Commission Regulation (EU) 2018/1798 of 21 November 2018 implementing Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning Community statistics on the information society for the reference year 2019 (Text with EEA relevance)

COMMISSION REGULATION (EU) 2018/1798

of 21 November 2018

implementing Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning Community statistics on the information society for the reference year 2019

(Text with EEA relevance)

THE EUROPEAN COMMISSION,

Having regard to the Treaty on the Functioning of the European Union,

Having regard to Regulation (EC) No 808/2004 of the European Parliament and of the Council of 21 April 2004 concerning Community statistics on the information society[(1)], and in particular Article 8(2) thereof,

Whereas:

(1) Regulation (EC) No 808/2004 establishes a common framework for the systematic production of European statistics on the information society.

(2) Implementing measures are needed to determine the data to be supplied in order to prepare the statistics in Module 1: 'Enterprises and the information society' and Module 2: 'Individuals, households and the information society', and to set the deadlines for their transmission.

(3) The measures provided for in this Regulation are in accordance with the opinion of the European Statistical System Committee,

HAS ADOPTED THIS REGULATION:

Article 1

The data to be transmitted in order to produce European statistics on the information society, as referred to in Article 3(2) and Article 4 of Regulation (EC) No 808/2004 in Module 1, 'Enterprises and the information society' and Module 2, 'Individuals, households and the information society', shall be as specified in Annexes I and II to this Regulation.

Article 2

This Regulation shall enter into force on the twentieth day following that of its publication in the *Official Journal of the European Union*.

This Regulation shall be binding in its entirety and directly applicable in all Member States.

Changes to legislation: *There are outstanding changes not yet made to Commission Regulation (EU) 2018/1798. Any changes that have already been made to the legislation appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

Done at Brussels, 21 November 2018.

For the Commission

The President

Jean-Claude JUNCKER

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ANNEX I

Module 1: Enterprises and the information society

A.Subjects and their characteristics

(1) The subjects to be covered for the reference year 2019, drawn from the list in Annex I to Regulation (EC) No 808/2004, shall be as follows:

(a) ICT systems and their usage in enterprises;

(b) use of the internet and other electronic networks by enterprises;

(c) e-commerce;

(d) e-business processes and organisational aspects;

(e) ICT competence in the enterprise unit and the need for ICT skills;

(f) barriers to the use of ICT, the internet and other electronic networks, e-commerce and e-business processes;

(g) ICT security.

(2) The following enterprise characteristics shall be collected:

(a) ICT systems and their usage in enterprises

(i) for all enterprises:
- computer usage;

(ii) for enterprises using computers:
- (optional) persons employed or percentage of the total number of persons employed who use computers for business purposes.

(b) Use of the internet and other electronic networks by enterprises

(i) for enterprises using computers:
- internet access;

(ii) for enterprises with internet access:
- persons employed or percentage of the total number of persons employed who use computers with access to the internet for business purposes;
- (optional) use of voice or video call applications over the internet for business purposes;
- internet connection: any type of fixed connection;
- internet connection: provision of portable devices that allow a mobile connection using mobile telephone networks, for business purposes;
- (optional) having a website;
- use of social networks, not solely used for paid adverts;
- use of the enterprise's blogs or microblogs, not solely used for paid adverts;
- use of multimedia content sharing websites, not solely used for paid adverts;
- use of wiki based knowledge sharing tools, not solely used for paid adverts;

(iii) for enterprises having any type of fixed connection to the internet:
- maximum contracted download speed of the fastest fixed internet connection in Mbit/s in the ranges: [0,< 2], [2,< 10], [10,< 30], [30,< 100], [> = 100];

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(iv) for enterprises that provide their persons employed with portable devices that allow a mobile internet connection using mobile telephone networks, for business purposes:

— persons employed or percentage of the total number of persons employed using a portable device provided by the enterprise which allows internet connection via mobile telephone networks, for business purposes;

