





### Web presence

#### Use of a website

<b>A4.</b> <b>Does your enterprise have a website?</b> <i>If your enterprise is present on the website of the e.g. enterprise group or franchisor, you are also considered to have a website.</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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#### Use of social media

<b>A5.</b> <b>Does your enterprise use any social media (i.e. have a user profile or an account)?</b> (e.g. Facebook, Instagram, X, Snapchat, YouTube, LinkedIn, TikTok, Xing, Viadeo)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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#### Other use of the internet

<b>A6.</b> <b>Does your enterprise pay to advertise on the internet?</b> (e.g. adverts on search engines, on social media, on other websites or apps) (Filter question)	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/> ->go to <b>B1</b>
<b>A7.</b> <b>Does your enterprise pay to advertise on the internet using any of the following targeted advertising methods?</b>	<b>Yes</b>	<b>No</b>
a) Based on content or keywords searched by internet users	<input type="checkbox"/>	<input type="checkbox"/>
b) Based on the tracking of internet users' past activities or profile	<input type="checkbox"/>	<input type="checkbox"/>
c) Based on the geolocation of internet users	<input type="checkbox"/>	<input type="checkbox"/>
d) Any other method of targeted advertising on the internet not specified above	<input type="checkbox"/>	<input type="checkbox"/>



### EDI-type sales

**EDI-type sales** cover **orders placed** by customers via EDI-type messages (EDI: Electronic Data Interchange) meaning:

- in an **agreed or standard format** suitable for automated processing;
- EDI-type order message created from the **business system** of the customer;
- including orders transmitted via EDI-service provider;
- including automatic system generated **demand driven orders**;
- including orders received directly into your **ERP** system.

Examples of EDI: EDIFACT, XML/EDI (e.g. UBL, Rosettanet, *[please add national examples]*).

**B1. During 2025, did your enterprise have EDI-type sales of goods or services?**

[\(Filter question\)](#)

Yes

No   
-> go to **B3**

**B2. What was the value of your EDI-type sales?**

(please refer to the provided definition of EDI-type sales)

**What percentage of total turnover was generated by EDI-type sales of goods or services, in 2025?**

*If you cannot provide the exact percentage an approximation will suffice.*

□ □ □ , □ %

### Module B: e-Commerce sales

(Scope: enterprises with access to the internet, i.e. if A1>0)

In e-commerce sales of goods or services, the order is placed via websites, apps or EDI-type messages (EDI: Electronic Data interchange) by methods specifically designed for the purpose of receiving orders.

The payment may be done online or offline.

e-Commerce **does not include** orders written in e-mail.

Please report **web and EDI-type sales separately**. They are defined by the method of placing the order:

- WEB sales: the **customer** places the order on a website or through an app;
- EDI type sales: **an EDI-type order message is created from the business system of the customer.**



Web sales of goods or services		
<p><b>Web sales cover orders, bookings and reservations placed by your customers via</b></p> <ul style="list-style-type: none"><li>• your enterprise's <b>websites or apps</b>:<ul style="list-style-type: none"><li>○ online store (webshop);</li><li>○ web forms;</li><li>○ extranet (webshop or web forms) ;</li><li>○ booking/reservation applications for services;</li><li>○ apps for mobile devices or computers;</li></ul></li><li>• <b>e-commerce marketplace websites or apps</b> (used by several enterprises for trading goods or services).</li></ul> <p>Orders written in e-mail are <b>not</b> counted as web sales.</p>		
<b>B3.</b>	<b>During 2025, did your enterprise have web sales of goods or services via:</b>	Yes      No
	<b>a) your enterprise's websites or apps?</b> (including extranets)	<input type="checkbox"/> <input type="checkbox"/>
	<b>b) e-commerce marketplace websites or apps used by several enterprises for trading goods or services?</b> (e.g. Finn.no, e-Bookers, Booking, hotels.com, eBay, Amazon, Amazon Business, Alibaba, Rakuten, TimoCom) <i>[Please add national examples of e-commerce marketplaces incl. government marketplaces]</i>	<input type="checkbox"/> <input type="checkbox"/>

