1 Yes)

C3 Of the electronic sales ordered via a website or apps (question above), what percentage was represented by:

Total must add up to 100%

Sales to other enterprises or public authorities?

Sales to private consumers?

Percentage %

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (C1 Contains Any 1 Yes)

C4 Through which websites or apps did your enterprise receive orders for goods or services during 2021:

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 (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (C1 Contains Any 1 Yes) And (C4 Contains Any 1 Your enterprise's website or apps? (include those of parent or affiliate enterprises, extranets)) And (C4 Contains Any 2 An e-commerce marketplace website or apps used by several enterprises for trading products? (e.g. Booking.com, eBay, Amazon, Alibaba, Hotels.com etc.))

C5 What was the percentage breakdown of turnover from orders received via a website or apps during 2021 for the following:

Percentage %

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, etc.)

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (C1 Contains Any 1 Yes)

C6 Did your enterprise receive orders placed via a website or apps by customers located in the following geographical areas during 2021?

Select all that apply

☐

Ireland

☐

Other EU countries

☐

Rest of the world including UK

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (C1 Contains Any 1 Yes) And (C6 Contains Any Two 1 Ireland or 2 Other EU countries or 3 Rest of the world including UK) Or (C6 Contains All 1 Ireland or 2 Other EU countries or 3 Rest of the world including UK)

C7 What was the percentage breakdown of the value of web sales in 2021 to customers located in the following geographic areas?

Total must add up to 100%

Percentage %

Ireland

Other EU countries

Rest of the world including UK

Sales via EDI

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)

C8 Did your enterprise receive orders for goods or services via EDI during 2021?

☐

Yes

☐

No

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (C8 Contains Any 1 Yes)

C9 What percentage of total turnover (by value) was represented by sales via EDI during 2021?

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

Purchases via websites, apps or EDI

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)

C10 Did your enterprise place orders for goods or services via a website, apps or EDI during 2021?

(Exclude manually typed emails)

☐

Yes

☐

No

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (C10 Contains Any 1 Yes)

C11 What percentage of total purchases (by value) was represented by electronic purchases during 2021?

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

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (C10 Contains Any 1 Yes)

C12 What was the percentage breakdown of the value of purchases in 2021 (via a website, apps or EDI) from companies located in the following geographic areas?

Total must add up to 100%

Percentage %

Ireland

Other EU countries

Rest of the world including UK

ICT and the environment

Only answer this question if A1 Contains Any 1 Yes

D1 Does your enterprise apply any measures to affect the following?

Select all that apply

☐

Amount of paper used for printing and copying

☐

Energy consumption of the ICT equipment

☐

None of the above

Only answer this question if A1 Contains Any 1 Yes

D2 Does your enterprise consider environmental impact of ICT services, or ICT equipment when selecting them (e.g. energy consumption, etc.)?

☐

Yes

☐

No

Only answer this question if A1 Contains Any 1 Yes

D3 What does your enterprise do with ICT equipment (e.g. computers, monitors, mobile phones) when it is no longer used?

Select all that apply

☐

It is disposed of in electronic waste collection/recycling (incl. leaving it to the retailer to dispose of)

☐

The ICT equipment is kept in the enterprise (e.g. to be used as spare parts, fear of sensitive information being disclosed)

☐

It is sold, returned to a leasing enterprise, or donated

☐

None of the above

ICT Security

ICT security means measures, controls and procedures applied on ICT systems in order to ensure integrity, authenticity, availability and confidentiality of data and systems.

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)

E1 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 (i.e. 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 (including 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)

☐

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

☐

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 (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)

E2 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 (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)

E3 Who carries out the ICT security related activities in your enterprise?

(e.g. security testing, ICT training on security, resolving ICT security incidents. Exclude upgrades of pre-packaged software)

Select all that apply

☐

Own employees (including those employed in parent or affiliate enterprises)

☐

External suppliers

☐

None of the above

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)

E4 Does your enterprise have documents on measures, practices or procedures on ICT security?

☐

Yes

☐

No

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes) And (E4 Contains Any 1 Yes)

E5 When were your enterprise's documents on measures, practices or procedures on ICT security defined or most recently reviewed?

Select one

☐

Within the last 12 months

☐

More than 12 months and up to 24 months ago

☐

More than 24 months ago

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)

E6 During 2021, 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 of 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

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)

E7 Does your enterprise have insurance against ICT security incidents?

☐

Yes

☐

No

Use of Robotics

- 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 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 or devices that are fully controlled by an operator.

- 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 include autonomous guided vehicles, inspection and maintenance robots, cleaning robots, etc.

Do not include software robots.

Only answer this question if (A1 Contains Any 1 Yes) And (B1 Contains Any 1 Yes)

F1 Does your enterprise use any of the following types of robots?

Select all that apply

☐

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

☐

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

☐

None of the above

Only answer this question if F1 Contains Any 1 Industrial robots (e.g. robotic welding, laser cutting, spray painting, etc.) or 2 Service robots (e.g. used for surveillance, cleaning, transportation, etc.)

F2 Please indicate if the following reasons influenced the decision to use robots in your enterprise:

Select all that apply

- ☐ High cost of labour
- ☐ Difficulties to recruit personnel
- ☐ To enhance safety at work
- ☐ To ensure high precision or standardized quality of processes and/or goods and services produced
- ☐ To expand the range of goods produced or serviced provided by the enterprise
- ☐ Tax or other government incentives
- ☐ None of the above

Covid-19 Impact

Only answer this question if B1 Any 1 Yes

G1 Did your enterprise do any of the following in response to the COVID-19 Pandemic?

Select all that apply

- ☐ Set up a website to facilitate online sales due to the pandemic?
- ☐ Provide a click & collect (reservation) service due to the pandemic?
- ☐ Experience an increase in sales via websites or apps during the COVID-19 pandemic?
- ☐ Set-up a new social media account? (e.g. Facebook, Instagram, Twitter, YouTube, LinkedIn, etc.)
- ☐ Increase use of social media? (e.g. Use Facebook/Instagram/Twitter to advertise products, interact with customers, for recruitment, etc.)
- ☐ None of the above

Details of enterprise activity

This question is Mandatory for all enterprises

H1 What is the main activity of the enterprise?

This question is Mandatory for all enterprises

H2 Total turnover (in value terms, excluding VAT), for 2021

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

This question is Mandatory for all enterprises

H3 Total purchases of goods and services (in value terms, excluding VAT), for 2021

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 1: Drop down list required for "Position" options include ('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.