

Core indicators on the use of ICT by businesses, 2009 revision		
Core indicator	Definitions and method of calculation	Concepts
B1	Proportion of businesses using computers	The <i>proportion of businesses using computers</i> is calculated by dividing the number of in-scope businesses using computers during the 12-month reference period by the total number of in-scope businesses. A <i>computer</i> refers to a desktop or a laptop computer or a tablet. It does not include equipment with some embedded computing abilities such as mobile cellular phones, personal digital assistants or TV sets.
B2	Proportion of persons employed routinely using computers [1]	The <i>proportion of persons employed routinely using computers</i> is calculated by dividing the number of <i>persons employed routinely using computers</i> (in all in-scope businesses) by the total number of <i>persons employed</i> (in all in-scope businesses). <i>Persons employed</i> refer to all persons working for the business, not only those working in clerical jobs. They include short-term and casual employees, contributing family workers and self-employed persons, who may be paid or unpaid. The definition is aligned with UNSD and ILO standards. <i>Computer</i> : as above
B3	Proportion of businesses using the Internet	The <i>proportion of businesses using the Internet</i> is calculated by dividing the number of in-scope businesses using the Internet by the total number of in-scope businesses. The <i>Internet</i> is a world-wide public computer network. It provides access to a number of communication services including the World Wide Web and carries email, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer – it may also be by mobile phone, tablet, games machine, digital TV etc.). Access can be via a fixed or mobile network.
B4	Proportion of persons employed routinely using a computer with access to the Internet [2]	The <i>proportion of persons employed routinely using a computer with access to the Internet</i> is calculated by dividing the number of <i>persons employed routinely using a computer with access to the Internet</i> (in all in-scope businesses) by the total number of <i>persons employed</i> (in all in-scope businesses). <i>Persons employed</i> : as above <i>Computer</i> : as above <i>Internet</i> : as above
B5	Proportion of businesses with a web presence	The proportion of businesses with a web presence is calculated by dividing the number of in-scope businesses with a web presence by the total number of in-scope businesses. A web presence includes a website, home page or presence on another entity's website (including a related business). It excludes inclusion in an on-line directory and any other web pages where the business does not have control over the content of the page.
B6	Proportion of businesses with an intranet	The proportion of businesses with an intranet is calculated by dividing the number of in-scope businesses with an intranet by the total number of in-scope businesses. An <i>intranet</i> refers to an internal communications network using Internet protocols and allowing communication within an organization (and to other authorized persons). It is typically set up behind a firewall to control access.
B7	Proportion of businesses receiving orders over the Internet	For international comparability, the proportion of businesses receiving orders over the Internet is most simply calculated by dividing the number of in-scope businesses receiving orders over the Internet by the total number of in-scope businesses. Alternatively, output can be presented as the proportion of in-scope businesses using the Internet. <i>Orders received</i> include orders received via the Internet whether or not payment was made on line. They include orders received via websites, specialized Internet marketplaces, extranets, EDI over the Internet, Internet-enabled mobile phones and email. They also include orders received on behalf of other organizations – and orders received by other organizations on behalf of the business. <i>Orders received</i> exclude orders that were cancelled or not completed.
B8	Proportion of businesses placing orders over the Internet	For international comparability, the proportion of businesses placing orders over the Internet is most simply calculated by dividing the number of in-scope businesses placing orders over the Internet by the total number of in-scope businesses. Alternatively, output can be presented as the proportion of in-scope businesses using the Internet. <i>Orders placed</i> include orders placed via the Internet whether or not payment was made on line. They include orders placed via websites, specialized Internet marketplaces, extranets, EDI over the Internet, Internet-enabled mobile phones and email. <i>Orders placed</i> exclude orders that were cancelled or not completed.
B9	Proportion of businesses using the Internet by type of access (narrowband, broadband (fixed, mobile))	This indicator should be calculated as the proportion of in-scope Internet-using businesses that use each type of access service, for instance, the proportion of Internet-using businesses that use a broadband service as their means of access. It is expected that countries will collect data at a finer level than 'narrowband' and 'broadband'. The categories chosen by countries should allow aggregation to total narrowband and total broadband, as well as fixed and mobile broadband, as defined below. As businesses can use more than one type of access service, multiple responses are possible.
	Response categories:	
	• Narrowband	<i>Fixed (wired) Narrowband</i> includes analogue modem (dial-up via standard phone line), ISDN (Integrated Services Digital Network), DSL at speeds below 256kbit/s, and mobile phone and other forms of access with an advertised download speed of less than 256 kbit/s. Note that narrowband mobile phone access services include CDMA 1x (Release 0), GPRS, WAP and I-mode.
