File No.: 5.27.006.024.001

CYSTAT

STATISTICAL SERVICE
1444 NICOSIA

CONFIDENTIAL

SURVEY ON ICT USAGE AND E-COMMERCE IN ENTERPRISES 2019

FOR OFFICIAL USE ONLY	
S/N	
Legal Status	
Enterprise Size	
NACE	

GENERAL INFORMATION:

1. The aim of the survey is to collect data about the use of information and communication technologies by the enterprises, the use of computers, the employment of ICT specialists, the access and use of the Internet, the sharing of information electronically within the enterprise, ICT security and e-commerce. These data are necessary for the implementation of policy programmes of both the Goverment and the Private Sector.

2. All requested information must be supplied by the **IT manager of the enterprise**. Regarding the enterprise's background information (Module X), these should be provided by the General Manager or by the Accountant or by any other person responsible.

3. An authorised employee of the Statistical Service will contact the IT manager of the enterprise by phone in order to arrange an appoitment in order to fill in the questionnaire.

4. Definitions of the terms used in the questionnaire can be found in the glossary attached.

5. The reference period for the data is the survey period (2019), unless the question refers to other specific period.

6. The collection of data is carried out in accordance with the Statistics Law 15(I)/2000. The Statistical Service is bound by the Statistics Law to treat all information obtained as **CONFIDENTIAL.** Your responses will be used solely for statistical purposes.

S. Karagiorgis
Director
Statistical Service

January, 2019

MODULE A: Use of Computers

A1.	**Does your enterprise use computers?** Computers include Personal Computers, portable computers (e.g. laptops, notebooks, netbooks), tablets, other portable devices like Smartphones.	**Yes** ☐	**No** ☐ → Go to X1
A2.	**Please answer (a) or (b):** **a) How many persons employed use computers for business purposes?** or **b) Indicate an estimate of the percentage of the total number of persons employed who use computers for business purposes.**	☐☐☐☐ ☐☐☐ %	

MODULE B: ICT specialists and skills

(Scope: enterprises with computers)

B1.	**Does your enterprise employ ICT specialists?** ICT specialists are employees for whom **ICT is the main job**. For example, to develop, operate or maintain ICT systems or applications.	**Yes** ☐	**No** ☐
B2.	**Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during 2018?**	**Yes**	**No**
	a) Training for ICT specialists Tick No if your enterprise didn't employ ICT specialists during 2018	☐	☐
	b) Training for other persons employed	☐	☐
B3.	**Did your enterprise recruit or try to recruit ICT specialists, during 2018?**	**Yes** ☐	**No** ☐ → Go to B5
B4.	**During 2018, did your enterprise have vacancies for ICT specialists that were difficult to fill?**	**Yes** ☐	**No** ☐

B5.	**Who performed your enterprise's ICT functions in 2018** (e.g. maintenance of ICT infrastructure; support for office software; development or support of business management software/systems and/or web solutions; security and data protection)?	**Yes**	**No**
	Only one possitive answer is acceptable		
	a) own employees (including those employed by parent or affiliate enterprises)	☐	☐
	b) external suppliers	☐	☐

MODULE C: Access and use of the Internet

(Scope: enterprises with computers)

C1.	**Does your enterprise have access to the Internet[15]?**	**Yes** ☐	**No** ☐ → Go to D1

C2. Please answer (a) or (b):

a) **How many persons employed use computers with access to the Internet for business purposes?**

or

b) **Indicate an estimate of the percentage of the total number of persons employed who use computers with access to the Internet for business purposes.**

Computers include Personal Computers, portable computers (e.g. laptops, notebooks, netbooks), tablets, other portable devices like Smartphones.