If both B1 a) and B1 b) = "No" then go to C1	
<b>B4.</b>	<b>What was the value of your web sales?</b> (please refer to the provided definition of web sales)
	<b>What percentage of total turnover was generated by web sales of goods or services, in 2025?</b> □ □ □ %

Question B5 should be answered only if both B3 a) <u>and</u> B3 b) = "Yes"	
<b>B5.</b>	<b>What was the percentage breakdown of the value of web sales in 2025 for the following:</b> (Please refer to value of web sales you reported in B4.) <i>If you cannot provide the exact percentages an approximation will suffice.</i>
	<b>a) via your enterprise's websites or apps?</b> (including extranets)      □ □ □ %
	<b>b) via e-commerce marketplace websites or apps used by several enterprises for trading goods or services?</b> (e.g. e-Bookers, Finn.no, Booking, hotels.com, eBay, Amazon, Amazon Business, Alibaba, Rakuten, TimoCom)      □ □ □ %
	<b>TOTAL</b> <b>1 0 0 %</b>



<b>B6.</b>	<b>What was the percentage breakdown of the value of web sales in 2025 by type of customer:</b>	
	a) Sales to private consumers ( <b>B2C</b> )	<input type="text"/> <input type="text"/> <input type="text"/> %
	b) Sales to other enterprises ( <b>B2B</b> ) and Sales to public sector ( <b>B2G</b> )	<input type="text"/> <input type="text"/> <input type="text"/> %
	<b>TOTAL</b>	<b>1 0 0 %</b>

<b>Module C: ICT specialists and skills</b> (Scope: all enterprises)			
<b>C1.</b>	<b>Does your enterprise employ ICT specialists?</b> ICT specialists are persons employed for whom <b>ICT is the main job</b> . For example, to develop, operate or maintain ICT systems or applications.	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>C2.</b>	<b>Did your enterprise provide any type of training to develop ICT related skills of the persons employed, during 2025?</b>	<b>Yes</b>	<b>No</b>
	a) <b>Training for ICT specialists</b> <i>Tick "No" if your enterprise didn't employ ICT specialists during 2025.</i>	<input type="checkbox"/>	<input type="checkbox"/>
	b) <b>Training for other persons employed</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>C3.</b>	<b>Did your enterprise recruit or try to recruit ICT specialists during 2025?</b> (Filter question)	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/> ->go to C6
<b>C4.</b>	<b>During 2025, did your enterprise have vacancies for ICT specialists that were difficult to fill?</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/> ->go to C6
<b>C5.</b>	<b>Did your enterprise have any of the following difficulties to recruit ICT specialists during 2025?</b>	<b>Yes</b>	<b>No</b>
	a) Lack of applications	<input type="checkbox"/>	<input type="checkbox"/>
	b) Applicants' lack of relevant ICT related qualifications from education and/or training;	<input type="checkbox"/>	<input type="checkbox"/>
	c) Applicants' lack of relevant work experience	<input type="checkbox"/>	<input type="checkbox"/>
	d) Applicants' salary expectations too high	<input type="checkbox"/>	<input type="checkbox"/>
<b>C6.</b>	<b>Who performed your enterprise's ICT functions in 2025</b> (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)?	<b>Yes</b>	<b>No</b>
	a) own employees (incl. those employed in parent or affiliate enterprises)	<input type="checkbox"/>	<input type="checkbox"/>
	b) external suppliers	<input type="checkbox"/>	<input type="checkbox"/>



**Module D: Data utilisation, sharing, trading and analytics**

(Scope: enterprises with access to the internet, i.e. if A1>0)

