



# Introduction

## Objectives of the survey

The aim of this survey is to collect data on the usage of information and communication technologies (ICT) by Luxembourgish enterprises. The collected data are used in the production of harmonised and comparable statistics across the European Union. They are therefore an essential tool for national and European policy makers to measure progress towards the goals concerning the adoption and use of ICT, such as the "Digital Agenda for Europe" of the European Commission.

The results of previous surveys are available on the Luxembourgish Statistics Portal (<http://www.statistiques.public.lu/en/enterprises/>), under « Science and technology\TIC - Enterprises ».

## Scope

The present survey is aimed at resident businesses carrying out market activities according to the statistical classification of economic activities in the European Community (NACE Rev.2) on or from the Luxembourgish economic territory during the observation period.

The definition of the enterprise unit used in this survey includes resident natural persons, legal persons incorporated under Luxembourgish Law or Luxembourgish branches of legal units incorporated under foreign law.

Please exclude any activities relating to any permanent establishments and subsidiaries located in foreign territories such as foreign branches of a legal unit incorporated under Luxembourgish law.

Where not otherwise specified, please consider as reference the current situation (year 2019). The reference period for the percentages of sales/orders data is financial year 2018. Please report all items to the best of your ability, estimates are acceptable.

## How to respond to this questionnaire?

This questionnaire is intended primarily for the ICT manager or a senior professional in the ICT department of your enterprise. In any case the respondent should not be someone with responsibilities only in accounting.

The survey is divided into several sections. Each section contains questions about various aspects of ICT at your enterprise. Due to the specialised nature of each question (e.g. financial indicators, human resources records etc.), it may be necessary to collaborate with colleagues in different departments to answer the questions.

 Please take into account all of the legal units listed in the “**List of legal units targeted by this survey**”, that was annexed to the letter inviting you to participate in the survey.

## The structure of the questionnaire

This questionnaire is divided into seven sections:

Section A - General information

Section B - ICT specialists and skills

Section C - Access and use of the internet

Section D - Sharing of information electronically within the enterprise

Section E - ICT Security

Section F - E-commerce

Section G - Comments and contact coordinates

**Disclaimer:** References to third-party brands, products and trademarks are for the sake of clarification and are not intended to promote the use of such products.

## Section A - General information

### A1. Is your enterprise part of an enterprise group?

An enterprise group consists of two or more legally defined enterprises under common ownership. Each enterprise in the group can serve different markets, as with national or regional subsidiaries, or serve different product markets. The head office is also part of an enterprise group.

Yes.....

No .....

### A2. Does your enterprise use computers?

Computers include personal computers, portable computers, tablets, other portable devices such as smartphones.

Yes.....  → Please go to question **B1**.

No .....  → Please go to question **G1**.

## Section B - ICT specialists and skills

### B1. Does your enterprise employ ICT specialists?

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

Yes.....

No .....

### B2. Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during 2018?

	Yes	No
a. Training for ICT specialists..... Tick No if your enterprise didn't employ ICT specialists during 2018.	<input type="checkbox"/>	<input type="checkbox"/>
b. Training for other persons employed .....	<input type="checkbox"/>	<input type="checkbox"/>

### B3. Did your enterprise recruit or try to recruit ICT specialists, during 2018?

Yes.....  → Please go to question **B4**.

No .....  → Please go to question **B5**.

**B4. During 2018, did your enterprise have vacancies for ICT specialists that were difficult to fill?**

Yes.....

No .....

**B5. Who performed your enterprise's ICT functions in 2018?**

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

	Yes	No
a. Own employees (incl. those employed in parent or affiliate enterprises) .....	<input type="checkbox"/>	<input type="checkbox"/>
b. External suppliers.....	<input type="checkbox"/>	<input type="checkbox"/>

## Section C - Access and use of the internet

**C1. Does your enterprise have access to the internet?**

Yes.....  → *Please go to question C2.*

No .....  → *Please go to question D1.*

**C2. Indicate the number of persons employed who used computers with access to the internet at least once a week for business purposes.**

Please consider the aggregate number of persons from all the legal units listed in the letter accompanying the survey.

