



# Annual Survey of Software Development and Computer Services, 2000

▼ Reference number ▼

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.

Completion of this questionnaire is a legal requirement under the Statistics Act.



Correct pre-printed information if necessary using the corresponding boxes below:

0300	Legal name	0315	Number and street		
0305	Business name	0320	City	0330	Province or State
0310	C/o	0325	Country	0335	Postal code

**Please read carefully before completing the questionnaire**

**Coverage**

Please complete the questionnaire for the business unit(s) described in the pre-printed area above. For this purpose, a "business unit" is defined as the lowest level of the firm for which separate records are kept for such details as revenue, expenses and employment.

**Survey Objective**

The survey objective is the collection and publication of data necessary for the statistical analysis of the Software Development and 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.

**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 and Return Procedures**

Please complete and return questionnaire within 30 days of receipt to:

**Statistics Canada  
Operations and Integration Division  
2nd floor, Jean Talon Bldg, Ottawa, Ontario K1A 0T6**

This survey questionnaire can also be sent to Statistics Canada using the following facsimile communication: **1-888-605-2493**

Statistics Canada advises you that there could be a risk of disclosure during the facsimile communication process. However, upon receipt of your facsimile, Statistics Canada will provide the guaranteed level of protection afforded to all information collected under the authority of the Statistics Act.

If you have questions or require assistance in completing this questionnaire please call our **toll free number: 1-888-820-1169** and a representative of Statistics Canada will gladly answer your queries.

**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).

**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.

**1. Business Activity**

a) Please describe the nature of your business activity in 2000: <sup>0001</sup> \_\_\_\_\_

b) Is this a change from the previous year? <sup>0005</sup> 1  Yes – If **YES**, please provide details in "Comments" section on page 10.  
3  No

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

- <sup>0010</sup> <sup>511210</sup> 1  **Software Publishers** (includes packaged software development and publishing)
- <sup>514210</sup> 2  **Data Processing, Hosting and Related Services** (includes web hosting, streaming services, application hosting, processing and preparation of reports from data supplied by the customer, optical scanning data service, data entry and validation, etc.)
- <sup>541510</sup> 3  **Computer Systems Design and Related Services** (includes computer information technology consultants, development of custom software, systems and network design, systems development and analysis, computer programming to meet a customer's specifications)
- 4  **Other** (please specify) <sup>0015</sup> \_\_\_\_\_

**2. Form of Organization**

a) Type of organization (please check **one** only):

- <sup>0125</sup> 1  Sole proprietorship    2  Partnership    3  Incorporated company    4  Co-operative  
5  Joint venture    6  Government business entity    7  Government    8  Non-profit

b) Is the sole purpose of this business unit to provide services to your parent company, an affiliated company or a professional practice?

- <sup>0130</sup> 1  Yes – **If yes, please name the company or professional practice** <sup>0135</sup> \_\_\_\_\_  
3  No

c) Please enter your nine-digit Business Number (if incorporated)

<sup>0140</sup>

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d) Is this business affiliated with a chain or franchise group?

- <sup>0142</sup> 1  Yes (please provide name) <sup>0143</sup> \_\_\_\_\_  
3  No

**3. Reporting Period**

a) Please report for your **most recent fiscal year** ending no later than March 31, 2001.

<sup>0200</sup>

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**From**

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**To**

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<sup>0205</sup>

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

- <sup>0210</sup> 1  Seasonal operation
- 2  New business in 2000
- 3  Change of fiscal year end
- 4  Change of ownership (please provide name and address of the other owner) <sup>0215</sup> \_\_\_\_\_
- \_\_\_\_\_ Effective date of change <sup>0220</sup>

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- 5  Ceased operation (please specify) <sup>0225</sup> \_\_\_\_\_
- 6  Temporarily closed (please specify) <sup>0230</sup> \_\_\_\_\_

**Please report for your most recent fiscal year, as reported in Question 3.**

**4. Revenue - Total Revenue**

Please **exclude** GST and all other taxes collected for remittance to a government agency.

a) Please report total operating and non-operating revenue, in **Canadian dollars**.

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)

iii) **Total**

Dollars (omit cents)
2000
2005
2010

b) Please estimate the percentage (%) of your operating revenue reported in 4a)i) that was generated by new or substantially improved products or services introduced by your firm **during the three-year period 1998-2000**.