**Use of business software**

D1. Does your enterprise use the following business software?		Yes	No
<b>a) Enterprise Resource Planning (ERP) software</b> Software used to manage resources by sharing information among different functional areas (e.g. accounting, planning, production, marketing). ERP software can be off-the-shelf software, customised to the needs of the enterprise or self-created software.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>b) Customer Relationship Management (CRM) software</b> Software for managing information about customers (e.g. relations or transactions), CRM facilitates communication with the customer and helps track customer interests, purchasing habits.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>c) Business Intelligence (BI) software</b> BI software accesses and analyses data (e.g. from data warehouses, data lakes) from internal IT systems and/or external sources and presents analytical findings in reports, summaries, dashboards, graphs, charts or maps, to provide users with detailed insights for decision-making or strategic planning.	<input type="checkbox"/>	<input type="checkbox"/>	

**Data sharing**

D2. Does your enterprise share data electronically with suppliers or customers within the supply chain (e.g. via websites or apps, EDI-type systems, real-time sensors or tracking)?		Yes	No
This data may be exchanged via websites, networks or other means of electronic data transfer, excluding e-mails not suitable for automated processing or manually typed.  Some of the examples of data exchange: information on inventory levels, progress of deliveries, progress in service provision, demand forecasts, products availability, customer requirements, e-commerce data, information regarding production or maintenance.	<input type="checkbox"/>	<input type="checkbox"/>	

**Data trading**

D3. During 2025, did your enterprise sell (access to) any of its own data? <i>e.g. data about your enterprise's customers' preferences, data from your enterprise's smart devices or sensors</i>		Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>	

  

D4. During 2025, did your enterprise purchase (access to) any data? <i>e.g. data about other enterprise's customers' preferences, data from other enterprise's smart devices or sensors</i>		Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>	



<b>Data analytics</b>		
Data analytics refers to the use of technologies, techniques or software tools for analysing data to extract patterns, trends and insights to make conclusions, predictions and better decision-making with the aim of improving performance (e.g. increase production, reduce costs). Data may be extracted from your own enterprise' data source or from external sources (e.g. suppliers, customers, government).		
<b>D5. Does your enterprise perform data analytics by own employees?</b> <i>Please, consider internal and external data sources.</i>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>

If Yes to question D5, then go to question D6, otherwise go to question D7.

<b>D6. Does your enterprise perform data analytics on data from the following sources?</b>	<b>Yes</b>	<b>No</b>
a) Data analytics on data from transaction records such as sale details, payments records (e.g. from Enterprise Resource Planning system (ERP), own webshop)	<input type="checkbox"/>	<input type="checkbox"/>
b) Data analytics on data about customers such as customer purchasing information, location, preferences, customer reviews, searches (e.g. from Customer Relationship Management system (CRM) or own website)	<input type="checkbox"/>	<input type="checkbox"/>
c) Data analytics on data from social media, incl. from your enterprise's own social media profiles (e.g. personal information, comments, video, audio, images)	<input type="checkbox"/>	<input type="checkbox"/>
d) Data analytics on web data (e.g. search engine trends, web scraping data (use of computer program for extracting data from websites))	<input type="checkbox"/>	<input type="checkbox"/>
e) Data analytics on location data from the use of portable devices or vehicles (e.g. portable devices using mobile telephone networks, wireless connections or GPS)	<input type="checkbox"/>	<input type="checkbox"/>
f) Data analytics on data from smart devices or sensors (e.g. Machine to Machine (M2M) communications, sensors installed in machinery, manufacturing sensors, smart meters, Radio frequency identification (RFID) tags)	<input type="checkbox"/>	<input type="checkbox"/>
g) Data analytics on government authorities' open data (e.g. enterprise public records, weather conditions, topographic conditions, transport data, housing data, buildings data)	<input type="checkbox"/>	<input type="checkbox"/>
h) Data analytics on satellite data (e.g. satellite imagery, navigation signals, position signals)  include data acquired from enterprise's own infrastructure or from externally provided service and exclude location data from the use of portable devices or vehicles using GPS.	<input type="checkbox"/>	<input type="checkbox"/>
<b>D7. Does an external enterprise or organisation perform data analytics for your enterprise?</b> <i>Please include data analytics based on data from internal and external sources.</i>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>



## Module E: Artificial Intelligence

(Scope: enterprises with access to the internet, i.e. if A1>0)

Artificial intelligence refers to systems that use technologies such as: **text mining, computer vision, speech recognition, natural language generation, machine learning, deep learning** to gather, use and/or produce data, for example to make predictions, recommendations, or decisions, with varying levels of autonomy.