Answer about your enterprise only for **Luxembourg**. Exclude any subsidiaries, parent enterprises and foreign branches for the purposes of this survey.

persons

**C3. Does your enterprise use voice or video call applications over the internet (e.g. Skype/Skype for Business, WhatsApp/WhatsApp Business, Facetime, Viber) for business purposes?**

Yes.....

No .....

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## Use of a fixed broadband connection to the internet for business purposes

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**C4. Does your enterprise use DSL or any other type of fixed broadband connection to the internet?**

(e.g. ADSL, SDSL, VDSL, fiber optics technology (FTTP), cable technology, public Wi-Fi (e.g. HotCity), WiMax etc.)

Yes.....  → Please go to question C5.

No .....  → Please go to question C6.

**C5. What is the maximum contracted download speed of the fastest fixed internet connection of your enterprise?**

(Please tick one box only)

- a. Less than 2 Mbit/s .....
- b. At least 2 but less than 10 Mbit/s .....
- c. At least 10 but less than 30 Mbit/s .....
- d. At least 30 but less than 100 Mbit/s .....
- e. At least 100 Mbit/s.....

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## Use of a mobile connection to the internet for business purposes

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A **mobile connection to the internet** means the usage of portable devices connecting to the internet through mobile telephone networks and not Wi-Fi. Enterprises provide portable devices to the persons employed, and paying for all or at least up to a limit, the subscription and the use costs.

**C6. Does your enterprise provide portable devices that allow a mobile connection to the internet using mobile telephone networks, for business purposes?**

e.g. via portable computers or other portable devices like smartphones

Yes.....  → Please go to question C7.

No .....  → Please go to question C8.

**C7. Indicate the number of persons employed who use a portable device provided by the enterprise, that allows internet connection via mobile telephone networks, for business purposes?**

Please consider the aggregate number of persons from all the legal units listed in the letter accompanying the survey.

Answer about your enterprise only for **Luxembourg**. Exclude any subsidiaries, parent enterprises and foreign branches for the purposes of this survey.

persons

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## Use of a website

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### C8. Does your enterprise have a website?

Yes.....  → Please go to question C9.

No .....  → Please go to question C11.

### C9. Does the website have any of the following?

	Yes	No
a. Description of goods or services, price lists.....	<input type="checkbox"/>	<input type="checkbox"/>
b. Online ordering or reservation or booking..... e.g. shopping cart	<input type="checkbox"/>	<input type="checkbox"/>
c. Possibility for visitors to customise or design online goods or services .....	<input type="checkbox"/>	<input type="checkbox"/>
d. Tracking or status of orders placed.....	<input type="checkbox"/>	<input type="checkbox"/>
e. Personalised content in the website for regular/recurrent visitors .....	<input type="checkbox"/>	<input type="checkbox"/>
f. Links or references to the enterprise's social media profiles .....	<input type="checkbox"/>	<input type="checkbox"/>
g. Advertisement of open job positions or online job application .....	<input type="checkbox"/>	<input type="checkbox"/>
h. Pages that show the process 'Corporate Social Responsibility' or 'sustainable development' of your enterprise.....	<input type="checkbox"/>	<input type="checkbox"/>

### C10. Does your enterprise use information about visitors' behaviour on its website (e.g. clicks, items viewed), for example for advertising or improving customer satisfaction?

Yes.....

No .....

## Use of Social Media

Enterprises **using** social media are considered those that have a user profile, an account or a user licence depending on the requirements and the type of the social media.

### C11. Does your enterprise use any of the following social media? (not solely used for paid adverts)

	Internal	External	No
a. Social networks ..... e.g. Facebook, LinkedIn, Xing, Viadeo, Yammer, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Enterprise's blog or microblogs..... e.g. Twitter, Present.ly, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Multimedia content sharing websites ..... e.g. Instagram, YouTube, Flickr, SlideShare, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Wiki based knowledge sharing tools.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you answered **No to all items** → Please go to question **D1**.  
Otherwise → Please go to question **C12**.

