



# 2007 Survey of Service Industries: Software Development and Computer Services

**This document is confidential when completed.**

Si vous préférez recevoir ce questionnaire en français,  
veuillez nous appeler au numéro sans frais suivant :  
**1-888-881-3666.**

If necessary, please make address label corrections in the boxes below.



0001	Legal name		0004	Address (number and street)	
0002	Business name		0005	City	
0021	Title of contact		0006	Province/ territory or state	
0008	First name of contact		0053	Country	0007 Postal code/ zip code
0028	Last name of contact		0010	Language preference	1 <input type="checkbox"/> English 2 <input type="checkbox"/> French

This information is collected under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S-19.

**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. For more information on this survey, please access [www.statcan.ca/english/survey/index.htm](http://www.statcan.ca/english/survey/index.htm).

### Data-sharing agreements

In an effort to reduce reporting burden, Statistics Canada has entered into agreements with provincial and territorial statistical agencies for the sharing of data. The data are kept confidential and used for statistical purposes only.

Please see the enclosed reporting guide for details of these agreements.

### Confidentiality

The *Statistics Act* protects the confidentiality of information collected by Statistics Canada. Please see the enclosed reporting guide for more information.

### Fax or other electronic transmission disclosure

Statistics Canada advises you that there could be a risk of disclosure during 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*.

**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

Visit our website at [www.statcan.ca](http://www.statcan.ca)



## B - Main business activity

1. Please describe the nature of your business.

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2. Please check the **one main activity** which most accurately represents your **main** source of revenue.

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**Software publishers:** business units primarily engaged in publishing and developing packaged computer software

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**Data processing, hosting and related services:** business units primarily engaged in 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.

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**Computer systems design and related services:** business units primarily engaged in computer information technology consulting, developing custom software, designing systems and networks, developing and analyzing systems, computer programming to meet a customer's specifications

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None of the above — Please call **1-888-881-3666** for further instructions.

## C - Reporting period information

1. Please report information for your **fiscal year** (normal business year) **ending between** April 1, 2007 and March 31, 2008. Please indicate below the period covered by this questionnaire.

from <sup>yyyy</sup> 0011  <sup>mm</sup>  <sup>dd</sup>  to <sup>yyyy</sup> 0012  <sup>mm</sup>  <sup>dd</sup>

2. If the reporting period does not cover a **full year**, please check the reason(s) below:

0031

<sup>1</sup> seasonal operations

<sup>2</sup>

new business

<sup>3</sup>

change of fiscal year

<sup>4</sup>

change of ownership

<sup>5</sup>

ceased operations

<sup>6</sup>

temporarily inactive

## Reporting instructions

- Report for business unit(s) specified on the label on the front page.
- Complete only the questions that apply to your business.
- When precise figures are not available, please provide your best estimate.
- Report in Canadian dollars. Dollar amounts and percentages should be rounded to whole numbers.
- Consult the enclosed reporting guide for further information.

## D and E - Not applicable

## F - Industry characteristics

### Sales breakdown by products

Please provide a breakdown of your sales, indicating amounts in **either** Canadian dollars **or** percentages.

		9973	1 <input type="checkbox"/> \$ or 2 <input type="checkbox"/> %
1.	Information technology (IT) technical consulting services	2470	
2.	Custom software design and development services		
a)	Website design and development services	2768	
b)	database design and development services	1014	
c)	customization and integration of packaged software	1015	
d)	other custom software development services	1016	
3.	Computer systems and network design and development services		
a)	network design and development services ( <b>include</b> network security design)	1017	
b)	computer systems design, development and integration services	1018	
4.	Hosting and information technology (IT) infrastructure provisioning services (e.g., Website hosting, application service provisioning, business process management services, collocation, data storage and management)	1019	
5.	IT infrastructure and network management services		
a)	network management services	1020	
b)	computer systems management services	1021	
6.	Information and document transformation services (e.g., imaging, data conversion, and migration)	1022	
7.	IT technical support services (for hardware or software; <b>include</b> disaster recovery services)	1023	
8.	Software publishing		
a)	system software ( <b>include</b> programming languages)	1024	
b)	application software ( <b>include</b> entertainment and game software)	1025	
9.	Re-sale of computer hardware and software (retail and wholesale; <b>include</b> resale of end-use software licenses)	1026	
10.	IT related training services	2773	
11.	All other sales (please specify): <span style="float: right;">2559</span>	2558	
12.	<b>Total sales</b> (sum of questions and sub-questions 1 to 11)	2305	

## F - Industry characteristics (continued)

### Selected expense details

1. Did you purchase professional services, pay commissions to non-employees or have work contracted-out during this reporting period?

4181 <sup>1</sup>  **yes**, complete questions **2 to 16** below

<sup>3</sup>  **no**, go to **section G**

		CAN\$
2.	Please estimate the value of professional services purchased, commissions paid to non-employees and work contracted-out during this reporting period. <b>Exclude</b> property maintenance, security and advertising contracts.	4182

Using percentages, please indicate the amount reported in question 2 (above) according to the following products and services.