Artificial intelligence systems **can be software based**, e.g.:

- systems that create content (generative AI);
- chatbots and business virtual assistants based on natural language processing;
- face recognition systems based on computer vision or speech recognition systems;
- data analysis based on machine learning;

or **embedded in devices**, e.g.:

- autonomous robots for warehouse automation or production assembly works;
- autonomous drones for production surveillance or parcel handling, etc.

E1. Does your enterprise use any of the following Artificial Intelligence (AI) technologies?		Yes	No
a) AI technologies performing analysis of written language (e.g. text mining)	<input type="checkbox"/>	<input type="checkbox"/>	
b) AI Technologies converting spoken language into machine-readable format (speech recognition)	<input type="checkbox"/>	<input type="checkbox"/>	
c) AI Technologies generating written, spoken language or programming codes (natural language generation, speech synthesis)	<input type="checkbox"/>	<input type="checkbox"/>	
d) AI Technologies generating pictures, videos, sound/audio	<input type="checkbox"/>	<input type="checkbox"/>	
e) AI Technologies identifying objects or persons based on images or videos (image recognition, image processing)	<input type="checkbox"/>	<input type="checkbox"/>	
f) Machine learning (e.g. deep learning) for data analysis	<input type="checkbox"/>	<input type="checkbox"/>	
g) AI Technologies automating different workflows or assisting in decision making (e.g. <b>AI based</b> software robotic process automation)	<input type="checkbox"/>	<input type="checkbox"/>	
h) AI Technologies enabling physical movement of machines via autonomous decisions based on observation of surroundings (autonomous robots, self-driving vehicles, autonomous drones)	<input type="checkbox"/>	<input type="checkbox"/>	



If E1 a) to h) = "No" then go to E7, otherwise go to E2.

E2.	Does your enterprise use Artificial Intelligence software or systems for any of the following purposes?	Yes	No
	<p><b>a) Use of AI for marketing or sales</b> some of the examples may be:</p> <ul style="list-style-type: none"> <li>• customer profiling, price optimisation, personalised marketing offers, market analysis based on machine learning</li> <li>• chatbots based on natural language processing for customer support</li> <li>• autonomous robots for orders processing</li> <li>• robo-advisor for automated planning, e.g. of investment</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><b>b) Use of AI for production or service processes</b> some of the examples may be:</p> <ul style="list-style-type: none"> <li>• predictive maintenance or process optimization based on machine learning</li> <li>• tools to classify products or find defects in products based on computer vision</li> <li>• autonomous drones for production surveillance, security or inspection tasks</li> <li>• assembly works performed by autonomous robots</li> <li>• credit scoring based on machine learning</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><b>c) Use of AI for organisation of business administration processes or management</b> some of the examples may be:</p> <ul style="list-style-type: none"> <li>• business virtual assistants based on machine learning and/or natural language processing, e.g. for document drafting</li> <li>• data analysis or strategic decision making based on machine learning, e.g. risk assessment, based on machine learning</li> <li>• planning or business forecasting based on machine learning</li> <li>• human resources management based on machine learning or natural language processing, e.g. candidates pre-selection screening, employee profiling or performance analysis</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><b>d) Use of AI for logistics</b> some of the examples may be:</p> <ul style="list-style-type: none"> <li>• autonomous robots for pick-and-pack solutions in warehouses for parcel shipping, tracing, distribution or sorting</li> <li>• route optimization based on machine learning</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><b>e) Use of AI for ICT security</b> some of the examples may be:</p> <ul style="list-style-type: none"> <li>• face recognition based on computer vision for authentication of ICT users</li> <li>• detection and prevention of cyber-attacks based on machine learning</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><b>f) Use of AI for accounting, controlling or finance management</b> some of the examples may be:</p> <ul style="list-style-type: none"> <li>• machine learning to analyse data that helps to make financial decisions</li> <li>• invoice processing based on machine learning</li> <li>• machine learning or natural language processing for bookkeeping documents</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>
	<p><b>g) Use of AI for research and development (R&amp;D) or innovation activity (excluding research on AI)</b> some of the examples may be:</p> <ul style="list-style-type: none"> <li>• analysis of data for conducting research, solving research problems, developing a new or significantly improved product/service based on machine learning</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>