C3.	**Does your enterprise use voice or video call applications over the internet (e.g. Skype/ Skype for business, WhatsApp/ WhatsApp Business, Facetime, Viber) for business purposes?**	**Yes** ☐	**No** ☐

Use of a fixed broadband connection to the Internet for business purposes

C4.	**Does your enterprise use any type of fixed connection to the Internet?** (e.g. ADSL, SDSL, VDSL, fiber optics technology (FTTH), cable technology (CableNet), etc.)	**Yes** ☐	**No** ☐ → Go to C6

C5. What is the maximum contracted download speed of the fastest fixed Internet connection of your enterprise?

a) Less than 2 Mbit/s	☐
b) At least 2 Mbit/s but less than 10 Mbit/s	☐
c) At least 10 Mbit/s but less than 30 Mbit/s	☐
d) At least 30 Mbit/s but less than 100 Mbit/s	☐
e) At least 100 Mbit/s	☐

Use of a mobile connection to the Internet for business purposes

A mobile connection to the internet means the usage of portable devices connecting to the internet through mobile telephone networks for business purposes. Enterprises provide portable devices and pay for all or at least up to a limit, the subscription and the use costs.

		Yes	No
C6.	**Does your enterprise provide portable devices that allow a mobile connection to the Internet using mobile telephone networks, for business purposes ?** e.g. via portable computers or other portable devices such as Smartphones	☐	☐ → Go to C8

C7.	a) **How many persons employed use a portable device provided by the enterprise, that allows Internet connection via mobile telephone networks, for business purposes?** (e.g. portable computers, tablets or other portable devices like Smartphones) or b) **Indicate an estimate of the percentage of the total number of persons employed who use a portable device provided by the enterprise, that allows Internet connection via mobile telephone networks, for business purposes.**	☐☐☐☐ ☐☐☐ %

Use of a Website

		Yes	No
C8.	**Does your enterprise have a Website[29]?** **If yes, give the address of your website:**	☐	☐ → Go to C11

C9. **Does the Website of your enterprise have any of the following?**

		Yes	No
a)	Description of goods or services, price lists	☐	☐
b)	Online ordering or reservation or booking (e.g. shopping cart)	☐	☐
c)	Possibility for visitors to customise or design online goods or services	☐	☐
d)	Tracking or status of orders placed	☐	☐
e)	Personalised content in the website for regular/recurrent visitors	☐	☐
f)	Links or references to the enterprise's social media[25] profiles	☐	☐

		Yes	No
C10.	**Does your enterprise use information about visitors' behaviour on its website (e.g. clicks, items viewed), for example for advertising or improving customer satisfaction?**	☐	☐

Use of Social Media[25]

Enterprises using social media are considered those that have a user profile, an account or a user licence depending on the requirements and the type of the social media.

C11. Does your enterprise use any of the following social media? (not solely used for paid adverts)	Yes	No
a) Social networks (e.g. Facebook, LinkedIn, Xing, Viadeo, Yammer, etc.)	☐	☐
b) Enterprise's blog or microblogs (e.g. Twitter, Present.ly, etc.)	☐	☐
c) Multimedia content sharing websites (e.g. Instagram, YouTube, Flickr, SlideShare, etc.)	☐	☐
d) Wiki based knowledge sharing tools	☐	☐

The following question (C12) should only be answered if any of the above social media is used (i.e. C11 has at least one "Yes"), otherwise go to D1.

C12. Does your enterprise use any of the above mentioned social media to:	Yes	No
a) Develop the enterprise's image or market products (e.g. advertising or launching products, etc.)	☐	☐
b) Obtain or respond to customer opinions, reviews, questions	☐	☐
c) Involve customers in development or innovation of goods or services	☐	☐
d) Collaborate with business partners (e.g. suppliers, etc.) or other organisations (e.g. public authorities, non-governmental organisations, etc.)	☐	☐
e) Recruit employees	☐	☐
f) Exchange views, opinions or knowledge within the enterprise	☐	☐

	MODULE D: Sharing of information electronically within the enterprise (Scope: enterprises with Computers)		
	An ERP[13] (Enterprise Resource Planning) is a software package used to manage resources by sharing information among different functional areas (e.g. accounting, planning, production, marketing, etc.)		
D1.	**Does your enterprise use an ERP software package?**	**Yes** ☐	**No** ☐
	CRM[5] (Customer Relationship Management) refers to any software application for managing information about customers		
D2.	**Does your enterprise use CRM software to manage:**	**Yes**	**No**
	a) the collection, storing and making available information on customers to various business functions	☐	☐
	b) the analysis of information on customers for marketing purposes, (e.g. setting prices, sales promotion, choosing distribution channels, etc.)	☐	☐

MODULE E: ICT Security

(Scope: enterprises with Computers)

ICT security means measures, controls and procedures applied on ICT systems in order to ensure integrity, authenticity, availability and confidentiality of data and systems.

