



Services Division

Annual Survey of Computer Services, 1998

Confidential when completed

Français au verso

Authority

The survey is conducted under the authority of the Statistics Act, Revised Statutes of Canada, 1985, chapter S19.

Please revise name and/or address if required



Legal name (please print)

Operating (trading) name
(if different from address label or legal name)

Business address (if different from address label)

Please read carefully before completing the questionnaire

Coverage

This survey is being collected from businesses at the establishment level of organization. For this purpose, an "establishment" is defined as the lowest level of the firm for which separate records are kept for such details as revenue, expenses and employment.

"Single-establishment" firms should report data for all their activities on this report.

Other firms (generally those which are larger and more diverse) will have more complex organizational structures and record-keeping needs, and therefore may have more than one establishment. For this survey, such firms should report data for only their establishments whose principal business activity is in the computer services industry (see Section 2). It may be that these establishments engage in sideline activities outside the computer services industry; their data (e.g. revenue, expenses, employment, etc.) relating to those activities should also be reported on this form.

This report should **exclude** the revenue of your separately incorporated subsidiaries or foreign branches, but should **include** your portion of the revenue and expenses of unincorporated joint ventures in which you are involved. Please report all amounts in **Canadian dollars**.

Survey Objective

The survey objective is the collection and publication of data necessary for the statistical analysis of the computer services industry. The information from the survey can be used by businesses and trade associations for market analysis and assessment of industry performance, operating characteristics and trends, by government to develop national and regional economic policies, by other users involved in research or policy making and by Statistics Canada for maintaining important data input to the preparation of the Canadian System of National Accounts. The results of this survey will be published in the Statistics Canada publication entitled "**Software Development and Computer Service Industry**" (Cat. No. 63-222-XPB).

Confidentiality

Statistics Canada is prohibited by law from publishing any statistics which would divulge information relating to any identifiable business without the previous written consent of that business. **The data reported on this questionnaire will be treated in strict confidence, used for statistical purposes, and published in aggregate form only.** The confidentiality provisions of the Statistics Act are not affected by either the Access to Information Act or by any other legislation.

Questions?

If you require assistance in the completion of this questionnaire or have any questions regarding the survey, please address all enquiries to your nearest Statistics Canada regional office; the telephone numbers are listed on page 8.

Duplicate Questionnaires

If you receive more than one copy of this questionnaire for the same business, please complete the one that is correctly labelled and return it with the duplicate(s), writing "DUPLICATE" on the relevant form(s).

Return Procedure

Please return the questionnaire within 30 days of receipt. If you are unable to do so, please inform us of the expected completion date.

For Office Use Only

Status Code

Clerk

5-3300-26: 1998-12-16 STC/SER-425-60132

1. Enterprise Details

a) Is the sole purpose of this corporation to provide services to your parent company, an affiliated company or a professional practice? 025 1 Yes 2 No

If YES, please name your affiliated corporation or name the professional practice

026 _____

b) Please enter your nine-digit GST Registered Account Number. 031 R _____

2. Business Activity

a) Please describe the nature of your firm's business activity in 1998: _____

b) Is this a change from the previous year? 022 1 Yes 2 No

If yes, please provide details in the "Comments" section on page 8.

c) Please check (✓) below the one industry which most accurately describes your firm's principal source of operating revenue.

- 023 511210 Software Publishers (includes packaged software development and publishing)
- 514210 Data Processing Services
- 514510 Computer Systems Design and Related Services (includes computer information technology consultants, development of custom software, systems analysis, design and programming to meet a customer's specifications)
- 514191 On-Line Information Services (includes establishments engaged in providing direct access, through telecommunications networks, to computer-held information compiled or published by others, eg., Internet providers)
- Other (please specify) _____

3. Form of Organization

a) Please check (✓) below the legal status of this business.

- 027 1 Incorporated
- 2 Unincorporated-individual proprietorship
- 3 Unincorporated-partnership
- 4 Unincorporated-limited partnership
- 5 Other (please specify) _____

b) Is this business a joint venture?
 028 1 Yes (please provide names of partners / venturers) _____
 2 No

c) Is this business affiliated with a chain or a franchise group?
 030 1 Yes (please provide name) _____
 2 No

4. Reporting Period

Please report for the calendar year 1998 or for your most recent fiscal year ending no later than March 31, 1999.