<b>E3.</b>	<b>How did your enterprise acquire the Artificial Intelligence software or systems that it uses?</b>	<b>Yes</b>	<b>No</b>
	a) The software/system was developed for the enterprise by own employees (including those employed in parent or affiliate enterprises)	<input type="checkbox"/>	<input type="checkbox"/>
	b) The software/system was developed for the enterprise by external providers	<input type="checkbox"/>	<input type="checkbox"/>
	c) Open-source software was used free of charge or for a fee <i>The source code of open-source software is openly shared which enables users to inspect, modify, use and redistribute the software (e.g. OpenLLaMA).</i>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Closed-source software was used free of charge or for a fee <i>Access to the source code of closed-source software is restricted which constraints user's ability to inspect, modify, use and redistribute the software (e.g. ChatGPT, Jasper AI).</i>	<input type="checkbox"/>	<input type="checkbox"/>

**If E3c =Yes or/and E3d = Yes, otherwise go to E5.**

<b>E4.</b>	<b>Has the AI software been modified by your own employees (including those employed in parent or affiliate enterprise) and/or external providers?</b>  <i>Please refer only to open-source and closed-source software mentioned in questions E3c and/or E3d.</i>  <i>A software modification is the process of changing or adjusting software to meet specific needs or improve its functionality (e.g. adding functions, changing algorithms, setting parameters).</i>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/> -> go to E5
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<b>E5.</b>	<b>Does your enterprise process data on individuals using AI technologies?</b>  Some of examples of data on individuals (e.g. employees, job applicants or customers) are: sex, age, racial or ethnic origin, disability, religion or belief, sexual orientation, facial images, record of purchases, occupation or address.	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/> -> go to F1
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<b>E6.</b>	<b>Does your enterprise have any measures to check the results generated by AI technologies for possible biases towards individuals based on sex, age, racial or ethnic origin, disability, religion or belief, sexual orientation?</b>  Some of examples of measures to check for possible bias: <ul style="list-style-type: none"><li>• analysing the results of various machine learning models</li><li>• examining the dataset that was used to train the machine learning model</li><li>• data augmentation (which involves techniques to artificially generate additional data points from existing data, i.e. synthetic data)</li></ul>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
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Question E7 is presented only to respondents who answered 'No' to E1a)-h) i.e. enterprises that did not use any of the Artificial Intelligence technologies listed in question E1.

<b>E7.</b>	<b>Has your enterprise ever considered using any of the Artificial Intelligence technologies listed in question E1?</b>  <i>(Filter question)</i>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/> -> go to <b>F1</b>
<b>E8.</b>	<b>What are the reasons for your enterprise not to use any of the Artificial Intelligence technologies listed in question E1?</b>	<b>Yes</b>	<b>No</b>
	a) The costs seem too high	<input type="checkbox"/>	<input type="checkbox"/>
	b) There is a lack of relevant expertise in the enterprise	<input type="checkbox"/>	<input type="checkbox"/>
	c) Incompatibility with existing equipment, software or systems	<input type="checkbox"/>	<input type="checkbox"/>
	d) Difficulties with availability or quality of the necessary data	<input type="checkbox"/>	<input type="checkbox"/>
	e) Concerns regarding violation of data protection and privacy	<input type="checkbox"/>	<input type="checkbox"/>
	f) Lack of clarity about the legal consequences (e.g. liability in case of damage caused by the use of Artificial Intelligence)	<input type="checkbox"/>	<input type="checkbox"/>
	g) Ethical considerations	<input type="checkbox"/>	<input type="checkbox"/>
	h) Artificial Intelligence technologies are not useful for the enterprise	<input type="checkbox"/>	<input type="checkbox"/>



