# Commission Regulation (EU) No 1196/2014 of 30 October 2014 implementing Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning Community statistics on the information society (Text with EEA relevance)

## COMMISSION REGULATION (EU) No 1196/2014

## of 30 October 2014

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

## (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 necessary to determine the data to be supplied for preparation of 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 for the production of 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:** Commission Regulation (EU) No 1196/2014 is up to date with all changes known to be in force on or before 28 December 2020. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

Done at Brussels, 30 October 2014.

*For the Commission*

*The President*

José Manuel BARROSO

***Changes to legislation:** Commission Regulation (EU) No 1196/2014 is up to date with all changes known to be in force on or before 28 December 2020. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

# ANNEX I

## Module 1: Enterprises and the information society

### 1. SUBJECTS AND THEIR CHARACTERISTICS

(a) The subjects to be covered for the reference year 2015, selected from the list in Annex I to Regulation (EC) No 808/2004, are:

- ICT systems and their usage in enterprises,
- ICT competence in the enterprise unit and the need for ICT skills,
- use of the internet and other electronic networks by enterprises,
- access to and use of technologies providing the ability to connect to the internet or other networks from anywhere at any time (ubiquitous connectivity),
- e-business processes and organisational aspects,
- ICT security and trust,
- e-commerce,
- barriers to the use of ICT, the internet and other electronic networks, e-commerce and e-business processes.

(b) The following enterprise characteristics are to be collected:

**ICT systems and their usage in enterprises**

Characteristic to be collected for all enterprises:

- computer usage.

Characteristic to be collected for enterprises that use computers:

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

**ICT competence in the enterprise unit and the need for ICT skills**

Characteristics to be collected for enterprises that use computers:

- employment of ICT specialists,
- provision of any type of training to develop ICT-related skills for ICT specialists, during the previous calendar year,
- provision of any type of training to develop ICT-related skills for other persons employed, during the previous calendar year,
- recruitment or attempted recruitment of ICT specialists, during the previous calendar year,
- performance of the following ICT functions during the previous calendar year (‘Mainly by own employees including those employed in parent or affiliate enterprises’; ‘Mainly by external supplier’; ‘Not applicable’):
  - maintenance of ICT infrastructure (servers, computers, printers, networks),
  - support for office software,
  - development of business management software/systems,
  - support for business management software/systems,
  - development of web applications,
  - support for web applications,
  - security and data protection.

**Changes to legislation:** *Commission Regulation (EU) No 1196/2014 is up to date with all changes known to be in force on or before 28 December 2020. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

Characteristic to be collected for enterprises that use computers and which have recruited or tried to recruit ICT specialists during the previous calendar year:

— existence of vacancies for ICT specialists that were difficult to fill, during the previous calendar year.

**Use of the internet and other electronic networks by enterprises**

Characteristic to be collected for enterprises that use computers:

— access to the internet.

Characteristics to be collected for enterprises that have access to the internet:

— persons employed or percentage of the total number of persons employed who use computers with access to the internet for business purposes,

— internet connection: DSL or any other type of fixed broadband connection,

— internet connection: mobile broadband connection via a portable device using mobile telephone networks (‘3G’ or ‘4G’),

— (optional) internet connection: mobile broadband connection via portable computer using mobile telephone networks (‘3G’ or ‘4G’),

— (optional) internet connection: mobile broadband connection via other portable devices such as smartphones, using mobile telephone networks (‘3G’ or ‘4G’),

— use of a website,

— 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,

— use of social networks, not solely used for posting paid adverts,

— use of enterprise's blogs or microblogs, not solely used for posting paid adverts,

— use of multimedia content-sharing websites, not solely used for posting paid adverts,

— use of wiki-based knowledge-sharing tools, not solely used for posting paid adverts,

— (optional) use of paid adverts on the internet.

Characteristic to be collected for enterprises that have DSL or any other type of fixed broadband connection to the internet:

— maximum contracted download speed of the fastest fixed internet connection in Mbit/s; ([0, < 2]; [2, < 10]; [10, < 30]; [30, < 100]; [≥ 100]).

Characteristics to be collected for enterprises that have a website:

— provision of the following facility: description of goods or services, price lists,

— provision of the following facility: online ordering or reservation or booking,

— provision of the following facility: possibility for visitors to customise or design online goods or services,

— provision of the following facility: tracking or status of placed orders,

— provision of the following facility: personalised content in the website for regular/recurrent visitors,

— provision of the following facility: links or references to the enterprise's social media profiles,

***Changes to legislation:** Commission Regulation (EU) No 1196/2014 is up to date with all changes known to be in force on or before 28 December 2020. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

— (optional) provision of the following facility: privacy policy statement, privacy seal, or certification of website safety,
— (optional) provision of the following facility: advertisement of open job positions or online job application.

Characteristics to be collected for enterprises that use social media, referring specifically to social networks, enterprise's blogs or microblogs, multimedia content-sharing websites or wiki-based knowledge-sharing tools, for purposes other than posting paid adverts:

— use of social media to develop the enterprise's image or marketing 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 or other organisations,
— use of social media to recruit employees,
— use of social media to exchange views, opinions or knowledge within the enterprise.

**Access to and use of technologies providing the ability to connect to the internet or other networks from anywhere at any time (ubiquitous connectivity)**

Characteristics to be collected for enterprises that have access to the internet:

— (optional) provision of remote access to the enterprise's e-mail system, documents or applications,
— (optional) use of cloud computing services, excluding free-of-charge-services.

Characteristics to be collected for enterprises that have access to the internet and buy cloud computing services:

— (optional) use of e-mail as a cloud computing service,
— (optional) use of office software as a cloud computing service,
— (optional) hosting the enterprise's database(s) as a cloud computing service,
— (optional) storing files as a cloud computing service,
— (optional) use of finance or accounting software applications as a cloud computing service,
— (optional) use of Customer Relationship Management (CRM) as a cloud computing service,
— (optional) use of computing power for running the enterprise's own software as a cloud computing service,
— (optional) use of cloud computing services delivered from shared servers of service providers,
— (optional) use of cloud computing services delivered from servers of service providers exclusively reserved for the enterprise.

**E-business processes and organisational aspects**

Characteristics to be collected for enterprises that use computers:

— use of an ERP (Enterprise Resource Planning) software package to share information among different business functions,
— use of any software application for managing information on customers (Customer Relationship Management — CRM software) that makes it