This report covers 229 _____ no. of months 231 _____ ending

D	M	Y

Period of Operation If you did not operate this business for a full year, please check (✓) the reason below:

- 235 1 Seasonal operation
- 2 New business in 1998
- 3 Change of fiscal year end
- 4 Change of ownership (please provide name and address of the other owner) _____
- 5 Ceased operation (please specify) _____
- 6 Temporarily closed (please specify) _____

_____ Effective date of change 236

D	M	Y

Please report for your 1998 fiscal year, as reported in section 4 , on page 2.

5. Revenue

Please **exclude** GST and all other taxes collected for remittance

A. Total Revenue

Please report total operating and non-operating revenue.

	Dollars (omit cents)
	340
i) Operating revenue from all sources	
ii) Non-operating revenue Interest and all other revenue that is not directly related to the operation of this business	341
iii) Total	342

A1. Please estimate the percentage of your operating revenue reported in box 340 that was generated by new or substantially improved products or services introduced by your firm **during the three-year period 1996-1998**

Percentage
450
%

B. Revenue Generated Outside Canada

i) Foreign Revenue
Report revenue earned from sales of goods and services outside Canada

	Dollars (omit cents)
- by this firm	345
- by foreign subsidiaries	347

ii) What percentage of Foreign Revenue (**Box 345**) was earned from the following:

	Percentage
a) in the USA	343
b) in Asia	348
c) in other countries	344
	100%

iii) What percentage of Foreign Revenue (**Box 345**) was earned from the following:

	Percentage
a) Software Products	380
b) Professional Services:	381
- Custom Systems Development	607
- Provision of Access to Internet	382
- Other Professional Services	383
c) Data Processing Services	384
d) Hardware Sales	385
e) Other (please specify)	
	100%

C. Revenue by Type of Service

(See "Information Sheet")

Please **Estimate** the following items as a percentage of your **Operating Revenue** (reported in section 5A, box 340).

	Percentage
	301
i) Total Software Products Revenues	
ii) Professional Services	304
a) Corporate EDP Consulting	305
b) Systems and Technical Consulting	307
c) Custom Software Development	308
d) Contract Programming	309
e) Training and Education	313
f) Facilities Management	606
g) Provision of Access to Internet	
h) Other Professional Services (please specify)	314
iii) Data Processing Services	322
a) Network Services – Electronic Information Systems	324
b) Network Services – Network Applications (Include Electronic Data Interchange)	325
c) Shared Processing	327
d) Data Entry	328
e) Other Processing Services (please specify)	
	331
iv) Hardware Sales, Rentals and Maintenance	
a) Sales of Hardware Purchased for Resale (include hardware purchased or transferred from parent company)	332
b) Sales of Hardware of Own Manufacture (exclude hardware produced by parent company)	333
c) Lease and Rental of Computer Equipment (include lease of other equipment in item vi), Other Services)	334
d) Repair and Maintenance of Equipment of Own Manufacture	600
e) Third Party Maintenance	601
v) Payments from subsidiaries or affiliates as a result of management fees, research and development charges, royalties, etc.	
- Canadian	602
- Foreign	
vi) Other Services (please specify)	330
	349
vii) Total Operating Revenue	100%

5. Revenue (continued)

D. Source of Software Products

If you reported software product revenues (in Section 5C, box 301) please estimate the percentage of software product revenues derived from software developed by:

	Percentage
a) this legal entity	335
b) Canadian parent or affiliate	336
c) Canadian third party	337
d) foreign parent or affiliate	338
e) foreign third party	339
	100%

E. Type of Software by Class of Hardware

Please estimate the percentage of total software revenues (Section 5C, box 301) as follows:

	Percentage
a) micro computer software	386
b) mini computer software	387
c) main frame software	388
d) Network Software (local and wide area)	389
e) Information Highway Software	398
	100%

F. Type of Software by Function

Please estimate the percentage of total software products revenues (Section 5C, box 301) derived from:

	Percentage
a) Systems Software (e.g. operating systems, compilers, communications, utilities)	390
b) Financial Software (non-industry specific, e.g. Accounting, Payroll)	391
c) Application tools (non-industry specific, e.g. word processing, database, spreadsheet, graphics, etc.)	392
d) Manufacturing Software (e.g. CAD/CAM, MRP, MMS)	393
e) Scientific & Engineering Software (e.g. mathematical, simulation, GIS, seismic analysis)	394
f) Industry specific, application solutions (e.g. restaurants, hotels, retail, banking)	395
g) Multi Media (include "Edu-tainment")	396
h) Voice Recognition software	397
	100%

6. Operating Expenses

- Please report expenses for the 1998-99 reporting period.
- **Do not include capital expenditures.**
- Please include GST except the portion which is refundable by government.
- If you prefer, you may attach a copy of your income statement and proceed to Section 7.