Module F: Use of cloud computing services		
(Scope: enterprises with access to the internet, i.e. if A1>0)		
<p><b>Cloud computing</b> refers to <b>ICT services</b> that are used <b>over the internet</b> to access software, computing power, storage capacity etc.;</p> <p><b>where the services have all of the following characteristics:</b></p> <ul style="list-style-type: none"> <li>• are delivered from <b>servers</b> of service providers;</li> <li>• can be easily <b>scaled</b> up or down (e.g. number of users or change of storage capacity) ;</li> <li>• can be used <b>on-demand by the user</b>, at least after the initial set up (without human interaction with the service provider) ;</li> <li>• are <b>paid</b> for, either per user, by capacity used, or they are pre-paid.</li> </ul> <p>Cloud computing may include connections via Virtual Private Networks (VPN).</p>		
<p><b>F1. Does your enterprise use any paid cloud computing services?</b> (Please refer to the definition of cloud computing above, exclude free of charge services.) (Filter question)</p>	<p><b>Yes</b> <input type="checkbox"/></p>	<p><b>No</b> <input type="checkbox"/> -&gt; go to <b>G1</b></p>
<p><b>F2. Does your enterprise use any of the following paid cloud computing services?</b> (Please refer to the definition of cloud computing above, exclude free of charge services.)</p>	<p><b>Yes</b></p>	<p><b>No</b></p>
a) E-mail (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
b) Office software (e.g. word processors, spreadsheets) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
c) Finance or accounting software applications (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
d) Enterprise Resource Planning (ERP) software applications (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
e) Customer Relationship Management (CRM) software applications (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
f) Security software applications (e.g. antivirus program, network access control) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
g) Hosting the enterprise's database(s) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
h) Storage of files (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
i) Computing power to run the enterprise's own software (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
j) Computing platform providing a hosted environment for application development, testing or deployment (e.g. reusable software modules, application programming interfaces (APIs)) (as a cloud computing service)	<input type="checkbox"/>	<input type="checkbox"/>
<p>k) Artificial intelligence (AI) software or systems generating text, images, video, audio content or codes (as a cloud computing service)</p> <p><i>Please do not consider AI features if they are embedded in other software or systems you are using.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>



## Module G: ICT Security

(Scope: enterprises with access to the internet, i.e. if A1>0)

**ICT security** means measures, controls and procedures applied on enterprise's ICT systems to ensure integrity, authenticity, availability and confidentiality of enterprise's data and systems.

<b>G1. Does your enterprise apply any of the following ICT security measures on its ICT systems?</b>	<b>Yes</b>	<b>No</b>
a) authentication via <b>strong password</b> (e.g. minimum length, use of numbers and special characters, changed periodically)	<input type="checkbox"/>	<input type="checkbox"/>
b) authentication via <b>biometric methods</b> used to access the enterprise's ICT system (e.g. authentication based on fingerprints, voice, face)	<input type="checkbox"/>	<input type="checkbox"/>
c) authentication <b>based on a combination of at least two authentication mechanisms</b> (i.e. combination of e.g. user-defined password, one-time password (OTP), code generated via a security token or received via a smartphone, biometric method (e.g. based on fingerprints, voice, face))	<input type="checkbox"/>	<input type="checkbox"/>
d) Encryption of data, documents or e-mails	<input type="checkbox"/>	<input type="checkbox"/>
e) Data backup to a separate location (including backup to the cloud)	<input type="checkbox"/>	<input type="checkbox"/>
f) Network access control (management of user rights in enterprise's network)	<input type="checkbox"/>	<input type="checkbox"/>
g) VPN (Virtual Private Network extends a private network across a public network to enable secure exchange of data over public network)	<input type="checkbox"/>	<input type="checkbox"/>
h) ICT security monitoring system used to detect suspicious activity (e.g. intrusion detection or prevention systems that monitors users' or devices' behaviour, network traffic)  <i>* Please exclude antivirus software and default firewall solution included in the operating system of personal computers and routers.</i>	<input type="checkbox"/>	<input type="checkbox"/>
i) Maintaining log files that enable analysis after ICT security incidents	<input type="checkbox"/>	<input type="checkbox"/>
j) ICT risk assessment, i.e. periodical assessment of probability and consequences of ICT security incidents	<input type="checkbox"/>	<input type="checkbox"/>
k) ICT security tests (e.g. performing penetration tests, testing security alert system, review of security measures, testing of backup systems)	<input type="checkbox"/>	<input type="checkbox"/>