	• Fixed broadband	<i>Fixed broadband</i> refers to technologies such as DSL (Digital Subscriber Line) at speeds of at least 256kbit/s, cable modem, high speed leased lines, fibre-to-the-home, powerline, satellite, fixed wireless, Wireless Local Area Network and WiMAX.
• Mobile broadband	<i>Mobile broadband</i> access services refer to at least 3G including Wideband CDMA (W-CDMA), known as Universal Mobile Telecommunications System (UMTS) in Europe; High-speed Downlink Packet Access (HSDPA), complemented by High-Speed Uplink Packet Access (HSUPA); CDMA2000 1xEV-DO and CDMA 2000 1xEV-DV. Access can be via any device (mobile cellular phone, tablet, laptop, PDA, etc.)	

B10	Proportion of businesses with a local area network (LAN)	The proportion of businesses with a LAN is calculated by dividing the number of in-scope businesses with a LAN by the total number of in-scope businesses.	A LAN refers to a network connecting computers within a localized area such as a single building, department or site; it may be wireless.
B11	Proportion of businesses with an extranet	The proportion of businesses with an extranet is calculated by dividing the number of in-scope businesses with an extranet by the total number of in-scope businesses.	An <i>extranet</i> is a closed network that uses Internet protocols to securely share a business' 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 business' Intranet. It can also be a private part of the business' website, where business partners can navigate after being authenticated in a login page.
B12	Proportion of businesses using the Internet by type of activity	The proportion of businesses that undertook each activity can be calculated as: either the proportion of in-scope businesses or the proportion of Internet-using businesses that undertook each activity. For international comparability, output is most simply presented as the proportion of in-scope businesses undertaking each activity, for instance, the proportion of businesses using the Internet for sending or receiving emails. An alternative presentation is the proportion of business Internet users undertaking each activity.	<i>Internet</i> : as above. Businesses should be asked about all Internet activities (that is, the question used by countries should specify multiple responses). Activities are not necessarily mutually exclusive.
	Response categories:		
	• Sending or receiving e-mail		
	• Telephoning over the Internet/VoIP, or using video conferencing		Using Skype, iTalk, etc. Includes video calls (via webcam)
	• Use of instant messaging, bulletin boards		
	• Getting information about goods or services		
	• Getting information from general government organizations		<i>General government organizations</i> should be consistent with the SNA93 (2008 revision) concept of general government. According to the SNA "... the principal functions of government are to assume responsibility for the provision of goods and services to the community or to individual households and to finance their provision out of taxation or other incomes; to redistribute income and wealth by means of transfers; and to engage in non-market production." (General) government organizations include central, state and local government units.
	• Interacting with general government organizations		Includes downloading/requesting forms, completing/lodging forms on line, making on-line payments and purchasing from, or selling to, government organizations. It excludes getting information from government organizations.
	• Internet banking		Includes electronic transactions with a bank for payment, transfers, etc. or for looking up account information.
	• Accessing other financial services		Includes electronic transactions via the Internet for other types of financial services such as share purchases, financial services and insurance.
	• Providing customer services		<i>Customer services</i> include providing on-line or emailed product catalogues or price lists, product specification or configuration on line, after sales support, and order tracking on line.
	• Delivering products online		<i>Delivering products on line</i> refers to products delivered over the Internet in digitized form, e.g. reports, software, music, videos, computer games; and on-line services, such as computer-related services, information services, travel bookings or financial services.
	• Internal or external recruitment		Including having details of vacant positions on an intranet or website.
	• Staff training		Includes e-learning applications available on an intranet or from the WWW.
Core indicators on the ICT (producing) sector, 2009 revision			
Core indicator	Definitions and method of calculation	Concepts	
ICT1	Proportion of total business sector workforce involved in the ICT sector	The proportion of total business sector workforce involved in the ICT sector is calculated by dividing the ICT sector workforce by the total business sector workforce (expressed as a percentage).	ICT workforce (or ICT employment) consists of those persons employed in businesses that are classified as belonging to the ICT sector. Total business workforce represents all persons engaged in domestic production in the business sector. In a national accounts framework, employment can be measured in terms of headcounts, jobs, full-time equivalents (FTE) or hours worked. Currently, total headcounts or jobs are used for most countries.
ICT2	ICT sector share of gross value added	Value added in the ICT sector is calculated as the estimated value added of the ICT sector divided by total business sector value added (expressed as a percentage).	Value added for a particular industry represents its contribution to national GDP. It is sometimes referred to as GDP by industry and is not directly measured (but is estimated in a national accounts framework). In general, it is calculated as the difference between production (gross output) and intermediate inputs (the energy, materials and services required to produce final output).
[1] Note that this indicator is not equivalent to the employment weighted indicator 'proportion of persons employed working in businesses with a computer'.			
[2] Note that this indicator is not equivalent to the employment weighted indicator 'proportion of persons employed working in businesses with Internet access'.			