ICT security measures

		Yes	No
E1.	**Does your enterprise use any of the following ICT security measures?**		
	a) Strong password authentication, i.e. minimum length of 8 mixed characters, periodical change	☐	☐
	b) Keeping the software (including operating systems) up-to-date	☐	☐
	c) User identification and authentication[2] via biometric methods implemented by the enterprise (e.g. based on fingerprints, voice, faces)	☐	☐
	d) Encryption techniques for data, documents or e-mails	☐	☐
	e) Data backup to a separate location (including backup to the cloud)	☐	☐
	f) Network access control (management of access by devices and users to the enterprise's network)	☐	☐
	g) VPN (Virtual Private Network extends a private network across a public network to enable secure exchange of data over public network)	☐	☐
	h) Maintaining log files for analysis after security incidents	☐	☐
	i) ICT risk assessment, i.e. periodically assessment of probability and consequences of ICT security incidents	☐	☐
	j) ICT security tests (e.g. performing penetration tests, testing security alert system, review of security measures, testing of backup systems)	☐	☐
E2.	**Does your enterprise make persons employed aware of their obligations in ICT security related issues in the following ways?**	**Yes**	**No**
	a) Voluntary training or internally available information (e.g. information on the intranet)	☐	☐
	b) Compulsory training courses or viewing compulsory material	☐	☐
	c) By contract (e.g. contract of employment)	☐	☐
E3.	**Who carries out the ICT security related activities (e.g. security testing, ICT training on security, resolving ICT security incidents) in your enterprise?** Exclude upgrades of pre-packaged software	**Yes**	**No**
	a) own employees (incl. those employed in parent or affiliate enterprises)	☐	☐
	b) external suppliers	☐	☐
E4.	**Does your enterprise have document(s) on measures, practices or procedures on ICT security?** (Documents on ICT security and confidentiality of data cover employee training in ICT use, ICT security measures, the evaluation of ICT security measures, plans for updating ICT security documents, etc.)	**Yes** ☐	**No** ☐ → Go to E7

		Yes	No
E5.	**Does your document(s) on measures, practices or procedures on ICT security in your enterprise address the following?**		
	a) Management of access rights for the usage of ICT (e.g. computers, networks)	☐	☐
	b) Storage, protection, access or processing of data	☐	☐
	c) Procedures or rules to prevent or respond to security incidents (e.g. pharming, phishing attacks, ransomware, etc.)	☐	☐
	d) Responsibility, rights and duties of persons employed in the field of ICT (e.g. use of e-mails, mobile devices, social media, etc.)	☐	☐
	e) Training of persons employed in the safe usage of ICT	☐	☐

E6.	**When were your enterprise's document(s) on measures, practices or procedures on ICT security, defined or most recently reviewed?** (e.g. risk assessment, evaluation of ICT security incidents, etc.) **(Tick only one)**	
	a) within the last 12 months	☐
	b) more than 12 months and up to 24 months ago	☐
	c) more than 24 months ago	☐

		Yes	No
E7.	**During 2018, did your enterprise experience at least once any of the following problems due to ICT related security incidents?**		
	a) **Unavailability of ICT services** (e.g. Denial of Service attacks[7], ransomware[23] attacks, hardware or software failures - excluding mechanical failure, theft)	☐	☐
	b) **Destruction or corruption of data** (e.g. due to infection of malicious software[17] or unauthorised intrusion[16], hardware or software failures)	☐	☐
	c) **Disclosure of confidential data** (e.g. due to intrusion, pharming[21], phishing[22] attack, actions by own employees (intentionally or unintentionally))	☐	☐
E8.	**Does your enterprise have insurance against ICT security incidents?**	☐	☐

Module F: e-Commerce

(Scope: enterprises with Computers)

e-Commerce[11] is the sale or purchase of goods or services conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The payment and the delivery of the goods or services do not have to be conducted online.

e-Commerce transactions **exclude** orders made by manually typed e-mail messages.

e-Commerce Sales

In the following questions please report separately for web sales and EDI-type sales

Web sales[24]

Web sales are sales made via an online store (web shop) or via web forms[28] on a website [29] or extranet[14] or via"apps"[1].