Percentage
2015 (%)

**5. Revenue - Revenue Generated Outside Canada**

a) Foreign Revenue

Please report the portion of your total operating revenue 4a)i) earned from sales of goods and services outside Canada, in **Canadian dollars**.

Dollars (omit cents)
2100

b) What percentage (%) of Foreign Revenue 5a) was earned from the following:

i) the USA

ii) Mexico

iii) Europe

iv) Asia

v) Other countries (please specify)

2150

vi) **Total Foreign Revenue**

Percentage
2105
2110
2112
2114
2115
<b>100%</b>

c) What percentage (%) of Foreign Revenue 5a) was earned from the following:

i) Sales of Packaged Software Products

ii) Provision of Internet Access and Other Related Internet Services

iii) Computer Systems Design and Related Services (IT consulting, programming, systems and technical support, etc.)

iv) Data Processing, Hosting and Related Services

v) Hardware Sales, Rentals and Maintenance

vi) Other (please specify)

2155

vii) **Total Foreign Revenue**

Percentage
2120
2125
2130
2135
2140
2145
<b>100%</b>

**6. Revenue by Type of Service** (See "Information Sheet")

Please **estimate** the following items as a percentage (%) of your **Operating Revenue** (reported in section 4a)).

**a) Software Publishing Services**

Total Packaged Software Product Revenues (**include** sales, rental, leasing and/or licensing)

**b) Computer Systems Design and Related Services**

i) IT technical consulting services

ii) Web site design and development services

iii) Database design and development services

iv) Customization and integration of packaged software

v) Other custom application design and development services

vi) Network design and development services (**including** network security design)

vii) Computer systems design, development and integration services

viii) IT technical support services (**include** all hardware and software support)

**c) Data Processing, Hosting and Related Services**

i) Web site hosting services

- **With** integration of related applications (e-commerce applications, etc.)

- **Without** integration of related applications

ii) Application service provisioning (ASP)

- **With** integration services (providing access to software that is integrated with client's systems and infrastructure)

- **Without** integration services (providing access to software with little or no customization offered)

iii) Business process management services (financial transactions process, human resources, supply chain management, CRM, etc.)

iv) Collocation services

v) Data storage services

vi) Data management services (data mining, data mapping/rationalization, data modelling, etc.)

vii) Video and audio streaming services (encoding, storage and distribution of streamed audio, video or multimedia data over a network)

viii) IT infrastructure and network management services (monitoring, security, shadow services, network back-up, etc.)

ix) Information and document transformation services (**include** imaging, data capture services, data conversion and migration, etc.)

**d) Internet Service Provider Services**

i) Provision of Internet access and backbone services

ii) Internet telecommunication services (fax, e-mail, telephony, audio/video conferencing, etc., over the Internet)

**e) IT-related Training Services**

**f) Hardware Sales, Rentals and Maintenance**

i) Sales of hardware purchased for resale (**include** hardware purchased or transferred from parent company)

ii) Sales of hardware of own manufacture (**exclude** hardware produced by parent company)

iii) Lease and rental of computer equipment (**include** lease of other equipment in item **h) Other Services**)

iv) Repair and maintenance of equipment of own manufacture

v) Third party maintenance

**g) Payments from subsidiaries or affiliates** as a result of management fees, reasearch and development charges, royalties, etc.

i) Canadian

ii) Foreign

**h) Other Services** (please specify) <sup>2360</sup>

**i) Total Operating Revenue**

Percentage
2200
2205
2210
2215
2220
2225
2230
2235
2240
2245
2250
2255
2260
2265
2270
2275
2280
2285
2290
2295
2300
2310
2315
2320
2325
2330
2335
2340
2345
2350
2355
<b>100%</b>

## 7. Revenue by Source of Packaged Software Products

If you reported software product revenues 6a), please estimate the percentage (%) of **packaged software product revenues** derived from software **developed by**:

a) this legal entity

b) Canadian parent or affiliate

c) Canadian third party

d) foreign parent or affiliate

e) foreign third party

f) **Total Packaged Software Product Revenues**

Percentage
2400
2405
2410
2415
2420
<b>100%</b>

## 8. Packaged Software Customization

Please estimate the percentage (%) of your professional services directly related to the customization and support of packaged software of your own manufacture

Percentage
2450

## 9. Revenue by Type of Software

If you reported any software product or software development revenues (Question 6), please estimate the percentage (%) of these revenues derived from the following types of software (*please include all custom and packaged software development*):