### C12. Does your enterprise use any of the above mentioned social media to:

	Yes	No
a. Develop the enterprise's image or market products ..... e.g. advertising or launching products, etc.	<input type="checkbox"/>	<input type="checkbox"/>
b. Obtain or respond to <b>customer</b> opinions, reviews, questions.....	<input type="checkbox"/>	<input type="checkbox"/>
c. Involve <b>customers</b> in development or innovation of goods or services .....	<input type="checkbox"/>	<input type="checkbox"/>
d. Collaborate with <b>business partners</b> (e.g. suppliers, etc.) or <b>other organisations</b> ..... e.g. public authorities, non-governmental organisations, etc.	<input type="checkbox"/>	<input type="checkbox"/>
e. Recruit employees .....	<input type="checkbox"/>	<input type="checkbox"/>
f. Exchange views, opinions or knowledge <b>within</b> the enterprise.....	<input type="checkbox"/>	<input type="checkbox"/>

## Section D - Sharing of information electronically within the enterprise

### D1. Does your enterprise use an ERP software package?

An **ERP (Enterprise Resource Planning)** is a software package used to manage resources by sharing information among different functional areas (e.g. accounting, planning, production, marketing, etc.)

Yes.....

No .....

### D2. Does your enterprise use CRM software that allows to:

**CRM (Customer Relationship Management)** refers to any software application for managing information about customers

	Yes	No
a. Capture, store and make the information about clients available to other business functions?.....	<input type="checkbox"/>	<input type="checkbox"/>
b. Analyse the information about clients for marketing purposes? ..... e.g. setting prices, sales promotion, choosing distribution channels, etc.	<input type="checkbox"/>	<input type="checkbox"/>

## Section E - 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.

### E1. Does your enterprise use any of the following ICT security measures?

	<b>Yes</b>	<b>No</b>
a. Strong password authentication..... i.e. minimum length of 8 mixed characters, periodical change	<input type="checkbox"/>	<input type="checkbox"/>
b. Keeping the software (including operating systems) up-to-date.....	<input type="checkbox"/>	<input type="checkbox"/>
c. User identification and authentication via biometric methods implemented by the enterprise ..... e.g. based on fingerprints, voice, faces	<input type="checkbox"/>	<input type="checkbox"/>
d. Encryption techniques for data, documents or e-mails.....	<input type="checkbox"/>	<input type="checkbox"/>
e. Data backup to a separate location (including backup to the cloud) .....	<input type="checkbox"/>	<input type="checkbox"/>
f. Network access control (management of access by devices and users to the enterprise's network).....	<input type="checkbox"/>	<input type="checkbox"/>
g. VPN (Virtual Private Network extends a private network across a public network to enable secure exchange of data over public network) .....	<input type="checkbox"/>	<input type="checkbox"/>
h. Maintaining log files for analysis after security incidents .....	<input type="checkbox"/>	<input type="checkbox"/>
i. ICT risk assessment..... i.e. periodically assessment of probability and consequences of ICT security incidents	<input type="checkbox"/>	<input type="checkbox"/>
j. ICT security tests ..... e.g. performing penetration tests, testing security alert system, review of security measures, testing of backup systems	<input type="checkbox"/>	<input type="checkbox"/>

### E2. Does your enterprise make persons employed aware of their obligations in ICT security related issues in the following ways?

	<b>Yes</b>	<b>No</b>
a. Voluntary training or internally available information ..... e.g. information on the intranet	<input type="checkbox"/>	<input type="checkbox"/>
b. Compulsory training courses or viewing compulsory material.....	<input type="checkbox"/>	<input type="checkbox"/>
c. By contract ..... e.g. contract of employment	<input type="checkbox"/>	<input type="checkbox"/>

**E3. Who carries out the ICT security related activities (e.g. security testing, ICT training on security, resolving ICT security incidents) in your enterprise?**

Exclude upgrades of pre-packaged software

	Yes	No
a. Own employees (incl. those employed in parent or affiliate enterprises) .....	<input type="checkbox"/>	<input type="checkbox"/>
b. External suppliers.....	<input type="checkbox"/>	<input type="checkbox"/>

**E4. Does your enterprise have documents 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.....  → Please go to question E5.