F1.	**During 2018, did your enterprise receive orders for goods or services placed via a website or "apps"? (excluding manually typed e-mails)**	**Yes** ☐	**No** ☐ → Go to F9
F2.	**Please state for 2018 (answer (a) or (b)):**		
	a) The value of the turnover resulting from orders received that were placed via a website or"apps" (in monetary terms, excluding VAT)	€	
	If you can't provide this value,		
	b) Indicate an estimate of the percentage of the total turnover resulting from orders received that were placed via a website or "apps"	%	

F3. **Please provide a percentage breakdown of the turnover from orders received that were placed via a website or "apps" in 2018 by type of customer** (estimates in percentage of the monetary values, excluding VAT)

a)	**B2C** (Sales to private consumers)	%
b)	**B2B** (Sales to other enterprises) **and B2G** (Sales to public authorities)	%
c)	**TOTAL**	100 %

F4.	**During 2018, via which websites or "apps" did your enterprise receive orders for goods and services:**	**Yes**	**No**
a)	via your enterprise's website or "apps"? (including those of parent or affiliate enterprises, extranets)	☐	☐
b)	via an e-commerce marketplace website or "apps" used by several enterprises for trading products? (e.g. Booking, eBay, Amazon, Amazon Business, Alibaba, Rakuten, etc.)	☐	☐

The following question (F5) should only be answered if both F4 a) and F4 b) = "Yes" otherwise go to F6

F5. **What was the percentage breakdown of the turnover from orders received via website or "apps" in 2018 from the following:**
(estimates in percentage of the monetary values, excluding VAT)
If you cannot provide the exact percentages an approximation will suffice.

a)	via your enterprise's website or "apps"? (including those of parent or affiliate enterprises, extranets)	___ %
b)	via an e-commerce marketplace website or "apps" used by several enterprises for trading products? (e.g. Booking, eBay, Amazon,	___ %
c)	**TOTAL**	1 0 0 %

F6.	**During 2018, did your enterprise receive orders placed via a website or apps by customers located in the following geographic areas?**	**Yes**	**No**
a)	Own country	☐	☐
b)	Other EU countries	☐	☐
c)	Rest of the world	☐	☐

The following question (F7) should only be answered if at least two of the above possible responses in question F6 a) , b) or c) are answered with "Yes", otherwise check next filter instruction before question F8

F7. **What was the percentage breakdown of the turnover from orders received that were placed via a website or apps in 2018 by customers located in the following geographic areas?** (estimates in percentage of the monetary values, excluding VAT)
If you cannot provide the exact percentages an approximation will suffice.

a)	Own country	___ %
b)	Other EU countries	___ %
c)	Rest of the world	___ %
	TOTAL	1 0 0 %

The following question (F8) should only be answered if F6 b) = "Yes" otherwise go to F9

F8.	**During 2018, did your enterprise experience any of the following difficulties when selling to other EU countries via a website or apps?**	**Yes**	**No**
a)	High costs of delivering or returning products when selling to other EU countries	☐	☐
b)	Difficulties related to resolving complaints and disputes when selling to other EU countries	☐	☐
c)	Adapting product labelling for sales to other EU countries	☐	☐
d)	Lack of knowledge of foreign languages for communicating with customers in other EU countries	☐	☐
e)	Restrictions from your business partners to sell to certain EU countries	☐	☐

EDI-type sales

EDI-type sales[10] are sales made via EDI-type messages (EDI: Electronic Data interchange) meaning:
- in an agreed or standard format suitable for automated processing (e.g. EDIFACT, UBL, XML) -
without the individual messages being typed manually

		Yes	No
F9.	**During 2018, did your enterprise receive orders for goods or services placed via EDI-type messages?**	☐	☐ → Go to X1

