EUROPEAN COMMISSION
Internal Market and Services DG

Services
Administrative cooperation and Member State networks

The Internal Market Information System (IMI)

Glossary of IMI terms

This glossary defines terms and expressions that are used in relation to the Internal Market Information (IMI) system. Whilst presented in alphabetical order, the terms have also been grouped by category, reflecting the main components and functionality available in IMI. To see all the terms included in one category please refer to the index at the end of this document.

A

Access coordinator

An access coordinator is an <u>IMI coordinator</u> responsible for managing an authority's access to a particular <u>legislative area</u> and its associated <u>workflows</u>.

When an IMI coordinator grants an authority access to a legislative area, it becomes the authority's access coordinator for that area and the authority becomes its coordinated authority. The access coordinator can check and, if necessary, modify the data that describe the authority's responsibilities in the legislative area (<u>area of competence</u>, professions or service activities) and can determine and modify the workflow-related settings (<u>flags</u> and <u>linked coordinators</u>). An IMI coordinator may pass on its role as access coordinator to another IMI coordinator.

Category: Authority roles

Additional information to an alert

Once an <u>alert</u> has been broadcast, any recipient authority, including recipients in the initiating Member State, can add information to the alert. Authorities can also request additional information.

An <u>alert authority</u> has to submit the additional information to an <u>alert coordinator</u> to which it is linked. The alert coordinator is responsible for broadcasting the additional information to the other Member States.

Category: Alerts

Additional information to an information request

If a <u>requesting authority</u> is not satisfied with the reply provided to its request, it can ask the <u>responding authority</u> for further information. It needs to enter a justification for doing so. A request for additional information should not contain any new questions, but should ask for clarifications or refer to answers that were considered insufficient.

Category: Information requests

Alert

An alert is a type of <u>information exchange</u> that allows Member States to warn each other when they become aware of dangerous activities in certain fields. Alerts were first introduced in IMI in the <u>legislative area</u> of services.

Alerts are supported by a specific <u>workflow</u> which is designed according to the requirements of the <u>alert mechanism</u> as described in Articles 29 and 32 of the Services Directive. Authority roles and user roles determine which authorities and users may initiate, broadcast and receive alerts.

Category: Alerts

Alert authority

An alert authority can initiate an <u>alert</u> and submit it to an <u>alert coordinator</u> to which it is linked.

An alert authority can also receive alerts when identified as an

appropriate recipient either by the <u>incoming alert postbox</u> or by an alert coordinator. It can react to alerts by submitting additional information and by participating in the closure process.

Category: Alerts; Authority roles

Alert coordinator

An alert coordinator is an authority responsible for <u>broadcasting</u> alerts and related information to other Member States and for <u>disseminating</u> incoming alerts within its own Member State.

An alert coordinator can also fulfil all the functions of an <u>alert authority</u>. This means that it can initiate alerts as well as submit additional information and closure proposals and that it can then broadcast them itself.

Category: Alerts; Authority roles

Alert disseminator

An alert disseminator is a user within an <u>alert coordinator</u> or <u>incoming alert postbox</u> who can <u>broadcast</u> alerts, additional information and closure proposals to other Member States.

A user with this role is also entitled to decide which authorities in its Member State should have access to a particular alert, and can add those authorities as recipients.

Category: Alerts; User roles

Alert handler

An alert handler is a user within an <u>alert authority</u> or <u>alert coordinator</u> who can deal with <u>alerts</u> on behalf of the authority, including initiating new alerts, receiving alerts from other authorities, adding information to alerts and participating in the closure of an alert.

Category: Alerts; User roles

Alert mechanism

The Services Directive (2006/123/EC, Articles 29 and 32) requires Member States to inform each other about any service activities that might cause serious damage to the health or safety of persons or to the environment.

The information is exchanged through IMI via a specific <u>workflow</u> designed according to the requirements of the directive. Only authorities with access to the alert workflow may send and receive <u>alerts</u>.