No .....  → Please go to question E7.

**E5. Do your documents on measures, practices or procedures on ICT security in your enterprise address the following?**

	Yes	No
a. Management of access rights for the usage of ICT ..... e.g. computers, networks	<input type="checkbox"/>	<input type="checkbox"/>
b. Storage, protection, access or processing of data.....	<input type="checkbox"/>	<input type="checkbox"/>
c. Procedures or rules to prevent or respond to security incidents ..... e.g. pharming, phishing attacks, ransomware, etc.	<input type="checkbox"/>	<input type="checkbox"/>
d. Responsibility, rights and duties of persons employed in the field of ICT ..... e.g. use of e-mails, mobile devices, social media, etc.	<input type="checkbox"/>	<input type="checkbox"/>
e. Training of persons employed in the safe usage of ICT .....	<input type="checkbox"/>	<input type="checkbox"/>

**E6. When were your enterprise's documents on measures, practices or procedures on ICT security, defined or most recently reviewed?**

(e.g. risk assessment, evaluation of ICT security incidents, etc.)

*(Please tick one box only)*

- a. within the last 12 months.....
- b. more than 12 months and up to 24 months ago .....
- c. more than 24 months ago .....

**E7. During 2018, did your enterprise experience at least once any of the following problems due to ICT related security incidents?**

	Yes	No
a. Unavailability of ICT services ..... e.g. Denial of Service attacks, ransomware attacks, hardware or software failures - excluding mechanical failure, theft	<input type="checkbox"/>	<input type="checkbox"/>
b. Destruction or corruption of data ..... e.g. due to infection of malicious software or unauthorised intrusion, hardware or software failures	<input type="checkbox"/>	<input type="checkbox"/>
c. Disclosure of confidential data ..... e.g. due to intrusion, pharming, phishing attack, actions by own employees (intentionally or unintentionally)	<input type="checkbox"/>	<input type="checkbox"/>

**E8. Does your enterprise have insurance against ICT security incidents?**

Yes.....

No .....

## Section F - 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 of orders.

The payment and the ultimate delivery of the goods or services do not necessarily have to be conducted online. E-commerce transactions **exclude** orders made by manually typed e-mail messages.

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### Web sales

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**Web sales** are sales made via an online store (web shop, e-commerce marketplace<sup>1</sup>), via web forms on your enterprise's website or extranet, or via "apps"<sup>2</sup>.

**F1. During 2018, did your enterprise receive orders for goods or services placed via a website or "apps"?**

Please exclude manually typed e-mails.

Yes.....  → Please go to question F2.

No .....  → Please go to question F8.

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<sup>1</sup> The term '**e-commerce marketplace**' refers to websites or apps used by several enterprises for trading products (e.g. *Booking, eBay, Amazon, Amazon Business, Alibaba, Rakuten, etc.*). *Amazon Business* is a marketplace on *Amazon.com* that is addressed to B2B commercial transactions. E-commerce marketplaces are different from e-commerce platforms (e.g. *Shopify, WooCommerce, Magento, Bigcommerce, etc.*). The latter provide scalable, self-made online solutions for business that would like to set up their own e-commerce website.

<sup>2</sup> **App(s)**. A mobile app, short for mobile application or just app, is application software designed for a specific purpose (e.g. entertainment, shopping, etc.), downloaded and used on computers depending on their operating system (e.g. portable devices such as tablets, smartphones, etc.).



**F6. Please provide a percentage breakdown of the total turnover from orders received that were placed via a website or “apps” in financial year 2018 (refer to the amount provided in F2), by geographic areas:**

a. Luxembourg .....	<input type="text"/>	%
b. Belgium, France, Germany, Netherlands.....	<input type="text"/>	%
c. Other EU countries.....	<input type="text"/>	%
d. Rest of the world .....	<input type="text"/>	%
<b>Total (a.+b.+c.+d.)</b>	<input type="text" value="1"/> <input type="text" value="0"/> <input type="text" value="0"/>	%

This percentage refers to the amount indicated in question F2.