F10.	**Please state for 2018 (answer (a) or (b)):**	
	a) The value of the turnover resulting from orders received that were placed via EDI-type messages (in monetary terms, excluding VAT)	€ ☐☐☐☐☐☐☐☐☐
	If you can't provide this value,	
	b) Indicate an estimate of the percentage of the total turnover resulting from orders received that were placed via EDI-type messages	☐☐☐ %

		Yes	No
F11.	**During 2018, did your enterprise receive orders placed via EDI-type messages by customers located in the following geographic areas?**		
	a) Own country	☐	☐
	b) Other EU countries	☐	☐
	c) Rest of the world	☐	☐

MODULE X: Background information		
X1.	Main economic activity of the enterprise, during 2018 (description)	....
X2.	Average number of persons employed, during 2018	
X3.	Total turnover (in value terms, excluding VAT), for 2018	€

MODULE J: General Information		
J1.	If you have any comments about the survey, please write down below:	
	---------- ---------- ---------- ----------	
J2.	Name of the person who answered the questionnaire:	
	Position in the enterprise:	
	Telephone:	
	Fax:	
	E-mail:	
J3.	Name of the person who completed the questionnaire:	
	Time needed to fill out this questionnaire:	
	Signature:	
	Date:	

TO BE COMPLETED BY THE ENUMERATOR:

J4.	**Completion of the questionnaire:**
	a) The questionnaire is completed..... 1
	b) The enterprise has closed..... 2
	c) The enterprise can not be located..... 3
	d) The enterprise refuses to cooperate..... 4
	e) The enterprise was closed during the collection of the data..... 5
	f) Merged with another enterprise..... 6
	g) Other reasons for no completion 7
	Please specify:

FOR OFFICIAL USE ONLY

J5.	**Name of the person who checked the questionnaire:**

GLOSSARY

1	**App(s)**	A mobile app, short for mobile application or just app, is application software designed for a specific purpose (e.g. entertainment, shopping, etc.), downloaded and used on computers depending on their operating system. (e.g. portable devices such as tablets, Smartphones, etc.) Further information: http://en.wikipedia.org/wiki/Mobile_app; http://www.techopedia.com/definition/2953/mobile-application-mobile-app
2	**Authentication methods**	Authentication is a way to ascertain that a user is who they claim to be. This is usually performed by presenting one or more challenges to the user. There are three broad categories of challenges: 1) Something the user knows. The user is asked for a secret, known only to her. Typical examples are passwords and PINs, but can also take the form of security questions. 2) Something the user has. The user is in possession of a unique token, like a key. In the case of computer tokens, this can take the form of an NFC tag, or a device. 3) Something the user is. Aka biometrics. The user is asked to present a part of her body that forms unique and repeatable patterns, like fingerprints, voice, or face recognition. Source:https://www.enisa.europa.eu/topics/csirts-in-europe/glossary/authentication-methods
3	**Business process**	A business process or business method is a collection of related, structured activities or tasks that produce a specific service or product (serve a particular goal) for a particular customer or customers. Business processes can be of three types: Management processes (e.g. corporate governance, strategic management), Operational processes (e.g. purchasing, manufacturing, marketing and sales etc.) and Supporting processes (e.g. accounting, recruitment, technical support etc.). Source: http://en.wikipedia.org/wiki/Business_process
4	**Counterfeiting**	A counterfeit is an imitation, usually one that is made with the intent of fraudulently passing it off as genuine. Counterfeit products are often produced with the intent to take advantage of the established worth of the imitated product. The word counterfeit frequently describes both the forgeries of currency and documents, as well as the imitations of products or goods (e.g. clothing, software, pharmaceuticals, jeans, watches, electronics, etc.). Source: http://en.wikipedia.org/wiki/Counterfeiting
5	**CRM**	Customer Relationship Management (CRM) is a management methodology which places the customer at the centre of the business activity, based in an intensive use of information technologies to collect, integrate, process and analyse information related to the customers. One can distinguish between: 1. Operational CRM – Integration of the front office business processes that are in contact with the customer. 2. Analytical CRM – Analysis, through data mining, of the information available in the enterprise on its customers. This aims to gather in depth knowledge of the customer and how to answer to its needs.

