

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

C0001 Legal name
C0002 Business name
C0008 First name of contact
C0028 Last name of contact
C0021 Title of contact
C0004 Address (number and street)
C0005 City C0006 Province/territory or state
C0053 Country C0007 Postal code/zip code
C0010 Language preference
1 English 2 French

INTRODUCTION

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.

Purpose of this survey

This survey collects financial, wage and contractor fee information that is used to produce price indexes. These indexes measure change in prices for informatics professional services. You as the respondent will benefit from completing this questionnaire by now having the ability to benchmark your company against other companies in the same industry (in aggregate form only).

Statistics Canada uses this information to better measure the volume of activity in the computer services industry. For the purpose of this survey, "informatics professional services" covers the following types of businesses: software publishers; data processing; hosting and related services; computer systems and related services; Internet publishing and broadcasting, and web search. Your information may also be used by Statistics Canada for other statistical and research purposes.

Confidentiality

Statistics Canada is prohibited by law from releasing any information it collects which could identify any person, business, or organization, unless consent has been given by the respondent or as permitted by the *Statistics Act*. Statistics Canada will use the information from this survey for statistical purposes.

Record linkages

In order to enhance the information you provide in this survey, Statistics Canada plans to combine the responses relating to your organization with the information you previously provided on this survey. Statistics Canada may also combine the information you provide with other survey or administrative data sources.

Your participation is important

Your participation is vital to ensure that the information collected in this survey is accurate and comprehensive.

Fax or email transmission disclosure

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

**Please return the completed questionnaire to Statistics Canada within 15 days of receipt
by mail using the return envelope.**

You can also fax it to us at 1-888-883-7999 or email to bssso@statcan.gc.ca.

Lost the return envelope or need help? Call us at **1-877-604-7828** or mail to:
Statistics Canada, 150 Tunney's Pasture Driveway, Ottawa, Ontario, K1A 0T6

Visit our website at www.statcan.gc.ca

A – INTRODUCTION

INSTRUCTIONS

Please use this page as a quick reference for definitions of the business activities listed on the next page in Section B.

Software publishing

This Canadian industry includes establishments primarily engaged in publishing computer software, usually for multiple clients and generally is referred to as packaged software. Establishments in this industry carry out operations necessary for producing and distributing computer software, such as designing, providing documentation, assisting in installation and providing support services to software purchasers. These establishments may design and publish, or publish only.

Examples: Packaged computer software publishing (including designing and developing); packaged computer software (all formats); packaged publishers games.

Data processing, hosting and related services

This Canadian industry includes establishments primarily engaged in providing hosting or data processing services. Hosting establishments may provide specialized hosting activities, such as web hosting, video and audio streaming services, application hosting, application services provisioning, or may provide general time-share mainframe facilities to clients. Data processing establishments may provide complete processing and preparation of reports from data supplied by the customer; specialized services, such as automated data entry; or they may make data processing resources available to clients on an hourly or time-sharing basis.

Examples: Application hosting; automatic data processing; computer input preparation services; computer processing services; computer time-sharing services; data entry services; data processing services; disk and diskette conversion services; input preparation services; leasing of computer time; microfilm recording and imaging services; optical scanning data services; rental of computer time; computer service bureaus; video and audio streaming services; web hosting.

Internet publishing, broadcasting and web search portals

This Canadian industry includes establishments primarily engaged in publishing and/or broadcasting content on the Internet or operating websites, known as web search portals, that use a search engine to generate and maintain extensive databases of Internet addresses and content in an easily searchable format. The Internet publishing and broadcasting establishments in this industry provide textual, audio, and/or video content of general or specific interest. These establishments do not provide traditional (non-Internet) versions of the content that they publish or broadcast. Establishments known as web search portals often provide additional Internet services, such as e-mail, connections to other websites, auctions, news, and other limited content, and serve as a home base for Internet users.

Examples: Internet directory publishing; Internet book publishing; Internet broadcasting; Internet entertainment sites; Internet game sites; Internet newspaper publishing; Internet periodical publishing; Internet software publishing; publishing, maps, street guides and atlases (exclusively on Internet); technical books, publishing (exclusively on Internet); web search portals.

Computer systems design and related services

This Canadian industry includes establishments primarily engaged in providing expertise in the field of information technologies through one or more activities, such as writing, modifying, testing and supporting software to meet the needs of a particular customer, including the creation of Internet home pages; planning and designing computer systems that integrate hardware, software and communication technologies; on-site management and operation of clients' computer and data processing facilities; providing advice in the field of information technologies; and other professional and technical computer-related services.