Category: Alerts; General

Alert viewer

An alert viewer is an IMI user in any kind of authority with access to the <u>alert workflow</u> who can see the details, including personal data, of all <u>alerts</u> to which his authority has access. An alert viewer cannot take any action such as initiating, updating or proposing closure of an alert.

Alert viewers can save and print all details of alerts.

Category: Alerts; User roles

Alert workflow

<u>Alert mechanism</u>

Category: Alerts

Allocation

The allocation procedure allows large competent authorities with a high number of IMI users or with a compound competence (with different users in charge of different areas) to assign information requests to one or more of its request handlers, depending on the subject matter or other criteria. It can be activated and deactivated by the authority's local data administrator(s).

In order to be able to assign and re-assign requests within the authority, a user needs to have allocator rights.

Category: Information requests

Allocator

In authorities using allocation, an allocator is the user who is responsible for assigning each incoming request to one or more request handlers in the authority. An allocator may also re-assign an outgoing request to other request handlers in his authority.

An allocator can generate and print request reports without personal data, but cannot send requests or accept replies unless he also has request handler rights.

Category: Information requests; User roles

Approval process

Request coordinators may choose that they wish to approve new requests or responses (or both) from coordinated authorities before they are sent to another Member State. This means that when a competent authority sends out a new request or response, it is sent first to the coordinator for approval. If the coordinator approves it, it is dispatched to the other Member State.

Category: Information requests

Area of competence

IMI contains two detailed lists of keywords (areas of economic activity and policy areas) that enable competent authorities to describe their competencies. The lists have been put together at European level in order to ensure that they are valid for each country.

As the keywords help other authorities identify their counterparts in IMI, it is important that, following registration, each authority carefully selects all relevant entries.

Category: General

Authority description

In addition to the informal title, competent authorities have the possibility to enter a short description of their function and tasks. The authority description should cover only aspects that are relevant for the purposes of the authority's role in IMI.

Category: General

Authority (requests)

A competent authority with the role "Authority (requests)" can send and receive requests for information relating to a particular legislative area. It must be linked to one or more request coordinators.

Category: Authority roles; *Information request*

Authority role	For the purposes of IMI, registered competent authorities can play different roles for each legislative area and workflow to which they have access. Some of these roles refer to administrative tasks such as registration and validation of authorities in IMI (e.g. <u>NIMIC</u>, <u>SDIMIC</u>, <u>LIMIC</u> or <u>DIMIC</u>). Other roles refer to tasks concerning the content of IMI information exchanges (e.g. <u>Authority (Requests)</u>, <u>Request coordinator</u>).

You can find all IMI-related authority roles in the index at the ned of this glossary.

Category: General; Authority roles

B

Basic user	Each IMI user is at least a basic user. He can search for a <u>competent authority</u> registered in IMI and he has a <u>monitoring view</u> (high-level overview) of all requests (incoming and outgoing) of his authority as well as of requests of <u>linked authorities</u>. Basic users in authorities with access to the <u>alerts workflow</u> have a high-level overview of all alerts (incoming and outgoing) of their authority, but are not able to see the details of the alerts.

Category: User roles

Broadcast an alert/alert-related information	Once an <u>alert</u> has been submitted to an <u>alert coordinator</u>, a user with the role of <u>alert disseminator</u> in that authority checks the alert, adds recipient Member State(s) if appropriate, and broadcasts the alert. Broadcasting the alert makes it visible to the <u>incoming alert postbox(es)</u> of the selected recipient Member State(s). Only an alert coordinator can broadcast an alert and make it visible outside the initiating Member State.

The same applies to alert-related information like <u>additional information to an alert</u> and <u>closure proposals</u>.

Category: Alerts

C

CA	<u>Competent authority</u>

Category: Authority roles; General

Case-by-case derogation	Article 18 of the Services Directive allows Member States, under exceptional circumstances and in particular cases relating to the safety of services, to derogate from the "freedom to provide services" clause in Article 16. In such cases, they may take measures against individual service providers who are established in another Member State and who are providing services in their territory. Case-by-case derogation is handled through a specific <u>question set</u> in the <u>information request</u> <u>workflow</u> of the IMI module for services.

