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U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

FORM
**SA-5415A**

**DUE DATE**

# 2004 SERVICE ANNUAL SURVEY

## COMPUTER SYSTEMS DESIGN AND RELATED SERVICES

**NOTICE —** Your report to the Census Bureau is **confidential** by law (Title 13, U.S. Code). It may be seen only by persons sworn to uphold the confidentiality of Census Bureau information and may be used only for statistical purposes. The law also provides that copies retained in your files are **immune from legal process.**

**RETURN COMPLETED FORM TO**

**U.S. CENSUS BUREAU**
**1201 East 10th Street**
**Jeffersonville, IN 47132-0001**

**Any questions call**
**1–800–772–7851 weekdays,**
**8:30 a.m. to 5:00 p.m. EST**

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541513 T

*(Please correct any error in name, address, or ZIP Code)*

**YOUR RESPONSE IS REQUIRED BY LAW.** Title 13, U.S. Code, requires businesses and other organizations that receive this questionnaire to answer the questions and return the report to the Census Bureau.

**Item 1** **SURVEY COVERAGE**

This report covers all domestic locations operated by your company and its subsidiaries primarily engaged in providing computer facilities management services. Activities include on-site management and operation of clients' computer systems and/or data processing facilities.

Does this firm have domestic locations providing one of the business activities described in the survey coverage above?

0001 1 ☐ Yes – *Continue with Item 3*
2 ☐ No – *Specify your business activity and continue with Item 3, and complete as much of the survey form as possible.*

0002

**Item 2** **NOT APPLICABLE TO THIS FORM**

**Item 3** **REPORT PERIOD**

*Mark (X) the one box which best describes the period covered by your report.*

If the data reported are for a period other than the "calendar year," please enter the beginning and ending dates.

0006 1 ☐ Calendar year – *Go to Item 4A*
2 ☐ Fiscal year
3 ☐ Less than 12 months

| | 2004 | | |
|---|---|---|---|
| | Month | Day | Year |
| From | 0007 | | |
| To | 0008 | | |

## Item 4A REVENUE

| | Key code | 2004 Bil. | Mil. | Thou. | Dol. |
|---|---|---|---|---|---|
| **Total Operating Revenue** → | 002 | | | | |

If a book figure is not available, an estimate is acceptable. Please refer to the enclosed instructions before making your entries. **Exclude intracompany transfers.**

## Item 4B PERCENTAGE BREAKDOWN OF REVENUE

Report the percentage of total operating revenue reported in Item 4A from the sources listed at the right. Report whole percents.

***DO NOT combine data for two or more detail lines.***

**Enter "0" in items where applicable.**

**Exclude intracompany transfers.**

**Line 1a – Custom application design and development –** Report revenue for the design of the structure and/or the writing of the computer code necessary to create and/or implement a software application, **including** web design and development.

**Line 1b – Computer systems design, development, and integration services –** Report revenue from assessing an organization's computer requirements, advising on hardware and software acquisitions, developing system specifications and either putting the new system in place or providing the client with the necessary specifications to put the new system in place.

**Line 1c – Network design and development services –** Report revenue from designing, developing, and implementing a customer's networks such as Intranets, Extranets, and Virtual Private Networks. Include the design and development of network security systems. Report revenue from service contracts where this service is bundled with the day-to-day management of the client's network on Line 4.

**Line 2 – Information Technology (IT) infrastructure (computer) and network management services –** Report revenue from managing and monitoring a client's IT infrastructure **including** hardware, software, and networks.

**Line 3 – IT technical support services –** Report revenue from providing technical expertise to solve clients' software, hardware, or computer system problems.

**Line 4 – IT technical consulting services –** Report revenue from providing advice on such matters as hardware and software requirements, and procurements, systems integration, and systems security. **Exclude** revenue from non-IT related consulting.

**Line 5 – Software publishing –** Report revenue for software that is developed for wide distribution and is produced for multiple sale or licensing.

**Line 6 – Data storage services –** Report revenue from managing or administrating the storage and back-up management of data such as remote back-up services, storage, or hierarchical storage management (migration).

**Line 7 – Data management services –** Report revenue from ongoing management and administration of data as an organizational resource. Services may include performing data modeling, data mobilization, data mapping/rationalization, data mining, and system architecture.