Examples: Computer consulting services; disaster recovery services; facilities management services; hardware consulting services; custom computer programs or systems software development; custom computer software consulting services; programming services; systems analysis and design; computer-aided design (CAD) systems services; computer-aided engineering (CAE) systems services; data processing facilities management services; design and system analysis, computer services (software); facilities management services, computer support services; information management system design services; Internet page design services, custom; local area network (LAN) systems integrators; management information systems design consulting services; office automation, computer systems integration; computer hardware requirements analysis; software installation services; custom software programming; custom software systems analysis and design; systems analysis and design, computer services (software); systems engineering (system integration); web page developing.

B – BUSINESS ACTIVITIES

We have selected one business activity for your company:

Was your company engaged in the business activity identified above in 2012?

C1000

1 Yes > Please go to **Section C**.

3 No > Please select **one** of the business activities below that best represents your business and complete the questionnaire.

Note : If you did not perform the pre-selected activity at all in 2012, then select the activity that represents your main business activity from the choices below.

Descriptions and examples of the business activities are given in Section A.

<p>C1001 <input type="checkbox"/></p> <p>Software publishing</p>	<p>C1002 <input type="checkbox"/></p> <p>Data processing, hosting and related services</p>	<p>C1003 <input type="checkbox"/></p> <p>Internet publishing, broadcasting and web search portals</p>	<p>C1004 <input type="checkbox"/></p> <p>Computer systems design and related services</p>
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Other (please specify):

C1005

C – REPORTING PERIOD

Please report information for your fiscal years in 2011 and 2012.

2011 fiscal year end date:	C2001	Year	–	Month	–	Day	Number of months reported for 2011 :	C2003	
		<input style="width: 100%;" type="text"/>	–	<input style="width: 100%;" type="text"/>	–	<input style="width: 100%;" type="text"/>		<input style="width: 100%;" type="text"/>	
2012 fiscal year end date:	C2002	Year	–	Month	–	Day	Number of months reported for 2012 :	C2004	
		<input style="width: 100%;" type="text"/>	–	<input style="width: 100%;" type="text"/>	–	<input style="width: 100%;" type="text"/>		<input style="width: 100%;" type="text"/>	

D – REVENUE SHARE

Please provide the dollar value for revenue received from each of the following business activities in 2011 and 2012 from all provinces. Please report in Canadian dollars for your company's Canadian operations. Please see Section A "Introduction", for the details of each activity.

If your company operates in more than one location then please provide the TOTAL from all locations (provinces and territories) in Canada.

Reporting instructions:

Include: Fees charged to clients for employees and contract workers and expenses (cost + mark-up) recovered from clients (e.g., hardware, software, travel and accommodation, subcontracted services)

Exclude: Revenue earned by foreign operations. Software sales unrelated to informatics professional services, and all taxes collected for remittance to a government agency.

Business activity		2011 (CAN\$)		2012 (CAN\$)
Software publishing	C2006	<input style="width: 100%;" type="text"/>	C2011	<input style="width: 100%;" type="text"/>
Data processing, hosting and related services	C2007	<input style="width: 100%;" type="text"/>	C2012	<input style="width: 100%;" type="text"/>
Internet publishing, broadcasting and Web search portals	C2008	<input style="width: 100%;" type="text"/>	C2013	<input style="width: 100%;" type="text"/>
Computer systems design and related services	C2009	<input style="width: 100%;" type="text"/>	C2014	<input style="width: 100%;" type="text"/>
Other	C2010	<input style="width: 100%;" type="text"/>	C2015	<input style="width: 100%;" type="text"/>
Total	C2017	<input style="width: 100%;" type="text"/>	C2018	<input style="width: 100%;" type="text"/>

E – OPERATING REVENUE AND EXPENSES

Reporting instructions:

Please provide the dollar value for the revenue and expenses for the fiscal years indicated, **ONLY** for the business activity **selected in Section B**.

If your company has locations in other provinces and territories across Canada, then please provide the total from all locations in Canadian dollars only.

Please do not report revenue and expenses **unrelated to the business activity selected in Section B**.

REVENUE

OPERATING REVENUE

Include: Fees charged to clients for employees and contract workers and expenses (cost + mark-up) recovered from clients (e.g., hardware, software, travel and accommodation and sub-contracted services).

Exclude: **Revenue from foreign operations.** Software sales unrelated to informatics professional services and all taxes collected for remittance to a government agency.

2011 (CAN\$)

2012 (CAN\$)

C3001

C3005

EXPENSES

EXPENSES FOR EMPLOYEES

Include: Wages, salaries, benefits and bonuses paid to full-time, part-time and temporary employees whose time was charged to the business activity **selected in Section B**.

Exclude: Overhead expenses (e.g. wage, salaries and benefits and bonuses of administrative staff, building occupancy costs, purchased services such as legal and accounting services).