6	**Data**	Representation of facts, concepts, or instructions in a formalized manner suitable for communication, interpretation, or processing by humans or by automated means. Any representations such as characters or analogue quantities to which meaning is or might be assigned. Source: http://www.its.bldrdoc.gov/projects/devglossary/_data.html
7	**Denial of service attack**	A denial-of-service attack (DoS attack) or distributed denial-of-service attack (DDoS attack) is an attempt to make a computer resource unavailable to its intended users. Although the means to carry out, motives for, and targets of a DoS attack may vary, it generally consists of the concerted efforts of a person or persons to prevent an internet site or service from functioning efficiently or at all, temporarily or indefinitely. Perpetrators of DoS attacks typically target sites or services hosted on high-profile web servers such as banks, credit card payment gateways, and even root name servers. One common method of attack involves saturating the target (victim) machine with external communications requests, such that it cannot respond to legitimate traffic, or responds so slowly as to be rendered effectively unavailable. In general terms, DoS attacks are implemented by either forcing the targeted computer(s) to reset, or consuming its resources so that it can no longer provide its intended service or obstructing the communication media between the intended users and the victim so that they can no longer communicate adequately.
8	**DSL**	Digital Subscriber Line (DSL) is a family of technologies that provides digital data transmission over the wires of a local telephone network. DSL is widely understood to mean Asymmetric Digital Subscriber Line (ADSL), the most commonly installed technical varieties of DSL. DSL service is delivered simultaneously with regular telephone on the same telephone line as it uses a higher frequency band that is separated by filtering. Source: http://en.wikipedia.org/wiki/DSL
9	**EDI, EDI-type**	Electronic Data Interchange (EDI) refers to the structured transmission of data or documents between organizations or enterprises by electronic means. It also refers specifically to a family of standards (EDI-type) and EDI-type messages suitable for automated processing. Source: http://en.wikipedia.org/wiki/Electronic_Data_Interchange
10	**EDI e-Commerce**	Orders initiated with EDI. EDI (electronic data interchange) is an e-business tool for exchanging different kinds of business messages. EDI is here used as a generic term for sending or receiving business information in an agreed format suitable for automated processing (e.g. EDIFACT, XML, etc.) and without the individual message being manually typed. "EDI e-Commerce" is limited to EDI messages placing an order. Source: OECD, DSTI/ICCP/IIS(2009)5/FINAL
11	**Electronic commerce (e-Commerce)**	An e-Commerce transaction is the sale or purchase of goods or services, conducted over computer networks by methods specifically designed for the purpose of receiving or placing of orders. The goods or services are ordered by those methods, but the payment and the ultimate delivery of the goods or services do not have to be conducted online. An e-Commerce transaction can be between enterprises, households, individuals, governments, and other public or private organisations. E-Commerce comprises orders made in Web pages or apps, extranet or EDI and excludes orders made by telephone calls, facsimile, or manually typed e-mail. The type is defined by the method of making the order. Source: OECD, DSTI/ICCP/IIS(2009)5/FINAL