Category: General

Close an alert

When handling <u>alerts</u> in IMI in the <u>legislative area</u> of services, the <u>Member State of Establishment (MSE)</u> of the service provider concerned is responsible for managing the closure of an alert once the risk has been eliminated. In a case where the MSE is not known, the Member State that initiated the alert is responsible for closure.

Any authority in the MSE that received the alert can propose closure to an <u>alert coordinator</u> who can then <u>broadcast</u> the proposal to the other Member States involved.

Category: Alerts

Closing authority for alerts

In the Member State responsible for closure of an <u>alert</u> (normally the <u>Member States of Establishment (MSE)</u> of the service provider concerned), the closing authority is the authority with access to that alert which proposes to close the alert.

Category: Alerts

Closing coordinator for alerts

When proposing to close an <u>alert</u>, the <u>closing authority</u> selects an <u>alert coordinator</u> which will be responsible for the closure of the alert. The closing coordinator is responsible for broadcasting the <u>closure proposal</u> and, when the risk of serious harm has been eliminated, for ensuring that the alert is closed.

Category: Alerts

Closure proposal

As soon as the risk reported in an <u>alert</u> has been eliminated, the <u>Member State of Establishment</u> (MSE) of the service provider concerned needs to submit a closure proposal in order to start the closure process of the alert. The proposal can be submitted by any <u>alert authority</u> but needs the approval of an <u>alert coordinator</u> to get <u>broadcast</u>. In case the MSE is unknown, the Member State that initiated the alert takes this responsibility.

Category: Alerts

Comment on a closure proposal for an alert

All authorities involved in an <u>alert</u> in the Member State responsible for closure (normally the <u>Member States of Establishment</u> (MSE) of the service provider concerned) can comment on a <u>closure proposal</u>. At the end of a pre-defined comment period, the selected <u>closing coordinator</u> examines the comments and decides if the closure proposal should be <u>broadcast</u> to all other Member States involved.

Category: Alerts

Competent Authority

The term "competent authority" (CA) generally refers to all entities registered in IMI irrespective of their role in the system. Competent authorities are public or private bodies to which Member States have given competence for carrying out certain functions related to the application of internal market legislation. They may be operating at national, regional or local level.

In the specific context of authority data management, the term "competent authority" designates a type of authority which can send and respond to information requests, but which, unlike <u>IMI</u>

coordinators, cannot register or validate other authorities in IMI.

Category: Authority roles; General

Coordinator   IMI coordinator

Category: Authority roles

D

Data administrator   A data administrator is responsible for managing the data of the authorities he coordinates (in contrast to a local data administrator, who is responsible for the management of the data of his own authority).

This user profile is only available in authorities with a coordinator role in one or more legislative areas. It gives the user the right to register, invite and manage other authorities in IMI in the corresponding legislative area. For example, data administrators in a validating coordinator can reset the password of local data administrators in a coordinated authority and can update general information about this authority. Data administrators in an access coordinator can update legislative settings ("flags") of coordinated authorities.

Category: User roles

Delegated IMI Coordinator   A Delegated IMI Coordinator (DIMIC) is responsible for the smooth running of IMI in one or more legislative area(s) in a geographical region or in relation to a particular area of competence within a legislative area. A DIMIC can register and validate other authorities with the role of competent authority in the legislative area(s) for which it is responsible. Each Member State decides to what bodies to delegate IMI coordination functions depending on their administrative structure.

Category: Authority roles

DIMIC   Delegated IMI Coordinator

Category: Authority roles

Disseminate an alert   Once an alert has been broadcast, the incoming alert postbox in the recipient Member State(s) is informed about the incoming alert in an automatic email. It acknowledges receipt of the alert and performs the first dissemination by selecting recipient alert coordinators and alert authorities in its own Member State. The selected authorities are added to the recipient list of the alert and the alert becomes visible to them. They are also informed of the incoming alert by email. Incoming alert postboxes and alert coordinators may disseminate the alert further at any time by adding more recipients.