**Line 8 – IT related training services –** Report revenue generated by providing training for the use of computer hardware, software, networks, or other IT-related topic.

**Line 9 – Internet access services –** Report revenue from providing customers with a direct connection to the Internet, both wired and wireless.

**Line 10 – Website hosting services –** Report revenue from providing the infrastructure to host a customer's website and related files in a location that provides connection to the Internet.

**Line 11 – Application service provisioning –** Report revenue from providing leased software applications from a centralized, hosted, and managed computing environment.

**Line 12 – Business process management services –** Report revenue from providing a bundled service package that combines information technology-intensive services with labor (manual or professional depending on the solution), machinery, and facilities to support, host and manage a business process for a client.

| **An estimate is acceptable if a book figure is not available** | Key code | 2004 |
|---|---|---|
| **1.** Information Technology (IT) Design and Development | | |
| **(a)** Custom application design and development | 300 | % |
| **(b)** Computer systems design, development, and integration services | 301 | % |
| **(c)** Network design and development services | 1167 | % |
| **2.** Information technology infrastructure (computer) and network management services | 302 | % |
| **3.** IT technical support services | 1170 | % |
| **4.** IT technical consulting services | 1168 | % |
| **5.** Software publishing | 1246 | % |
| **6.** Data storage services | 1144 | % |
| **7.** Data management services | 1142 | % |
| **8.** IT related training services | 1174 | % |
| **9.** Internet access services | 821 | % |
| **10.** Web site hosting services | 916 | % |
| **11.** Application service provisioning | 1124 | % |
| **12.** Business process management services | 913 | % |
| **13.** Rental and leasing of computer hardware | 1230 | % |
| **14.** Re-sale of computer hardware and software | 1237 | % |
| **15.** Other services revenue – *Specify* ↙ 1163 | 749 | % |
| **TOTAL** | | **100%** |

## Item 4C EXPORTED SERVICES

Note: An exported service is performed for a customer or client (individual, government, business establishment, etc.) located outside the United States (i.e., outside the 50 States, District of Columbia, U.S. Commonwealth territories, or U.S. possessions). **Include** services performed for unaffiliated and affiliated foreign firms (i.e., foreign parent firms, subsidiaries, branches, etc.). **Exclude** services provided to domestic subsidiaries of foreign firms.

Did the revenue reported in Item 4A include any amounts received for exported services?

0009 1 ☐ Yes – What was your firm's receipts for exported services in 2004? →
2 ☐ No – *Continue to Item 4D.*

| Key code | 2004 Bil. | Mil. | Thou. | Dol. |
|---|---|---|---|---|
| 004 | | | | |

## Item 4D E-COMMERCE RECEIPTS/REVENUE

Report sales and receipts from any transaction completed over an Internet, extranet, EDI network, electronic mail or other online system. Transactions are agreements between buyers and sellers to transfer ownership of, or rights to use, goods or services. Payment for these goods and services may or may not be made online. Please see the General Instruction sheet for further clarification before completing this item.

**An estimate is acceptable if a book figure is not available.**

**1.** Did your firm have e-commerce receipts/revenue during 2004?

0011 1 ☐ Yes – *Enter the date your firm began e-commerce sales.* →
2 ☐ No – *Continue to Item 4E.*

0010

| Month (i.e., June=06) | Year (i.e., 2004=04) |
|---|---|
| | |

| Key code | 2004 Bil. | Mil. | Thou. | Dol. |
|---|---|---|---|---|
| 005 | | | | |

**2.** What were your firm's e-commerce receipts/revenue for 2004? (**Include** e-commerce receipts/revenue in Item 4A. **Exclude** sales taxes.) →

*< Please continue to Item 4E >*

## Item 4E OPERATING EXPENSES

### 1. Cost of Contract Labor

**Line 1 –** Report payments made to suppliers for leased employees and temporary help such as office workers, provided they are **not on your payroll**, but **are supervised** by your firm. **Exclude** payments for services of persons supervised by the supplying firm, such as legal, accounting, janitorial, security, and building maintenance services.