		%
3.	Legal services	4183
4.	Accounting services ( <b>include</b> auditing and assurance)	4232
5.	Information technology (IT) technical consulting services	4271
6.	Custom software design and development services (e.g., Website and database design)	4186
7.	Computer systems and network design and related services ( <b>exclude</b> custom software design)	4187
8.	Information technology hosting, network and infrastructure services	4188
9.	Management, scientific and technical consulting (report IT consulting at question 5)	4270
10.	Research and development services	4263
11.	Office administration services	4264
12.	Employment placement and temporary help services	4265
13.	Business support services ( <b>include</b> technical support provided for clients by call centres)	4266
14.	Professional and management training services	4267
15.	Sales commissions paid to non employees ( <b>exclude</b> real estate)	4268
16.	Other professional fees and subcontracts (please specify):	4275
		4274
<b>Total</b>		<b>100%</b>

## F - Industry characteristics (continued)

### Innovation, research and development and other

1. Please estimate the percentage (%) of total revenues generated by new or substantially improved products or services introduced by your firm <b>during the three-year period 2005-2007</b> .	2910	_____ %
2. Of your total expenses, please estimate the percentage (%) related to product research and development.	4003	_____ %
3. Did your firm generate any revenues from developing or publishing gaming software products?		_____ %
1027 1 <input type="checkbox"/> <b>yes</b> , please report percentage of total revenues attributed to gaming products	1028	_____ %
3 <input type="checkbox"/> <b>no</b>		

## G - Personnel

1. Number of partners and proprietors, <b>non-salaried</b> (if salaried, report at question 2 below)	6321	_____ number
2. Paid employees		
a) average number of paid employees during the reporting period (see reporting guide)	6339	_____ number
b) percentage of paid employees (from question 2a) who worked <b>full time</b>	6328	_____ %
3. Number of contract workers for whom you did not issue a T4, such as freelancers and casual workers (estimates are acceptable)	6320	_____ number
4. Number of volunteers during the reporting period (estimates are acceptable)	6014	_____ number
5. Number of hours worked by all volunteers during the reporting period (estimates are acceptable)	6026	_____ number of hours

## H - Sales by type of client

Please provide a percentage breakdown of your sales by type of client.

1. <b>Clients in Canada</b>		_____ %
a) businesses	8112	_____ %
b) individuals and households	8100	_____ %
c) governments, not-for-profit organizations and public institutions (e.g., hospitals, schools)	8233	_____ %
2. <b>Clients outside Canada</b>	8140	_____ %
		<b>100%</b>

## I - Sales by client location

Please provide a percentage breakdown of your sales by client location (first point of sale).

		%
1. Newfoundland and Labrador	8400	
2. Prince Edward Island	8415	
3. Nova Scotia	8405	
4. New Brunswick	8410	
5. Quebec	8420	
6. Ontario	8425	
7. Manitoba	8430	
8. Saskatchewan	8435	
9. Alberta	8440	
10. British Columbia	8445	
11. Yukon	8455	
12. Northwest Territories	8451	
13. Nunavut	8452	
14. Clients outside Canada (must equal question 2 in section H)	8401	
		<b>100%</b>

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## J - International transactions

### Exports

1. Did you receive revenue from clients outside Canada for the **export** of goods, services, royalties, rights, licensing or franchise fees?

0531 1  **yes**, complete **questions 2, 3 and 4**

3  **no**, go to **question 5**

2. Please report revenue received from <b>exports</b> .		0666	<b>CAN\$</b>
3. Please provide a percentage breakdown of <b>exports</b> by:			<b>%</b>
a) goods		0667	
b) services		0668	
c) royalties, rights, licensing and franchise fees		0669	
			<b>100%</b>
4. Please provide a percentage breakdown of <b>exports</b> by country.			<b>%</b>
a) United States		0748	
b) Mexico		0749	
c) other countries (please specify):	0724	0750	
	0676	0672	
	0677	0673	
	0678	0674	
	0679	0675	
			<b>100%</b>

### Imports

5. Did you make payments to suppliers outside Canada for the **import** of goods, services, royalties, rights, licensing or franchise fees?

0715 1  **yes**, complete **questions 6, 7 and 8**

3  **no**, go to **next section**

6. Please report payments made for <b>imports</b> .		0717	<b>CAN\$</b>
7. Please provide a percentage breakdown of <b>imports</b> by:			<b>%</b>
a) goods		0736	
b) services		0737	
c) royalties, rights, licensing and franchise fees		0738	
			<b>100%</b>
8. Please provide a percentage breakdown of <b>imports</b> by country.			<b>%</b>
a) United States		0751	
b) Mexico		0752	
c) other countries (please specify):	0743	0753	
	0744	0739	
	0745	0740	
	0746	0741	
	0747	0742	
			<b>100%</b>

**K - Not applicable**

**L - Contact information**

Name of person to contact about this questionnaire:

0026 1  Mr.      2  Mrs.      3  Miss      4  Ms

0054	Last name		0017	Telephone number	
0013	First name		0027	Extension number	
0014	Title		0016	Fax number	
0018	E-mail address		0020	Website address	

Date completed:      yyyy      mm      dd  
0015            

How long did you spend collecting the data and completing the questionnaire?      hour(s)      minutes  
9910       9909

**M - Comments**

We invite your comments below. Please be assured that we review all comments with the intent to improve the survey.

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9916 \_\_\_\_\_  
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*Thank you for completing this questionnaire. Please retain a copy for your records.*

Visit our website at [www.statcan.ca](http://www.statcan.ca)