### a) System Software

i) Operating system software (Windows NT, UNIX, VMA, LINUX, etc.)

ii) Network software (mapping, monitoring, server, security tools, etc.)

iii) Database management software

iv) Development tools and programming languages software (interpreters, compilers, Visual Basic, C++, etc.)

v) Other systems software (please specify) <sup>2525</sup> \_\_\_\_\_

### b) Application Software

i) General business productivity and home use applications (word processing, spreadsheet, graphics, games, reference)

ii) Cross-industry applications (accounting, payroll, CRM, ERP, etc.)

iii) Vertical market applications (manufacturing, healthcare, scientific and engineering, etc.)

iv) Utilities software (compression programs, file finders, disk utilities, etc.)

v) Other application software (please specify) <sup>2555</sup> \_\_\_\_\_

c) **Total Software Products Revenue**

Percentage
2500
2505
2510
2515
2520
2530
2535
2540
2545
2550
<b>100%</b>

## 10. Revenue - E-Commerce Enabling Products and Services

a) Did you derive **operating revenue** from **e-commerce enabling products and services**?

2600 3  No → Go to Q. 11

1  Yes → Go to b)

Percentage
2605

b) Please estimate the percentage (%) of your **operating revenue** (reported in 4a)i), derived from **e-commerce enabling products and services**

c) Please estimate the percentage (%) of your **operating revenue** derived from **e-commerce enabling products and services** 10b) according to the following types of product or service:

i) **Software Products** (include sales, rental, leasing and/or licensing)

Percentage
2610
2615
2620
2625
2630
2635
2640
2645
2650
2655
<b>100%</b>

- Transaction processing and management

- Payment authorization

- Security/encryption software

- Data management/mining

- Shopping cart/mall applications

- Other e-commerce enabling packaged software (please specify)

2660

ii) **Computer Systems Design and Data Processing Services**

- Customized e-commerce enabling software development

- Consultancy services related to enabling e-commerce

- Other Systems Design Related Services to enable e-commerce (please specify)

2665

iii) **Other e-commerce enabling products or services** (please specify)

2670

iv) **Total operating revenue** derived from e-commerce enabling products and services

## 11. Web Site Revenue

If your firm sold goods and/or services **on the Internet** during the reporting period, please estimate the percentage (%) of your total **operating revenue** (reported in section 4a)i), derived from **on-line sales** for the following:

Percentage
2700
2705
2710
<b>100%</b>

a) Software Products

b) Hardware Products

c) Other products or services (please specify)

2715

## 12. Operating Expenses

- Please report expenses for your most recent fiscal year, as reported in Question 3, in **Canadian dollars**.
- **Do not include capital expenditures.**
- Please include GST, except the portion that is refundable by government.
- **If you prefer, you may attach a copy of your income statement and proceed to the next section.**

	Dollars (omit cents)
a) Salaries and wages paid to employees for whom you issued a T4 supplementary form ( <b>include</b> vacation pay, bonuses and commissions)	3000
b) Employee benefits paid for all employees for whom you issued a T4 supplementary form ( <b>include</b> employer's contributions to pension, medical/life, employment insurance and workers' compensation plans)	3005
c) Computer services purchased ( <b>include</b> consulting fees, software development services, outside computer processing services and contract programming)	3010
d) Legal, auditing and other professional service fees	3015
e) Fees paid to contract workers not already included in questions 12c) and 12d) above	3020
f) Occupancy costs ( <b>include</b> rent or lease payments for land and buildings)	3025
g) Utilities ( <b>include</b> heat, electricity and water)	3030
h) Telephone and other telecommunications expenses ( <b>include</b> dial-up line and equipment charges)	3040
i) Office supplies	3045
j) Computer software purchased <b>for use in the business</b>	3050
k) Computer software <b>purchased for re-sale</b>	3055
l) Computer hardware <b>purchased for re-sale</b>	3060
m) Rent or leasing of computers and ancillary equipment ( <b>include</b> rent and/or leasing for computers and peripheral and ancillary equipment used by the company and/or installed at customer's location)	3065
n) Depreciation and amortization	3070
o) Product research and development expenses	3075
p) Employee training and education	3080
q) Advertising, sales promotion, travel and entertainment	3085
r) Insurance ( <b>include</b> fire, automobile, accident, theft and all other property, business or product insurance, etc.)	3090
s) Business property and school taxes, permits, licences including vehicle licences	3095
t) Interest and bank charges	3100
u) Management fees, development charges, royalties and similar payments made to your parent or affiliated company:	3105
i) in Canada	3110
ii) abroad	3115
v) Royalties paid to a third party	3120
w) Other Operating Expenses <b>excluding</b> <span style="border: 1px solid black; padding: 0 20px;">3130</span> <b>income tax and bad debts</b> (please specify)	3125
x) <b>Total Operating Expenses</b> (sum of a) to w))	