### 2. Expensed Materials and Supplies (not for resale)

**Line 2a –** Report the cost of expensed computer hardware and packaged software. **Include** hardware such as servers, CPUs, monitors, and network devices; computer software purchased under licensing agreements, and computer software license fees; and other expensed business equipment, such as copiers, fax machines, and telephones. **Exclude** leased and/or rented equipment.

**Line 2b –** Report the cost of expensed materials, parts, and supplies, which are used as part of the services you provide. **Include** office and janitorial supplies, small tools, computer-related supplies (such as cartridges and computer paper), packaging and containers, and medical supplies. **Exclude** fuels for motor vehicles, and leased and/or rented materials, parts, and supplies.

### 3. Expensed Purchased Services

**Line 3a –** Report the cost of expensed custom coded software. **Include** computer-related services such as adaptation of off-the-shelf software, system design and support services, web design, and web hosting. **Exclude** computer-related communications costs.

**Line 3b –** Report the cost of data processing, computer consulting, and other purchased computer services. **Include** computer input preparation, data storage, computer time rental, microfilm imaging, and optical scanning services. **Exclude** payroll processing, credit card transaction fees, and fees for the management and operation of your data processing facilities.

**Line 3c –** Report the cost of telephone, cellular, pagers, and fax services; and computer-related communications such as Internet, connectivity, on-line, and other communication services.

**Line 3d –** Report the cost of purchased electricity. If electricity is included in a lease or rental payment, report these costs below.

**Line 3e –** Report the cost of purchased fuels for heating, power, and generating electricity. **Include** the cost of natural gas. If the cost of fuels are included in a lease or rental payment, report these costs below.

**Line 3f –** Report the cost of administrative and professional services such as management consulting, legal, accounting, auditing, bookkeeping, actuarial, payroll processing, marketing, advertising, architectural, engineering, and fees for the management and operation of your data processing facilities.

**Line 3g –** Report lease and rental costs for land, buildings, offices, structures, machinery, and equipment. **Include** lease and rental of transportation equipment without operators; and penalties incurred for broken leases. **Exclude** payments by your firm to your parent company or organization (or any of its subsidiaries) for use of assets owned by them and installment payments for assets obtained through capital lease agreements.

**Line 3h – Include** purchased transportation (with operators); travel and lodging; shipping and warehousing; postage and package delivery; water, sewer, and refuse removal; janitorial, security, parking, and grounds maintenance; purchased repair and maintenance; and all other purchased services. **Exclude** annual payroll, employer's contributions to employee benefits plans, fuels for motor vehicles, insurance, depreciation, taxes and licenses, bank charges associated with maintaining accounts, investment and brokerage fees, and credit card transaction fees.

**Line 4 – Include** annual payroll on a **cash** basis, employer's contributions to employee benefits plans on a **cash** basis, fuels for motor vehicles, insurance, depreciation, taxes and licenses, bank charges associated with maintaining accounts, investment and brokerage fees, credit card transaction fees, royalties, and all other operating expenses. **Exclude** interest expense.

**An estimate is acceptable if a book figure is not available.**

**Include only purchases from external vendors.**

**Exclude capitalized costs.**

| | Key code | 2004 Bil. | Mil. | Thou. | Dol. |
|---|---|---|---|---|---|
| **1. Cost of Contract Labor** | **1287** | | | | |
| **2. Expensed Materials and Supplies (not for resale)** | | | | | |
| **a.** Computer and other business equipment and supplies (including packaged software) | **1299** | | | | |
| **b.** Other materials, parts, and supplies | **1300** | | | | |
| **3. Expensed Purchased Services** | | | | | |
| **a.** Custom coded software (including adaptation of off-the-shelf software) and system design and support services | **1302** | | | | |
| **b.** Data processing and other purchased computer services | **1303** | | | | |
| **c.** Purchased communication services | **1282** | | | | |
| **d.** Purchased electricity | **1283** | | | | |
| **e.** Purchased fuels (except motor fuels) | **1304** | | | | |
| **f.** Purchased management consulting, administrative services, and other professional services | **1305** | | | | |
| **g.** Lease and rental payments | **807** | | | | |
| **h.** All other purchased services | **1307** | | | | |
| **4. Other Operating Expenses** | **1385** | | | | |
| **5. TOTAL OPERATING EXPENSES** *(Sum of lines 1–4)* | **003** | | | | |

**Item 5** **NUMBER OF LOCATIONS**

| | 2004 Number |
|---|---|
| Enter the total number of service locations covered by this report as of December 31, 2004. → | 0012 |

**Item 6** **OWNERSHIP OR CONTROL**

**a.** Does another firm own more than 50 percent of the voting stock or have the power to control the management and policies of this company?