<b>G2. Does your enterprise make persons employed aware of their obligations in ICT security related issues in the following ways?</b>	<b>Yes</b>	<b>No</b>
a) Voluntary training or internally available information (e.g. information on the intranet)	<input type="checkbox"/>	<input type="checkbox"/>
b) Compulsory training courses or viewing compulsory material	<input type="checkbox"/>	<input type="checkbox"/>
c) By contract (e.g. contract of employment)	<input type="checkbox"/>	<input type="checkbox"/>



G3.	<b>During 2025, did your enterprise experience any ICT related security incident leading to the following consequences?</b>	<b>Yes</b>	<b>No</b>
	a) Unavailability of ICT services due to attack from outside, e.g. ransomware attacks, Denial of Service attacks	<input type="checkbox"/>	<input type="checkbox"/>
	b) Destruction or corruption of data due to infection of malicious software or unauthorised intrusion	<input type="checkbox"/>	<input type="checkbox"/>
	c) Disclosure of confidential data due to intrusion, pharming, phishing attack, intentional actions by own employees	<input type="checkbox"/>	<input type="checkbox"/>

<b>Module H: Invoicing</b>			
(Scope: enterprises with access to the internet, i.e. if A1>0)			
<p>There are invoices in <b>paper form</b> and <b>electronic form</b>. Invoices in <b>electronic form</b> are of two types:</p> <ul style="list-style-type: none"> <li>- <b>E-invoices</b> in a standard structure <b>suitable for automated processing</b>, excluding the transmission of PDF files. They are exchanged either directly or via service operators or via an electronic banking system.</li> <li>- <b>Invoices</b> in electronic form <b>not suitable for automated processing</b>, including the transmission of PDF files</li> </ul>			
<b>H1.</b>	<p><b>In 2025, did your enterprise <u>send</u> any of the following types of invoices:</b></p> <p><i>Include also invoices sent via intermediaries, e.g. accountants, e-invoice service providers</i></p> <p>(Filter question)</p>	<b>Yes</b>	<b>No</b>
	<p>a) Invoices in electronic form, in a standard structure <b>suitable for automated processing</b> (e-invoices)?</p> <p>(EDI (e.g. EDIFACT), XML (e.g. UBL) [please add national examples])</p> <p>Excluding the transmission of PDF files</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>b) Invoices in electronic form <b>not suitable for automated processing</b>?</p> <p>(e.g. emails, JPEG or other format)</p> <p>Including the transmission of PDF files</p>	<input type="checkbox"/>	<input type="checkbox"/>
	<p>c) Paper invoices?</p>	<input type="checkbox"/>	<input type="checkbox"/>

Filter – if H1a) answered with 'Yes', go to H2, otherwise go to X1.