If you answered “0” to items **b. and c.** → Please go to question F8.  
 Otherwise → Please go to question F7.

**F7. During 2018, did your enterprise experience any of the following difficulties when selling to other EU countries via a website or apps?**

	Yes	No
a. High costs of delivering or returning products when selling to other EU countries.....	<input type="checkbox"/>	<input type="checkbox"/>
b. Difficulties related to resolving complaints and disputes when selling to other EU countries.....	<input type="checkbox"/>	<input type="checkbox"/>
c. Adapting product labelling for sales to other EU countries .....	<input type="checkbox"/>	<input type="checkbox"/>
d. Lack of knowledge of foreign languages for communicating with customers in other EU countries .....	<input type="checkbox"/>	<input type="checkbox"/>
e. Restrictions from your business partners to sell to certain EU countries .....	<input type="checkbox"/>	<input type="checkbox"/>



## Web or EDI purchases

These can be considered purchases made via any of the following ways:

- via an online store (web shop) or via web forms on a website or an extranet of another enterprise, via “apps”;
- via EDI-type messages (EDI: Electronic Data Interchange) which means messages in an agreed or standard format suitable for automated processing (EDI (e.g. EDIFACT), XML (e.g. UBL), etc.),
- without the individual messages being typed manually.

Purchases of goods or services include the value of all goods and services purchased during the accounting period for resale or consumption in the production process, excluding capital goods the consumption of which is registered as consumption of fixed capital.

### F11. During 2018, did your enterprise place orders for goods or services via:

Please exclude manually typed e-mails.

	Yes	No
a. A website or “apps”? .....	<input type="checkbox"/>	<input type="checkbox"/>
b. EDI-type messages?.....	<input type="checkbox"/>	<input type="checkbox"/>

If you answered **No to both items** → Please go to question **G1**.  
Otherwise → Please go to question **F12**.

### F12. What was the percentage of the total purchases that resulted from orders placed electronically (via a website, “apps” or EDI-type messages), in 2018 (excluding VAT)?

Exclude any subsidiaries, parent enterprises and foreign branches for the purposes of this survey.

%

### F13. Please provide a percentage breakdown of the total turnover from orders placed electronically (via a website, “apps” or EDI-type messages) in 2018, by geographic areas:

a. Luxembourg .....	<input style="width: 60px; height: 20px; border: 1px solid black;" type="text"/> %
b. Belgium, France, Germany, Netherlands.....	<input style="width: 60px; height: 20px; border: 1px solid black;" type="text"/> %
c. Other EU countries.....	<input style="width: 60px; height: 20px; border: 1px solid black;" type="text"/> %
d. Rest of the world .....	<input style="width: 60px; height: 20px; border: 1px solid black;" type="text"/> %
<b>Total (a.+b.+c.+d.)</b>	<input style="width: 60px; height: 20px; border: 1px solid black; text-align: center;" type="text"/> %
This percentage corresponds to the proportion of purchases indicated in question <b>F12</b> .	

## Section G - Comments and contact coordinates

**G1. In the box below, please write any additional comments that you would like to make:**

**G2. How long did it take to complete this questionnaire?**

Hours      Minutes

**G3. Please indicate the department(s) in your business that provided the information:**

ICT .....	<input type="checkbox"/>	Management .....	<input type="checkbox"/>
Finance / Accounting .....	<input type="checkbox"/>	Other .....	<input type="checkbox"/>
Human resources.....	<input type="checkbox"/>		

**Please provide details of the person we should contact if we have any queries regarding the information returned on this questionnaire.**

Name ..... Phone .....

Position ..... E-mail .....

Website http:// .....

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(location)

(date)

(signature)

**Thank you for completing the questionnaire, your response is important.**