0013 1 ☐ Yes → 2 ☐ No

0014 Name of owning or controlling company

Number and street

City, State, and ZIP Code

EIN → 0015 ___ – ___

**b.** Did this firm acquire or merge with another company during 2004?

0016 1 ☐ Yes → 2 ☐ No

0017 Name of company acquired or merged with

Number and street

City, State, and ZIP Code

Date of merger or acquisition → 0018 Month ___ Year ___

EIN → 0019 ___ – ___

**Item 7** **REMARKS –** ***Please use this space for any explanations that may be helpful in understanding your reported data. For any separate correspondence pertaining to this report, please include the IDENTIFICATION number shown in the address label area or at the top of the page.***

0027

Public reporting burden for this collection of information is estimated to average 3.5 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Paperwork Project 0607-0422, U.S. Census Bureau, 4700 Silver Hill Road, Stop 1500, Washington, DC 20233-1500. You may e-mail comments to Paperwork@census.gov; use "Paperwork Project 0607-0422" as the subject. PLEASE INCLUDE FORM NAME AND NUMBER IN ALL CORRESPONDENCE. Respondents are not required to respond to any information collection unless it displays a valid approval number from the Office of Management and Budget. This 8-digit number appears in the top right corner on the front of this form.

**Item 8** **CERTIFICATION –** This report is substantially accurate and has been prepared in accordance with instructions.

| 0020 Name of person completing this report – *Please print* | 0024 Title | 0025 Date |
|---|---|---|
| | | |

0021 Address *(Number and street, city, State, ZIP Code)*

| 0022 Telephone | | | 0023 Fax | | | 0026 E-mail address |
|---|---|---|---|---|---|---|
| Area code | Number | Extension | Area code | Number | Extension | |
| | | | | | | |

***Please return the completed form in the enclosed envelope.***
***If you prefer, you may fax the completed form to 1–800–447–4613.***

***To see the results of previous Service Annual Surveys, go to the following website:***
***www.census.gov/econ/www/servmenu.html***

U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

# SERVICE ANNUAL SURVEY
## GENERAL INSTRUCTIONS

Your report should be completed and returned in the preaddressed envelope provided on or before the due date. **If the report does not appear to apply to your kind of business or activity, describe your business or activity in Item 1 and complete the remainder of the form as accurately as possible.**

If filing within the required time frame will cause an undue burden and you would like an extension, or if you have any questions, please write to the

**U.S. Census Bureau**
**1201 East 10th Street**
**Jeffersonville, IN 47132-0001**

or call our Census Bureau representative in Jeffersonville, Indiana at 1–800–772–7851, weekdays from 8:30 a.m. to 5:00 p.m., eastern time.

**Always include** your identification number, located in the address label, in any correspondence.

IF BOOK FIGURES ARE NOT AVAILABLE, ESTIMATES ARE ACCEPTABLE.

Please read all instructions before making your entries.

Report data for the calendar year specified. If calendar year records are not available, we will accept fiscal year data. Please note, however, that we prefer estimates for the calendar year to book figures covering a different time period. Report all values in dollars (omit cents). Enter "0" in items where appropriate. Please do not combine data for two or more items.

For location(s) sold or acquired during the year specified, report only for the period that the locations were operated by this firm.

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## SPECIFIC INSTRUCTIONS

### Taxable Firms

### Revenue

Report revenue for all services rendered and any sales of merchandise for the calendar year specified, even though payment may have been received at a later date. **Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.**

***Include –***

- Total value of service contracts.
- Amounts received for work subcontracted to others.
- Market value of compensation in lieu of cash.
- Revenue from services performed by domestic locations for FOREIGN parent firms, subsidiaries, branches, etc.
- Dues and assessments from members and affiliates.