(v) for enterprises having a website, information about the provision of the following facilities:

— (optional) description of goods or services, price lists;
— (optional) online ordering, reservation or booking;
— (optional) possibility for visitors to customise or design online goods or services;
— (optional) tracking or status of placed orders;
— (optional) personalised content on the website for regular/recurrent visitors;
— (optional) links or references to the enterprise's social media profiles;
— (optional) use of information about visitors' behaviour on enterprise's website such as clicks, items viewed, for example for advertising or improving customer satisfaction;

(vi) for enterprises using social media (not solely for paid adverts) referring specifically to social networks, the enterprise's blogs or microblogs, multimedia content-sharing websites or wiki-based knowledge-sharing tools:

— use of social media to develop the enterprise's image or market products such as advertising or launching products;
— use of social media to obtain or respond to customer opinions, reviews or questions;
— use of social media to involve customers in development or innovation of goods or services;
— use of social media to collaborate with business partners (such as suppliers) or other organisations (such as public authorities or non-governmental organisations);
— use of social media to recruit employees;
— use of social media to exchange views, opinions or knowledge within the enterprise.

(c) E-commerce

(i) for enterprises using computers:

— receipt of orders for goods or services placed via a website or apps (web sales), in the previous calendar year;
— receipt of orders for goods or services via EDI-type messages (EDI-type sales), in the previous calendar year;

(ii) for enterprises having received orders for goods or services placed via a website or apps in the previous calendar year:

— value of the turnover, expressed in absolute figures or as a percentage of total turnover, of e-commerce sales resulting from orders received via a website or apps, in the previous calendar year;
— percentage of turnover from orders received via a website or apps, broken down by sales to private consumers (Business to Consumers: B2C), and sales

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to other enterprises (Business to Business: B2B) and to public authorities (Business to Government: B2G), in the previous calendar year;

— receipt of orders for goods or services via the enterprise's own website or apps (including those of parent or affiliate enterprises, extranets), in the previous calendar year;

— receipt of orders for goods or services via an e-commerce marketplace website or apps used by several enterprises for trading products, in the previous calendar year;

— percentage of turnover from orders received via a website or apps broken down by orders received via the enterprise's own website or apps (including those of parent or affiliate enterprises, extranets) and by orders received via an e-commerce marketplace website or apps used by several enterprises for trading products, in the previous calendar year;

— receipt of orders that were placed by customers via a website or apps by origin: own country, in the previous calendar year;

— receipt of orders that were placed by customers via a website or apps by origin: other Member States, in the previous calendar year;

— receipt of orders that were placed by customers via a website or apps by origin: rest of the world, in the previous calendar year;

— (optional) the percentage of turnover from orders received via a website or apps in the previous calendar year broken down by origin: own country, other Member States and rest of the world;

(iii) for enterprises having received orders for goods or services via EDI-type messages, in the previous calendar year:

— value of the turnover, expressed in absolute figures or as a percentage of the total turnover, of e-commerce sales resulting from orders received via EDI-type messages, in the previous calendar year;

— receipt of orders that were placed by customers via EDI-type messages, by origin: own country, in the previous calendar year;

— receipt of orders that were placed by customers via EDI-type messages, by origin: other Member States, in the previous calendar year;

— receipt of orders that were placed by customers via EDI-type messages, by origin: rest of the world, in the previous calendar year.

(d) E-business processes and organisational aspects

(i) for enterprises using computers:

— use of an ERP (Enterprise Resource Planning) software package to share information among different functional areas;

— use of any software application for managing information on customers (Customer Relationship Management — CRM software) that makes it possible to collect, store and make available to other business functions information about the enterprise's customers;

— use of any software application for managing information on customers (Customer Relationship Management — CRM software) that enables information about customers to be analysed for marketing purposes.

(e) ICT competence in the enterprise unit and the need for ICT skills

(i) for enterprises using computers:

— (optional) employment of ICT specialists;