12	**E-mail**	Electronic transmission of messages, including text and attachments, from one computer to another located within or outside of the organisation. This includes electronic mail by Internet or other computer networks.
13	**ERP**	Enterprise Resource Planning (ERP) consists of one or of a set of software applications that integrate information and processes across the several business functions of the enterprise. Typically ERP integrates planning, procurement, sales, marketing, customer relationship, finance and human resources. ERP software can be customised or package software. These latter are single-vendor, enterprise wide, software packages, but they are built in a modular way allowing enterprises to customise the system to their specific activity implementing only some of those modules. ERP systems typically have the following characteristics: 1. are designed for client server environment (traditional or web-based); 2. integrate the majority of a business's processes; 3. process a large majority of an organization's transactions; 4. use enterprise-wide database that stores each piece of data only once; 5. allow access to the data in real time.
14	**Extranet**	A closed network that uses Internet protocols to securely share enterprise's information with suppliers, vendors, customers or other businesses partners. It can take the form of a secure extension of an Intranet that allows external users to access some parts of the enterprise's Intranet. It can also be a private part of the enterprise's website, where business partners can navigate after being authenticated in a login page.
15	**Internet**	The Internet is a global system of interconnected computer networks that use the standard Internet Protocol Suite (TCP/IP) to serve billions of users worldwide. It is a network of networks that consists of millions of private, public, academic, business, and government networks of local to global scope that are linked by a broad array of electronic and optical networking technologies. The Internet carries a vast array of information resources and services, most notably the inter-linked hypertext documents of the World Wide Web (WWW) and the infrastructure to support electronic mail. Source: http://en.wikipedia.org/wiki/Internet Relates to Internet Protocol based networks: www, Extranet over the Internet, EDI over the Internet, Internet-enabled mobile phones.
16	**Intrusion**	An intrusion is an attempt to bypass security controls on a information system. Means of intrusion can be eavesdropping, viruses, worms, trojan horses, logic or time bombs, brute force attacks, etc. Intrusion detection is a process with the purpose of detecting intrusions or attempts of intrusions into a computer or network to compromise the confidentiality, integrity or availability by observation of system, application and user activity as well as network traffic. Intrusion detection systems take preventive actions against intrusions without direct human intervention.
17	**Malicious software**	Malicious software, also known as "malware" is any piece of software that performs undesirable operations such as data theft or some other type of computer compromise. Source:https://www.enisa.europa.eu/topics/csirts-in-europe/glossary/malware

18	**Marketplace(s) (e-commerce marketplaces)**	The term "e-commerce marketplaces" refers to websites or apps used by several enterprises for trading products e.g. Booking, eBay, Amazon, Amazon Business, Alibaba, Rakuten, etc.). E-commerce marketplaces are different from e-commerce platforms. The latter provide scalable, self-made online solutions for business that would like to set up their own e-commerce website.
19	**Message**	Any thought or idea expressed briefly in a plain or secret language, prepared in a form suitable for transmission by any means of communication. Source: http://www.its.bldrdoc.gov/projects/devglossary/_message.html
20	**Office (automation) software**	Office (automation) software is a generic type of software comprising (grouped together) usually a word processing package, a spreadsheet, presentations' software etc.
21	**Pharming**	The term "pharming" connotes an attack to redirect the traffic of a website to another, bogus website in order to acquire sensitive information.
22	**Phishing**	Phishing is a criminally fraudulent attempt to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity in an electronic communication.
23	**Ransomware**	Ransomware is a type of malware (like Viruses, Trojans, etc.) that infect the computer systems of users and manipulates the infected system in a way, that the victim can not (partially or fully) use it and the data stored on it. The victim usually shortly after receives a blackmail note by pop-up, pressing the victim to pay a ransom (hence the name) to regain full access to system and files. Source:https://www.enisa.europa.eu/topics/csirts-in-europe/glossary/ransomware
24	**Sales via website (web sales)**	A part of the e-Commerce activities, sales via website (web application) are orders made in an online store or filled in and sent by an electronic form on the www or extranet. Web sales are distinguished from EDI sales. In particular, the type of e-Commerce transaction is defined by the method of making the order. This approach should mitigate the interpretation problems where both types, EDI and Web, are used in the process. An example is a situation where an order is made by the customer through a web application but the information is transmitted to the seller as an EDI-message. Here the type of selling application is however web; EDI is only a business application to transmit information about the sale. Web sales can be done by mobile phones using an Internet-browser. Source: OECD, DSTI/ICCP/IIS(2009)5/FINAL

25 **Social Media**

In the context of the ICT usage survey, the central point of the social media is to establish and maintain social relationships within and around the enterprise. From that aspect we refer to the use of social media (as applications based on Internet technology or communication platforms) and the use of Web 2.0 technologies and tools for connecting, conversing and creating content online, with customers, suppliers, or other partners, or within the enterprise. It is not simply the use of Web 2.0 platform (although it is the enabling technology) but the use of social media implies the development of new forms of collaboration and information management within the enterprises as well as helping employees, customers and suppliers to collaborate, to innovate, to share, and to organize knowledge and experiences.