2011 (CAN\$)

2012 (CAN\$)

C3002

C3006

EXPENSES FOR CONTRACT WORKERS

Include: Fees paid to contract workers for their work on the business activity **selected in Section B**.

2011 (CAN\$)

2012 (CAN\$)

C3003

C3007

OTHER EXPENSES

Include: All other expenses incurred for work on the business activity **selected in Section B** (i.e. software, hardware upgrades, office expenses, travel and accommodation).

Exclude: Overhead such as taxes refunded by government, rent, utilities and insurance.

2011 (CAN\$)

2012 (CAN\$)

C3004

C3008

F – PERSONNEL

AVERAGE NUMBER OF PAID EMPLOYEES

Average number of paid employees during the reporting period for the business activity selected in Section B.

To calculate the average number employed: add the number of employees in the last pay period of each month of the reporting period and divide this sum by the number of months (usually 12).

Exclude: Partners, proprietors and non-salaried personnel.

2011	2012
C4001 <input type="text"/>	C4004 <input type="text"/>

AVERAGE NUMBER OF PAID EMPLOYEES WHO WORKED FULL-TIME

Full-time employees during the reporting period for the business activity selected in Section B.

Full-time employment consists of persons who usually work 30 hours or more per week.

To calculate the average number of full-time employees: add the number of full-time employees in the last pay period of each month of the reporting period and divide this sum by the number of months (usually 12).

2011	2012
C4002 <input type="text"/>	C4005 <input type="text"/>

FOR INFORMATION ONLY
POUR INFORMATION SEULEMENT

G – AVERAGE ANNUAL PERCENTAGE CHANGE IN LABOUR RATES

Average annual percentage change for salaries and wages paid to employees and fees paid to contract workers.

For the fiscal year indicated and the business activity **selected in Section B**, please complete the average annual percentage change for SALARIES AND WAGES PAID TO EMPLOYEES AND FEES PAID TO CONTRACT WORKERS. Please follow the example below:

Example: Your company has 3 employees who can charge their time to the activity **selected in Section B**. Two of these employees received annual increases of 1% and 5%. The third employee did not receive an increase (0%). The sum of the three wage rate changes (1%+5%+0%) is 6.0%. When you divide by the number of employees (+6% / 3 employees), the result is an average annual percentage changes in wage rates of 2.0%.

Note : If there is no variation in the average annual percentage change of salaries and wages or of fees paid to contract workers, then write "0".

SALARIES AND WAGES RATES

Please report the average annual percentage change (+, -) in the salaries and wages paid to employees whose time is charged to the business activity **selected in Section B** for all provinces and territories.

Exclude: The salary or wage changes for general and administrative staff.

2011 (%)	2012 (%)
C4007 <input style="width: 40px;" type="text"/> . <input style="width: 20px;" type="text"/> %	C4009 <input style="width: 40px;" type="text"/> . <input style="width: 20px;" type="text"/> %

FEES PAID TO CONTRACT WORKERS

Please report the average annual percentage change (+, -) in the fees paid to contract workers whose time is charged to the business activity **selected in Section B** (for all provinces and territories).


2011 (%)	2012 (%)
C4008 <input style="width: 40px;" type="text"/> . <input style="width: 20px;" type="text"/> %	C4010 <input style="width: 40px;" type="text"/> . <input style="width: 20px;" type="text"/> %

H – CONTACT INFORMATION

Name of authorized person to contact about this questionnaire (please print)

Last name of authorized person	Telephone number
C0054 <input type="text"/>	C0017 <input type="text"/>
First name of authorized person	Extension number
C0013 <input type="text"/>	C0027 <input type="text"/>
Title of authorized person	Fax number
C0014 <input type="text"/>	C0016 <input type="text"/>
E-mail address	Website address
C0018 <input type="text"/>	C0020 <input type="text"/>

I certify that the information contained herein is complete and correct to the best of my knowledge.

Signature	Date completed (yyyy - mm - dd)
	C0015 <input type="text"/> - <input type="text"/> - <input type="text"/>

I – ADMINISTRATION

Time to complete questionnaire

How long did you spend collecting and reporting the information needed to complete this questionnaire?

minutes

C9909

Pre-filled questionnaire

In order to facilitate the completion of next year's questionnaire, we can provide you with a copy of the information you provided this year.

Do you authorize us to send a pre-filled questionnaire containing the information you provided this year?

C0800 1 Yes ➤ Please send a pre-filled questionnaire next year

3 No ➤ Please send a blank questionnaire

J – COMMENTS

C9920 _____

C9913 _____

C9914 _____

C9915 _____

C9916 _____

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

Thank you for completing this questionnaire.