### 13. Capital Expenditures

	Dollars (omit cents)
a) Purchase of computer equipment and software	7000
b) Construction or renovation of buildings	7005
c) Purchase or improvement of land	7010
d) Other capital expenses (please specify) <input type="text" value="7020"/>	7015

### 14. Employment

<b>a) Paid Employees</b>	
Please report the <b>average number</b> of persons employed during the reporting period to whom you paid Salaries and Wages as shown in 12a).	Number
i) <b>Full-time Employees</b> (regular employees who worked the standard work week as observed by the business)	6000
ii) <b>Part-time Employees</b> (those who worked fewer than the standard work week hours observed by the business)	6005
<b>b) Working proprietors and/or partners of unincorporated businesses</b>	6010
<b>c) Contract Workers</b> (individuals engaged only for the duration of a specific project or term)	6015
<b>d) Employee Turnover</b>	Number
i) Full-time employees hired during the reporting period	6020
ii) Full-time employees who left company (laid off, quit, retired, etc.) during the reporting period	6025
<b>e) Percent (%) of total staff time that was:</b>	Percentage
i) Engineering and development (include programming)	6030
ii) Consulting	6035
iii) Technical support	6040
iv) Sales and marketing	6045
v) Administration	6050
vi) Management	6055
vii) Other (please specify) <input type="text" value="6065"/>	6060
viii) <b>Total Staff Time</b>	<b>100%</b>
<b>f) Training</b>	
Please report the total number of days of training received by paid employees (as reported in 14a) above) during the reporting period.	6070

### 15. Revenue by Type of Customer

Please indicate the percentage (%) of operating revenue (4a)i), by **type of customer** to whom the goods or services were delivered.

	Percentage
<b>a) Customers in Canada</b>	
i) Individuals and households	8000
ii) Public institutions (e.g., hospitals, schools, universities)	8005
iii) Government (e.g., federal, provincial, territorial and municipal administration)	8010
iv) Financial businesses (e.g., financial intermediaries including banks, trust companies, financial crown corporations)	8015
v) All other businesses (include non-financial crown corporations)	8020
<b>b) Customers outside Canada (exports)</b>	8025
<b>c) Total Operating Revenue</b>	<b>100%</b>



**16. Provincial / Territorial Distribution Table**

Number
9900

a) Please report the number of business units operated in Canada during the reporting period. "Business unit" is defined as the lowest level of the firm for which separate records are kept for such details as revenue, expenses and employment.

b) Do you have permanent business locations in <sup>9901</sup> **more than one province or territory?**  3 No – (please go to next page)

1 Yes – (please complete section c)



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

Province or Territory	Business Units (Number)	Total Revenue \$ (omit cents)	Total Operating Expenses \$ (omit cents)	Salaries, Wages and Employee Benefits \$ (omit cents)	Employees (Number)
Nfld.	9902	9916	9930	9944	9955
P.E.I.	9903	9917	9931	9945	9959
N.S.	9904	9918	9932	9946	9960
N.B.	9905	9919	9933	9947	9961
Que.	9906	9920	9934	9948	9962
Ont.	9907	9921	9935	9949	9963
Man.	9908	9922	9936	9950	9964
Sask.	9909	9923	9937	9951	9965
Alta.	9910	9924	9938	9952	9966
B.C.	9911	9925	9939	9953	9967
N.W.T.	9912	9926	9940	9954	9968
Nunavut	9913	9927	9941	9955	9969
Yukon	9914	9928	9942	9956	9970
<b>Total</b>	9915	9929	9943	9957	9971

Should equal Q. 16a)	Should equal Q. 4a)iii)	Should equal Q. 12x)	Should equal the sum of Q. 12a) and b)	Should equal the sum of Q. 14a) and b)
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