Category: Alerts

E

EEA	European Economic Area
	Category: General
European Economic Area (EEA)	The European Economic Area (EEA) consists of all Member States of the EU as well as Iceland, Liechtenstein and Norway.
	Category: General

F

Flag	The term "flag" refers to settings which define the actions that competent authorities can take in a particular legislative area or workflow. Competent authorities can set certain flags themselves (e.g. the allocation flag), while other settings are activated and deactivated by the authority's access coordinator (e.g. the approval flag).
	Category: General
Forward a request	When an authority is asked for information through IMI that it does not have or that it is not competent to give, the system allows the authority to forward the information request to another IMI authority in its Member State.
	Category: Information requests
Full reply	A full reply consists of the answers to all the questions included in an information request. All answers may not necessarily be sent at the same time, as the system also allows sending partial replies. The request can only be closed when all questions have been answered.
	Category: Information requests
Full view of an alert	Users with access to the alert workflow are able to view (and print) all details, including personal data, of an alert in which their authority is involved. Once the alert is closed, users are only able to view and print a reduced set of information related to that alert.
	Category: Alerts
Full view of a request	Users with request handler and request viewer rights involved in an information request are able to view (and print) all details of the request. They are also able to see in full any attachments to the request. IMI makes a distinction between "full view with personal data" (which allows the user to view personal data of the request subject) and "full view without personal data".
	Category: Information requests

H

Helpdesk	If IMI users require assistance, for example when they encounter a technical problem with the system, they should first try to solve the problem together with a local data administrator (LDA) in their own authority. If the LDA cannot help or if the user himself is the only

LDA in the authority, he can contact his IMI coordinator.

Each Member State has designated one National IMI Coordinator (NIMIC) who is responsible for the overall deployment and smooth running of IMI and who may have set up a central helpdesk or a series of decentralised support points. Their contact details are listed in the "IMI Helpdesks" section of the IMI menu.

The European Commission also runs an IMI Helpdesk. Where the NIMIC or the national helpdesk cannot resolve a problem locally, it can contact the European Commission IMI Helpdesk for assistance.

Category: General

High-level overview	Monitoring view
	Category: Information requests

I

IAP	Incoming alert postbox
	Category: Alerts; Authority roles

IMI coordinator

IMI coordinators are responsible for authenticating competent authorities who need to use IMI and for ensuring that IMI functions smoothly in their country (NIMIC, LIMIC, DIMIC) or region (SDIMIC, DIMIC). In addition, IMI coordinators can decide to be involved in individual information exchanges between authorities that they coordinate and authorities in another country (approval process, referral process).

Category: Authority roles; General

Incoming alert postbox (IAP)

An incoming alert postbox (IAP) is an alert coordinator that is nominated as the central entry point for alerts in its Member State. It acknowledges receipt of an incoming alert and is responsible for a first dissemination of the alert to alert coordinators and alert authorities in its Member State. The incoming alert postbox also automatically receives each alert that is sent out from its Member State, and can disseminate it further. In addition, the incoming alert postbox can fulfil all of the functions of an alert coordinator or alert authority. This means that it can initiate alerts and broadcast them to other Member States itself.

Category: Alerts; Authority roles

Informal title

IMI allows each authority to choose its own informal title, a version of its name that says clearly what the authority does. This informal title is translated into all EU languages. In order to help others identify an authority in the system, the informal title should be short and clear.

Category: General

Information exchange

The key function of IMI is to support the exchange of information between authorities in different Member States in the European

Economic Area. The main types of information exchange in IMI are the standard information request workflow and the alert workflow.

Category: General; Information requests

Information request

Any competent authority registered in IMI that has access to the information request workflow can send and receive information requests. Requests are created with the help of pre-translated question sets. It is also possible to add free text and to attach documents.

IMI coordinators can decide to be involved in individual information exchanges between authorities that they coordinate and authorities in another country (approval process, referral process).

