



Annual Survey of Software Development and Computer Services, 2006

▼ Reference number ▼



If necessary, please correct pre-printed information below.

0001	Legal name	0004	Address (number and street)		
0002	Business name	0005	City		
0003	C/O	0006	Province or State		
0008	First name of contact	0053	Country	0007	Postal code / Zip code
0028	Last name of contact	0010	Language preference	<input type="radio"/> English <input type="radio"/> French	

Please read carefully before completing the questionnaire

This information is collected under the authority of the *Statistics Act, Revised Statutes of Canada, 1985, Chapter S19. COMPLETION OF THIS QUESTIONNAIRE IS A LEGAL REQUIREMENT UNDER THIS ACT.*

A - Introduction

Survey Purpose

This survey collects the financial and operating data needed to develop national and regional economic policies and programs.

Data-sharing Agreements

In order to reduce response burden and to provide consistent statistics, Statistics Canada has entered into data sharing agreements with the statistical agencies of *Nova Scotia, Quebec, Ontario, Manitoba and British Columbia in accordance with Section 11 of the Statistics Act, Revised Statutes of Canada, 1985, Chapter S19. For business locations operated in Nova Scotia, Quebec, Ontario, Manitoba, and British Columbia, the agreements authorize Statistics Canada to forward a record of the data collected in this survey to the statistical agencies of these provinces. The Statistics Acts of these provinces include the same provisions for confidentiality and penalties for disclosure of information as the federal Statistics Act.*

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.

Fax or Other Electronic Transmission Disclosure

Statistics Canada advises you that there could be a risk of disclosure during the facsimile or other electronic transmission. However, upon receipt, Statistics Canada will provide the guaranteed level of protection afforded all information collected under the authority of the *Statistics Act*.

Reporting Instructions

- Report for **all** operation(s) and/or location(s) pre-printed in the above address area. If it is not possible to report for the above business unit(s), please explain the reason(s) in the **Comments** section at the end of the questionnaire.
- When precise values are not available from your records, estimates are acceptable.
- For further information about this survey and definitions, please consult the enclosed reporting guide.

Please return the questionnaire within 30 days.

Please mail the completed questionnaire in the enclosed envelope or fax it to Statistics Canada at 1 888 883-7999

Lost the return envelope or need help? Call us at **1 888 881-3666** or mail to: Statistics Canada, Operations and Integration Division, 150 Tunney's Pasture Driveway, Ottawa, Ontario K1A 0T6

1. Business Activity

- a) Please describe the nature of your business activity in 2006: 0055
- b) Is this a change from the previous year? 0142 1 Yes – If **YES**, please provide details in "Comments" section on page 11.
3 3 No
- c) Please check () below the **one** industry that most accurately describes your firm's principal source of operating revenue:
- 0201 511210 **Software Publishers** (includes packaged software development and publishing)
- 0202 518210 **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 entry etc.)
- 0203 541510 **Computer Systems Design and Related Services** (includes information technology consulting, systems and network design, systems engineering, customized software programming and integration, web site design and development, etc.)
- 0040 **Other (please specify)** 0041

2. Form of Organization

- a) Type of organization (please check **one** only):
- 0024 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?
0029 1 Yes – If **yes**, please name the company or professional practice 0030
 3 No
- c) Please enter your nine-digit Business Number (if incorporated):
0189
- d) Is this business affiliated with a chain or franchise group?
0789 1 Yes (please provide name) 0790
 3 No

3. Reporting Period

- a) Please report information for your fiscal year (normal business year) ending between April 1, 2006 and March 31, 2007. Please indicate the period covered by this questionnaire.
- From 0011

YYYY	MM	DD

 To 0012

YYYY	MM	DD
- b) **Period of Operation.** If you did not operate this business for a full year, please check () the reason below:
- 0042 Seasonal operation
- 0032 New business in 2006
- 0033 Change of fiscal year end
- 0034 Change of ownership (please provide name and address of the other owner) 0124
- Effective date of change 0125

YYYY	MM	DD
- 0035 Ceased operation (please specify) 0119
- 0036 Temporarily closed (please specify) 0049

Please report for your 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.