***Exclude –***

- Taxes (sales, amusement, occupancy, use, or other) collected directly from customers or clients and paid directly to a local, State, or Federal tax agency.
- Revenue from a domestic parent organization, or from franchise locations owned by others and any franchise or license fees.
- Rents from and revenue of separately operated departments, concessions, etc., which are leased to others.
- Revenue from customers for carrying or other credit charges.
- Commissions from vending machine operators.
- Revenue of foreign subsidiaries (those located outside the U.S., i.e., outside the 50 states, District of Columbia, U.S. Commonwealth Territories, or U.S. Possessions).
- Nonoperating revenue such as income from investments, sales of company-owned real estate (land and building), or other assets, (except inventory held for resale), securities, gifts, loans, contributions, royalties, or grants.
- Revenue from the sale of used equipment.
- Installment payments from leasing under capital, finance, or full-payout leases.
- Intracompany transfers.
- Interest income.

# SERVICE ANNUAL SURVEY
## SPECIFIC INSTRUCTIONS – Continued

## Tax-Exempt Firms

### Revenue

Except for firms operating on a commission basis, report revenue for all services rendered and any sales of merchandise for the calendar year specified, even though payment may have been received at a later date. **Firms operating on a commission basis should report commissions, fees, and other operating income, not gross billings or sales.**

***Include –***

- Program service revenue for services provided in 2004, whether or not payment was received in 2004.
- Gross sales of merchandise, minus returns and allowances.
- Income from interest, dividends, gross rents (including display space rentals and share of receipts from departments operated by other companies), royalties, and other investments.
- Net gains (or losses) from the sale of real estate (land and buildings), investments, or other assets (except inventory held for resale).
- Gross contributions, gifts, and grants (whether or not restricted for use in operations).
- Dues and assessments from members and affiliates.
- Commissions earned from the sale of merchandise owned by others (including commissions from vending machine operators).
- Gross receipts from fundraising activities.

***Exclude –***

- Sales and other taxes collected directly from customers or clients and paid directly to a local, State, or Federal tax agency.
- Gross receipts of departments or concessions operated by other companies.
- Amounts transferred to operating funds from capital or reserve funds.

### Expenses

Report costs incurred during the survey year specified even though payments may have been made at a later date.

***Include –***

- Payroll and employee benefits.
- Interest and rent expenses.
- Supplies used for operating your business, cost of merchandise sold, and other expenses allocated to operations during the year.
- Contracted or purchased services.
- Fees paid to other organizations for fundraising.
- Depreciation expenses.
- Expenses of locations providing support services (e.g., repair services, administrative services, etc.) for your service establishments.

***Exclude –***

- Sales and other taxes collected directly from customers or clients and paid directly to a local, State, or Federal tax agency.
- Outlays for the purchase of real estate (land and buildings); for construction; for additions, major alterations, and improvements to existing facilities; and all other capital expenditures.
- Funds invested.
- Income taxes.
- Assessments (dues) paid to the parent or other chapters of the same organization.
- **For firms engaged in raising funds –** Funds which are transferred to charities or other organizations.

## All Firms

### E-commerce Revenue

(In the following instructions, online refers to any transaction completed over an Internet, extranet, EDI network, electronic mail or other online system.)

***Include –***

- Revenue from online orders for goods or services placed by a buyer.
- Revenue from online services provided where charges are based on the usage of those services (e.g., commissions or fees from use of computerized reservation systems, financial transaction processing systems, etc.)
- Commissions or fees from the trading of securities or the sale of other financial products online (e.g., insurance, loans, etc.).
- Commissions or fees from selling or from facilitating the sale of third party products (e.g., click-through including referral fees) through your company's Web site.
- Revenue from orders or contracts negotiated online with a buyer and seller on the price and terms for transferring ownership or the rights to use goods or services.
- Revenue from telephone transactions using interactive voice response systems.

***Exclude –*** revenue from:

- Online billings where the order or contract was not negotiated online.
- Delivery of services online where the order or contract was not negotiated online.
- Provision of telecommunications and related infrastructure systems (e.g., data transfer, Web hosting, Internet access) where the order or contract for such services was not negotiated online.
- Orders for goods or services placed by facsimile machine or over switched telephone network.