<b>H2.</b>	<p><b>Concerning e-invoices: In 2025, out of all invoices your enterprise <u>sent</u> (in electronic or paper form) to private customers, other enterprises or public authorities, how many were e-invoices in a <u>standard structure suitable for automated processing</u>?</b></p> <p>(Tick only one)</p>										
	<table border="1"> <tr> <td>a) Less than 10%</td> <td><input type="checkbox"/></td> </tr> <tr> <td>b) At least 10% but less than 25%</td> <td><input type="checkbox"/></td> </tr> <tr> <td>c) At least 25% but less than 50%</td> <td><input type="checkbox"/></td> </tr> <tr> <td>d) At least 50% but less than 75%</td> <td><input type="checkbox"/></td> </tr> <tr> <td>e) At least 75%</td> <td><input type="checkbox"/></td> </tr> </table>	a) Less than 10%	<input type="checkbox"/>	b) At least 10% but less than 25%	<input type="checkbox"/>	c) At least 25% but less than 50%	<input type="checkbox"/>	d) At least 50% but less than 75%	<input type="checkbox"/>	e) At least 75%	<input type="checkbox"/>
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c) At least 25% but less than 50%	<input type="checkbox"/>										
d) At least 50% but less than 75%	<input type="checkbox"/>										
e) At least 75%	<input type="checkbox"/>										



**Module I: Use of government authorities' data**

(Scope: all enterprises)

**I.1 Does your enterprise use any government authorities' data?**

Answers: Yes/No

(Filter question. IF Yes-> Go to I.4. IF No -> go to I.2)

**I.2 Even if your enterprise does not use any andata from public enterprises, does your enterprise still has a need to use government authorities' data?**

(Scope: I.1 = No)

Answers: Yes/No

(Filter question. IF Yes-> Go to I.3. IF No, end of the survey)

<b>I.3 What are the reasons for your enterprise not to use government authorities' data?</b>	
(Scope: I.2 = Yes)	
There is no relevant data from government authorities that the enterprise has use for.	Yes/No
It is resource-intensive to the acquire the data (e.g. acquiring data access is time-consuming).	Yes/No
The available data from public government authority is insufficient or of poor quality, etc.	Yes/No
Your enterprise lacks relevant expertise, IT equipment or software to use public data (e.g. lacks expertise to carry out data analysis).	Yes/No
Other reasons	Yes/No
Your enterprise is not authorized to use public data.	Yes/No

If Yes to I.3.d

**Please describe the lack of expertise, IT equipment or software that preventing your enterprise to use government authorities' data in the comment field.:**

(End of the survey)

If yes to I.1:

<b>I.4 Does your enterprise acquire government authorities' data by using the following methods?</b>		
a. Search via "data.norge.no"	Yes	No
b. Search via the government authorities' website	Yes	No
c. Search via the government authorities' data platforms or data base (e.g. Traport-portal, Diskos, Copernikus, GeoNorge, helsekatalog.no, etc)	Yes	No
d. From open sources online, using technology or tools. For example, web scraping, using specialized tools or scripts to automatically extract data from the internet that is freely available. <i>Do not include direct searches of government agency websites, data sharing platforms or directories.</i>	Yes	No
e. From externals	Yes	No
f. Other methods	Yes	No



If Yes to I.4.f

Please describe other methods your enterprise has used to find data from government authorities in the comment field.:

**I.5 Does your enterprise encountered any of the the following issues when using the government authorities' data?**

a. Difficult to access the data, e.g. high level of demands are placed on the rights holders to gain access.	Yes	No
b. High cost to obtain the data (e.g. it takes a lot of time or money to obtain data)	Yes	No
c. The data or metadata is deficient, poor quality, inaccurate, etc.	Yes	No
d. The data format is not suitable for automated processing	Yes	No
e. Challenge related to sharing the data or dissemination of information generated from the data with third parties (e.g. requirements for data protection, information security, etc.)	Yes	No
f. Other issues.	Yes	No

**I.6 Is your enterprise looking for any data from government authorities that is not already available, or if the existing data from government authorities does not meet your enterprise's needs?**

Please describe which types of data your enterprise needs/is looking for from the government authorities in the comment field.