		Dollars (omit cents)
a) Please report total operating and non-operating revenue, in Canadian dollars .	i) Operating revenue from all Canadian business units.	2000
	ii) Non-operating revenue (Interest, capital gains, R&D tax credits and all other revenue that is not directly related to the operation of this business)	2005
	iii) Total	2010
		Percentage
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 2004-2006 .		2015 (%)

5. Revenue - Revenue Generated Outside Canada

		Dollars (omit cents)
a) Foreign Revenue		2100
Please report the portion of your total operating revenue from all Canadian business units (4a)i) earned from sales of goods and services outside Canada, in Canadian dollars .		
		Percentage
b) What percentage (%) of Foreign Revenue 5a) was earned from the following:	i) the USA	2105
	ii) Mexico	2110
	iii) Europe	2112
	iv) Asia	2114
	v) Other countries (please specify) ²¹⁵⁰ _____	2115
	vi) Total Foreign Revenue	100%
		Percentage
c) What percentage (%) of Foreign Revenue 5a) was earned from the following:	i) Sales of Packaged Software Products	2120
	ii) Provision of Internet Access and Other Related Internet Services	2125
	iii) Computer Systems Design and Related Services (IT consulting, programming, systems and technical support, etc.)	2130
	iv) Data Processing, Hosting and Related Services	2135
	v) Hardware Sales, Rentals and Maintenance	2140
	vi) Other (please specify) ²¹⁵⁵ _____	2145
	vii) Total Foreign Revenue	100%

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)i).

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 processing, 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, research and development charges, royalties, etc.

i) Canadian

ii) Foreign

h) Other Services (please specify)

2360

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

100%

7. Revenue by Source of Packaged Software Products

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

	Percentage
a) <u>this legal entity</u>	2400
b) <u>Canadian parent or affiliate</u>	2405
c) <u>Canadian third party</u>	2410
d) <u>foreign parent or affiliate</u>	2415
e) <u>foreign third party</u>	2420
f) Total Packaged Software Product Revenues	100%

8. Packaged Software Customization

Please estimate the percentage (%) of your services reported in section 6 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 (Section 6, 6a), 6b)iv), 6b)v)), please estimate the percentage (%) of these revenues derived from the following type of software (*please include all custom and packaged software development*):

	Percentage
a) System Software	2500
i) <u>Operating system software (Windows NT, UNIX, VMA, Linux, etc.)</u>	2505
ii) <u>Network software (mapping, monitoring, server security tools, etc.)</u>	2510
iii) <u>Database management software</u>	2515
iv) <u>Development tools and programming languages software (interpreters, compilers, Visual Basic, C++, etc.)</u>	2516
v) <u>Middleware software</u>	2520
vi) <u>Other systems software (please specify) ²⁵²⁵ _____</u>	2530
b) Application Software	2535
i) <u>General business productivity and home use applications (word processing, spreadsheet, graphics, games, reference)</u>	2535
ii) <u>Cross-industry applications (accounting, payroll, CRM, ERP, etc.)</u>	2540
iii) <u>Vertical market applications (manufacturing, healthcare, scientific and engineering, etc.)</u>	2545
iv) <u>Utilities software (compression programs, file finders, disk utilities, etc.)</u>	2550
v) <u>Other application software (please specify) ²⁵⁵⁵ _____</u>	2550
c) Total Software Products Revenue	100%

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 section 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** (reported in question 10b)) according to the following types of product or service:

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

Percentage
2610

- Transaction processing and management

2615

- Payment authorization

2620

- Security/encryption software

2625

- Data management/mining

2630

- Shopping cart/mall applications

2635

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

2660

2640

ii) **Computer Systems Design**

- Customized e-commerce enabling software development

2645

- Consultancy services related to enabling e-commerce

- Other systems design related services to enable e-commerce (please specify)

2665

2650

iii) **Data Processing Services**

- Financial transactions process, human resources, supply chain management, etc. (please specify)

2680

2675

iv) **Other E-Commerce Enabling Products or Services** (please specify)

2670

2655

v) **Total Operating Revenue Derived from E-Commerce Enabling Products and Services**

100%

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

a) **Software Products**

2705

b) **Hardware Products**

c) **Other Products or Services** (please specify)

2715

2710

12. Expenses

- Please report expenses for your 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.

