Changes to legislation: *Commission Regulation (EC) No 960/2008 is up to date with all changes known to be in force on or before 25 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*

Commission Regulation (EC) No 960/2008 of 30 September 2008 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 (EC) No 960/2008

of 30 September 2008

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 COMMISSION OF THE EUROPEAN COMMUNITIES,

Having regard to the Treaty establishing the European Community,

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 established a common framework for the systematic production of Community statistics on the information society.

(2) Pursuant to Article 8(1) of Regulation (EC) No 808/2004, implementing measures are necessary to determine the data to be supplied for preparation of the statistics laid down in Articles 3 and 4 of that Regulation and the deadlines for their transmission.

(3) The measures provided for in this Regulation are in accordance with the opinion of the Statistical Programme Committee established by Council Decision 89/382/EEC, Euratom[(2)],

HAS ADOPTED THIS REGULATION:

Article 1

The data to be transmitted for the production of Community statistics on the information society as laid down in Articles 3(2) and 4 of Regulation (EC) No 808/2004 shall be as specified in Annexes I and II to this Regulation.

Article 2

This Regulation shall enter into force on the 20th day following 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.

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Done at Brussels, 30 September 2008.

For the Commission

Joaquín ALMUNIA

Member of the Commission

***Changes to legislation:** Commission Regulation (EC) No 960/2008 is up to date with all changes known to be in force on or before 25 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 2009, selected from the list in Annex I to Regulation (EC) No 808/2004, are the following:

— ICT systems and their usage in enterprises,

— use of the Internet and other electronic networks by enterprises,

— e-commerce and e-business processes.

(b) The following enterprise characteristics must be collected:

ICT systems and their usage in enterprises

Characteristics to be collected for all enterprises:

— computer usage.

Characteristics to be collected for enterprises that use computers:

— (optional) percentage of persons employed using computers at least once a week,

— use of an internal computer network (e.g. LAN),

— use of an internal home page (intranet),

— use of extranet,

— use of free or open source operating systems, such as Linux (i.e. with its source code available, no copyright cost, and the possibility to modify and/or (re)distribute it),

— use of RFID technologies.

Characteristics to be collected for enterprises that use an internal computer network (e.g. LAN):

— use of wireless access within the internal computer network (e.g. LAN).

Characteristics to be collected for enterprises that use RFID:

— use of RFID for product identification,

— use of RFID for monitoring and control of industrial production,

— use of RFID for supply chain and inventory tracking and tracing,

— use of RFID for service and maintenance information management or asset management,

— use of RFID for payment applications,

— use of RFID for person identification or access control.

Use of the Internet and other electronic networks by enterprises

Characteristics to be collected for enterprises that use computers:

— access to the Internet.

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

— percentage of persons employed using computers connected to the World Wide Web at least once a week,

— Internet connection: traditional modem or ISDN,

— Internet connection: DSL,

— Internet connection: other fixed Internet connection,

— Internet connection: mobile connection,

— (optional) Internet usage for banking and financial services,

— (optional) Internet usage for training and education,

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— Internet usage for interaction with public authorities, in the previous calendar year,
— use of website.

Characteristics to be collected for enterprises that interacted with public authorities via the Internet, in the previous calendar year:
— Internet usage for obtaining information from public authorities' websites, in the previous calendar year,
— Internet usage for obtaining forms from public authorities' websites, in the previous calendar year,
— Internet usage for returning filled-in forms to public authorities, in the previous calendar year,
— Internet usage for handling an administrative procedure completely electronically without the need for additional paperwork, in the previous calendar year,
— Internet usage for submitting a proposal in an electronic tender system (public e-procurement), in the previous calendar year.

Characteristics to be collected for enterprises that have a website:
— (optional) provision of the following facility: privacy policy statement, privacy seal or certification of website safety,
— (optional) provision of the following facility: product catalogues or price lists,
— (optional) provision of the following facility: possibility for visitors to customise or design products,
— (optional) provision of the following facility: online ordering or reservation or booking facility,
— (optional) provision of the following facility: online order tracking facility,
— (optional) provision of the following facility: personalised content for regular/repeated visitors,
— (optional) provision of the following facility: advertisement of open job positions or online job application.

E-commerce and e-business processes

Characteristics to be collected for enterprises that use computers:
— use of automated data exchange (ADE), defined as the exchange of messages (e.g. orders, invoices, payment transactions or description of goods) via the Internet or other computer networks in an agreed format which allows their automatic processing (e.g. XML, EDIFACT) without the individual message being manually typed,
— electronic sharing of supply-chain management information with customers or suppliers,
— electronic and automatic sharing of relevant information about sales orders received (either electronically or not) with the inventory management function,
— electronic and automatic sharing of relevant information about sales orders received (either electronically or not) with the accounting function,
— electronic and automatic sharing of relevant information about sales orders received (either electronically or not) with the production or services management function,
— electronic and automatic sharing of relevant information about sales orders received (either electronically or not) with the distribution management function,
— electronic and automatic sharing of relevant information about purchase orders sent (either electronically or not) with the inventory management function,
— electronic and automatic sharing of relevant information about purchase orders sent (either electronically or not) with the accounting function,

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— use of ERP software package to share information on sales and/or purchases with other internal functional areas (for example, finance, planning, marketing),
— use of any software application for managing information about clients (so-called CRM) to capture, store and make available to other business functions the information about its clients,
— use of any software application for managing information about clients (so-called CRM) to analyse the information about clients for marketing purposes (setting prices, making sales promotions, choosing distribution channels, etc.),
— use of digital signature in any message sent, i.e. using encryption methods that assure the authenticity and integrity of the message (uniquely linked to and capable of identifying the signatory and where any subsequent change to the message is detectable).

Characteristics to be collected for enterprises that use automated data exchange:
— use of ADE for: sending orders to suppliers,
— use of ADE for: receiving e-invoices,
— use of ADE for: receiving orders from customers,
— use of ADE for: sending e-invoices,
— use of ADE for: sending or receiving product information,
— use of ADE for: sending or receiving transport documents,
— (optional) use of ADE for: sending payment instructions to financial institutions,
— (optional) use of ADE for: sending or receiving data to/from public authorities.

Characteristics to be collected for enterprises that use computers and are not classified in Section K of NACE Rev. 2:
— have sent orders via computer networks, in the previous calendar year,
— have received orders via computer networks, in the previous calendar year,
— (optional) problems or barriers to e-commerce: products or services not suitable for e-commerce,
— (optional) problems or barriers to e-commerce: customers do not want to buy via e-commerce,
— (optional) problems or barriers to e-commerce: security concerns,
— (optional) problems or barriers to e-commerce: problems related to logistics,
— (optional) problems or barriers to e-commerce: uncertainty about legal framework,
— (optional) problems or barriers to e-commerce: technical issues in implementing e-commerce,
— (optional) problems or barriers to e-commerce: need to reorganise business processes for e-commerce,
— (optional) problems or barriers to e-commerce: adverse experiences with electronic sales in the past,
— (optional) problems or barriers to e-commerce: language problems related to international e-commerce.

Characteristics to be collected for enterprises that share supply chain management information with customers or suppliers and are not classified in Section K of NACE Rev. 2:
— exchange of information with suppliers on inventory, production, demand forecasts,
— (optional) exchange of information with suppliers on demand forecasts,
— (optional) exchange of information with suppliers on inventory levels,
— (optional) exchange of information with suppliers on production plans,