	Dollars (omit cents)
a) Salaries and wages paid to employees for whom you issued a T4 supplementary form; include vacation pay, bonuses and commissions	351
b) Employee benefits paid for all employees for whom you issued a T4 supplementary form; include employer's contributions to pension, medical/life, employment insurance and workers' compensation plans	352
c) Occupancy costs. Include: rent or lease payments for land and buildings	354
d) Utilities	355
e) Business property and school taxes, permits, licences including vehicle licences	358
f) Purchases for use in the business – include materials and supplies	353
g) Computer software and services for use in the business – include software packages, software development services, outside computer processing services, contract programming	356
h) Rent for computers and ancillary equipment – include rent and/or leasing for computers and peripheral and ancillary equipment used by the company and/or installed at customer's location	360
i) Depreciation – include depreciation on computers and peripheral and ancillary equipment used by the company and/or purchased for rental	363
j) Other depreciation	378
k) Insurance – include fire, automobile, accident, theft and all other property, business or product insurance, etc.	368
l) Interest and bank charges	369
m) Advertising, sales promotion, travel and entertainment	370
n) Legal, auditing and other professional services	372
o) Telephone and data communications charges – include line and equipment charges	374
p) Management fees, development charges, royalties and similar payments made to your parent or affiliated company: - in Canada	603
- abroad	604
q) Royalties paid to a third party	605
r) Other Operating Expenses excluding income tax and bad debts. Include fees paid to contract workers. (please specify)	377
s) Total Operating Expenses (sum of items (a) to (r))	399

7. Cost of Goods and Services Sold

Please report the cost of services and new and used goods **purchased FOR SALE during your 1998 reporting period** including purchase value of trade-ins, parts charged in the performance of repairs, all sub-contracted or purchased services (including labour) charged directly to customers, **less** returns, adjustments and discounts. (Cost includes such items as freight, insurance, import duties and taxes.)

	Dollars (omit cents)
a) Computer Hardware	201
b) Computer Software	202
c) Other Purchases	203

8. Employment

a) Paid Employees

Please report the **average number** of persons employed during the reporting period to whom you paid Salaries and Wages as shown in Expenses, Section 6, box 351.

	Number
i) Full-time Employees Regular employees who worked the standard work week as observed by the business	152
ii) Part-time employees Those who worked fewer than the standard work week hours observed by the business	151
b) Working proprietors and/or partners of unincorporated businesses	153
c) Contract Workers Individuals engaged only for the duration of a specific project or term.	154

9. Client Industries

Please **ESTIMATE** the percentage of your **Operating Revenue** (Section 5A, box 340) derived from each of the following sources:

	Percentage
	400
a) Agriculture	401
b) Forestry, Mining and Manufacturing	406
c) Finance and Insurance	409
d) Wholesale Trade	410
e) Retail Trade	411
f) Transportation and warehousing	413
g) Construction	423
h) Real Estate Developers and Operators	440
i) Other Computer Companies	414
j) Business Management Services (accountants, lawyers, business consultants, etc.)	415
k) Other Services (hotels, restaurants, amusements and recreation, etc.)	416
l) Health Services (doctors, hospitals, medical associations, etc.)	417
m) Education	418
i) Primary and secondary schools (including school boards)	419
ii) Colleges and universities	420
n) Governments (exclude Crown Corporations)	421
i) Municipal and regional governments	422
ii) Provincial governments	429
iii) Federal government	430
o) Non-profit Organizations (churches, services clubs, unions, etc.)	429
p) Other (e.g. professional / scientific services, telecommunications, etc.) (please specify)	
	430
	100%

10. Provincial Distribution

Number
024

a) Please report the number of permanent business locations operated in Canada during the reporting period. (Include warehouses, head offices, research facilities and trading locations.)

b) Do you have permanent business locations in **more** than one province?