		Dollars (omit cents)
a) Cost of goods and services purchased and re-sold		3060
i) <u>Computer hardware</u>		
ii) <u>Computer software</u>		3055
iii) <u>All other direct costs of re-sale</u>		3061
b) Labour costs		3000
i) <u>Salaries and wages paid to employees for whom you issued a T4</u>		
ii) <u>Employee benefits paid for all employees for whom you issued a T4</u>		3005
c) Depreciation and amortization		3070
d) Rent or leasing		3025
i) <u>Rent or lease payments for land and buildings</u>		
ii) <u>Rent or leasing of computers and vehicles</u>		3065
e) Utilities		3030
i) <u>Heat, electricity and water</u>		
ii) <u>Telephone and other telecommunications expenses (include dial-up line and equipment charges)</u>		3040
f) Insurance (include fire, auto, accident, theft and all other property, business or product insurance, etc.)		3090
g) Business property taxes, permits, licenses (including vehicle licenses)		3095
h) Professional & business services		3010
i) <u>Computer services purchased (include consulting fees, software development services, outside computer processing services and contract programming)</u>		
ii) <u>Legal, auditing and other professional service fees</u>		3015
iii) <u>Employee training and education</u>		3080
i) Purchased materials and supplies		3045
i) <u>Office supplies</u>		
ii) <u>Computer hardware and software purchased for use in the business</u>		3050
j) Advertising, sales promotion, travel and entertainment		3085
k) Management fees, development charges, royalties and similar payments made to your parent or affiliated company:		3105
i) <u>in Canada</u>		
ii) <u>abroad</u>		3110
l) Royalties paid to a third party		3115
m) Interest on borrowing		3100
n) Write-offs, valuation adjustments and capital losses		4349
o) Other expenses (excluding income tax)	3130	
<i>(please specify if greater than 10%)</i>		
p) Total Expenses (sum of a) to o))		3125

13. Product Research and Development Expenses

	Percentage
a) Of your total expenses (reported in section 12 p)), please estimate the percentage (%) related to Product Research and Development	3076

14. Employment

a) Paid Employees	Number
Please report the average number of persons employed during the reporting period to whom you paid Salaries and Wages as shown in 12b).	6000
i) Full-time employees (regular employees who worked the standard work week as observed by the business)	6005
ii) Part-time employees (those who worked fewer than the standard work week hours observed by the business)	6011
b) Working Proprietors and Partners	
i) Working proprietor and partners, salaried	6012
ii) Working proprietor and partners, non-salaried	6015
c) Contract Workers (individuals engaged only for the duration of a specific project or term)	
d) Employee Turnover	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
e) Percent (%) of Total Staff Time that was:	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) 6065	6060
viii) Total staff time	100%
f) Training	
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 (reported in section 4a)i)), by **type of customer** to whom the goods or services were delivered.

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

16. Provincial / Territorial Distribution Table

Number
5001

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 ⁹⁹⁶⁶ **more than one province or territory?** No – (please go to next page)

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)	Salaries, Wages and Employee Benefits \$ (omit cents)	Employees (Number)	Total Expenses \$ (omit cents)
Nfld. Lab.	5002	4824	4826	6225	4925
P.E.I.	5003	4829	4831	6230	4930
N.S.	5004	4834	4836	6235	4935
N.B.	5005	4839	4841	6240	4940
Que.	5006	4844	4846	6245	4945
Ont.	5007	4849	4851	6250	4950
Man.	5008	4854	4856	6255	4955
Sask.	5009	4859	4861	6260	4960
Alta.	5010	4864	4866	6265	4965
B.C.	5011	4869	4871	6270	4970
Yukon	5014	4874	4876	6275	4975
N.W.T.	5013	4879	4881	6280	4980
Nunavut	5012	4884	4886	6285	4985
Total	5015	4889	4891	6290	4990

▼	▼	▼	▼	▼
Should equal Q. 16a)	Should equal Q. 4a)iii)	Should equal the sum of Q. 12b)i) and b)ii)	Should equal the sum of Q.14a) and 14b)i)	Should equal Q. 12p)

Comments

If more space is required please enclose a separate sheet.

9920

9913

9914

9915

9916

Questions

If you have any questions or require assistance in completing this questionnaire please call our toll free number: **1-888-881-3060** 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" and the duplicate QID 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.

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

Thank You For Your Co-operation