The following are the main social media communication platforms and tools for enterprises:

Social networks or websites are applications based on Internet technologies that enable users to connect by creating personal information profiles, share interest and/or activities, share ideas, invite others to have access to their profile and create communities of people with common interests.

Blogs: A blog is a website or a part of a website, that is updated frequently, either owned by individuals, interest groups of individuals or corporate (in the current context it is the blog of the enterprise and not other blogs to which employees contribute). An update (called an entry or a post) is usually quite short and readers can respond, share, comment or link to the entry online. Blogs can be used either within an enterprise (corporate blog) or for communicating with customers, business partners or other organisations.

Content communities offer the possibility of sharing media content between users. Photo and video services / Podcasting: A podcast (or non-streamed webcast) is a series of digital media files (either audio or video in various file format e.g. .aiff, .wav, .midi etc for the former and .mov, .avi etc for the latter) that are released episodically. The mode of delivery differentiates podcasting from other means of accessing media files over the Internet, such as direct download, or streamed webcasting. Presentation sharing websites offer the possibility to share presentations, documents and professional videos over the Internet (share publicly or privately among colleagues, clients, intranets, networks etc). These websites offer the possibility to upload, update and access presentations and/or documents. Very often, presentation sharing websites are linked to blogs and other social networking services or websites.

Microblogging refers to the posting of very short updates about oneself. It is in contrast to long-form blogging, where there are usually at least a few hundred words. Microblog posts usually involve a few hundred characters or less. For example, in the context of microblogging services Tweets (Twitter) are text-based posts of up to 140 characters displayed on the user's profile page.

Wiki: A wiki is a website that allows the creation and editing of any number of interlinked web pages via a web browser using a simplified markup language or a WYSIWYG text editor. Wikis are typically powered by wiki software and are often used collaboratively by multiple users. Examples include community websites, corporate intranets, and knowledge management systems.

26	**UBL**	Universal Business Language (UBL) is a library of standard electronic XML business documents such as purchase orders and invoices. UBL was developed by an OASIS Technical Committee with participation from a variety of industry data standards organizations. UBL is designed to plug directly into existing business, legal, auditing, and records management practices. It is designed to eliminate the re-keying of data in existing fax- and paper-based business correspondence and provide an entry point into electronic commerce for small and medium-sized businesses. Source: http://en.wikipedia.org/wiki/Universal_Business_Language
27	**Web e-Commerce**	Web (e-commerce) sales are sales made via an online store (web shop), via web forms on a website or extranet, or "apps" regardless of how the web is accessed (computer, laptop, mobile phone etc.) Source: OECD, DSTI/ICCP/IIS(2009)5/FINAL
28	**Web form**	A webform on a web page allows a user to enter data that is sent to a server for processing. Webforms resemble paper forms because Internet users fill out the forms using checkboxes, radio buttons, or text fields. For example, webforms can be used to enter shipping or credit card data to order a product or can be used to retrieve data. Source: http://en.wikipedia.org/wiki/Webform
29	**Website**	Location on the World Wide Web identified by a Web address. Collection of Web files on a particular subject that includes a beginning file called a home page. Information is encoded with specific languages (Hypertext mark-up language (HTML), XML, Java) readable with a Web browser, like Netscape's Navigator or Microsoft's Internet Explorer.
30	**Wireless access**	The use of wireless technologies such as radio-frequency, infrared, microwave, or other types of electromagnetic or acoustic waves, for the last internal link between users devices (such as computers, printers, etc) and a LAN backbone line(s) within the enterprise's working premises. It includes mainly Wi-fi and Bluetooth technologies.
31	**xDSL**	Digital Subscriber Line. DSL technologies are designed to increase bandwidth available over standard copper telephone wires. Includes IDSL, HDSL, SDSL, ADSL, RADSL, VDSL, DSL-Lite.
32	**XML**	The Extensible Markup Language is a markup language for documents containing structured information. Structured information contains both content (words, pictures, etc.) and some indication of what role that content plays (for example, content in a section heading has a different meaning from content in a footnote, which means something different than content in a figure caption or content in a database table, etc.). Almost all documents have some structure. A markup language is a mechanism to identify structures in a document. The XML specification defines a standard way to add markup to documents. Source: http://www.xml.com/