300 1 No – **Please go to Section 11**
 2 Yes – **Please complete 10 (c)**
 ↓

c) Please report the number of permanent business locations, total revenue, selected expenses and number of employees, by province.

Province	Locations (Number)	Total Revenue \$ (omit cents)	Salaries, Wages and Employee Benefits \$ (omit cents)	Employees (Number)
Nfld.	501	514	527	540
P.E.I.	502	515	528	541
N.S.	503	516	529	542
N.B.	504	517	530	543
Que	505	518	531	544
Ont.	506	519	532	545
Man.	507	520	533	546
Sask.	508	521	534	547
Alta.	509	522	535	548
B.C.	510	523	536	549
Nunavut	553	554	555	556
N.W.T. (without Nunavut)	511	524	537	550
Yukon Territory	512	525	538	551
Total	513	526	539	552

Should equal Item 10 (a)	Should equal box 342 in Section 5A	Should equal the sum of boxes 351 and 352 in Section 6	Should equal the sum of boxes 151 and 152 in Section 8
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11. Trade Patterns: Sales Within Province/Territory, Inter-provincial and International Exports

- (1) Businesses with locations in only one province or territory, please complete the vertical column in the table below that represents the province or territory of your business location(s); list the percentage of total revenue (as reported in **Section 5A, box 342**), generated by clients from the applicable geographic regions listed in the horizontal table rows. Remember to include the share of revenue from sales to clients within the same province or territory as the business location and check that the vertical column percentages add to 100.
- (2) Businesses located in more than one province/territory, please complete **a separate vertical column for each province/territory for which you have reported revenue in Section 10**. Distribute the revenue earned by your locations in each province/territory according to the geographic residence of your locations' clients.

If you do not keep records of this information, your best estimate is acceptable.

Client Residence ▼	Your Business Location(s)													
	Nfld. %	P.E.I. %	N.S. %	N.B. %	Que. %	Ont. %	Man. %	Sask. %	Alta. %	B.C. %	Nvt %	N.W.T. (without Nvt) %	Yukon %	
Newfoundland														
Prince Edward Island														
Nova Scotia														
New Brunswick														
Quebec														
Ontario														
Manitoba														
Saskatchewan														
Alberta														
British Columbia														
Nunavut														
Northwest Territories (without Nunavut)														
Yukon Territory														
Foreign														
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Each column completed *must* add up to 100%.

12. Certification

I certify that the information contained herein is complete and correct to the best of my knowledge.

Signature of authorized person

Title

Name of person to contact for further information (*please print*)

Title

- Mr. Mrs.
- Miss Ms.

Date	Day	Month	Year	Area code	Telephone number	Ext.	Fax

How long did you spend collecting the data and completing this form?

801

hours

Comments

If more space is required please enclose a separate sheet.

NOTE: Should you have questions please contact your nearest Statistics Canada regional office.

	Telephone:		FAX:	
	Local	Toll Free	Local	Toll Free
Montréal	283-5724	1-800-363-6720	1-514-283-7969	1-800-611-7211
Sturgeon Falls	753-4888	1-800-461-1662	1-705-753-0426	1-800-787-3161
Vancouver	666-3612	1-800-660-1411	1-604-666-6495	1-888-666-6075

Federal-Provincial Agreements

In order to avoid duplication of enquiry and to provide consistent statistics, an agreement has been made with:

- the Quebec Bureau of Statistics, the Manitoba Bureau of Statistics, and BC STATS under Section 11 of the Statistics Act, for the exchange of information collected in this survey for establishments and/or business locations operated in their respective provinces. The Statistics Act of Quebec, Manitoba and British Columbia include the same provisions for confidentiality and penalties for disclosure of information as the federal Statistics Act.
- the Ontario Statistical Centre, and the Nova Scotia Department of Development under Section 12 of the Statistics Act, for the exchange of information collected in this survey for establishments and/or business locations operated in their respective provinces. The Section 12 agreement to share information relating to establishments and/or business locations shall not apply if you object in writing and mail your letter, together with the completed questionnaire, to Statistics Canada.

Note of Appreciation

Canada owes the success of its statistical system to a long-standing co-operation involving Statistics Canada, the citizens of Canada, its businesses, governments and other institutions. Accurate and timely statistical information could not be produced without their continued co-operation and goodwill.

Please make a copy of this completed questionnaire for your records.

Thank You For Your Co-operation