Category: Information requests

Invitation to register

Competent authorities can register themselves in IMI following an invitation from an IMI coordinator. The coordinator selects the legislative area(s) and workflow(s) to which the authority will have access in IMI. The authority receives a registration code by email which is necessary for registration. This code is valid for 30 days. The invitation also provides the details of the coordinator who has sent the invitation. Following self-registration, the authority's data will have to be validated by the same coordinator.

Category: General

L

LDA

Local data administrator

Category: Authority roles

Legislative area

IMI is built to support different areas of internal market legislation. Each piece of legislation for which IMI is used corresponds to a legislative area module in IMI. Within a module, IMI distinguishes between different workflows. Currently, IMI supports administrative cooperation under the Professional Qualifications Directive (2005/36/EC) and the Services Directive (2006/123/EC).

Any competent authority can have access to one or more legislative areas. User rights are defined for each area – for example, a user could be a basic user in one, and a request handler in another legislative area.

Category: General

Legislative Area Coordinator

A Legislative area IMI Coordinator (LIMIC) is a coordinator with overall competence for one legislative area. There can be only one LIMIC per legislative area for each Member State (or one per federal state). A LIMIC can register other authorities with the role of Delegated IMI Coordinator (DIMIC) or competent authority in the legislative area for which it is responsible and it can manage their access to that legislative area and related workflows.

Category: Authority roles

LIMIC	Legislative Area IMI Coordinator
	Category: Authority roles
Linked authority	It is possible to link other authorities in the same Member State to an authority. Linked authorities have a <u>monitoring view</u> of the authority's information exchanges, but they cannot take any action (not to be confused with <u>linked coordinators</u>).
	Only <u>local data administrators (LDA)</u> can link other authorities to their authority.
	Category: Authority roles
Linked coordinator	Each <u>competent authority</u> must have at least one linked coordinator for each <u>workflow</u> in each <u>legislative area</u> to which it has access. It is possible to link further coordinators to the authority. This will give them a <u>monitoring view</u> of the authority's information exchanges. Linked coordinators may also play a role in the <u>approval process</u> or in the <u>referral process</u> (see <u>request coordinator</u>). In the <u>alert workflow</u> a coordinator linked to an <u>alert authority</u> may play the role of <u>alert coordinator</u>.
	Category: Authority roles
Local data administrator	An IMI user with the role of local data administrator (LDA) can update data held in IMI about his authority and register additional users for his authority. The LDA can change the user rights and reset passwords for all users in his authority.
	By default, the first user of a <u>competent authority</u> receives the role of the local data administrator. The default setting can be changed and the role assigned to another user. It is also possible to have two or more LDAs by assigning the role to further users.
	Category: User roles

M

Member State of Establishment	For the purposes of the IMI module for services, the Member State of Establishment (MSE) is the Member State in whose territory a service provider is established. In IMI, the MSE is relevant for the handling of <u>alerts</u> in the <u>legislative area</u> of services, in particular for closing an alert.
	Category: Alerts
Monitoring view	Users with a monitoring view can see general information contained in an <u>information request</u> (such as the names of the authorities involved, the <u>legislative area</u>, the <u>question set</u> used and the status of a request). They cannot see the content of the request or any personal information of the request subject and they cannot open any attached document.
	Category: Information requests
MSE	<u>Member State of Establishment</u>

N

National IMI Coordinator

A National IMI Coordinator (NIMIC) is an authority that oversees the overall deployment and smooth functioning of IMI at national level. A NIMIC can register and <u>validate</u> any other type of authority and it can manage accesses to any <u>legislative area</u> and <u>workflow</u> in the system.

Category: Authority roles

NIMIC

National IMI Coordinator

Category: Authority roles

O

Object to the closure of an alert

Once the Member State responsible for managing the closure of an alert has <u>broadcast</u> a <u>closure proposal</u>, all recipient Member States can object to the proposed closure if they have information that the risk persists. <u>Alert authorities</u> submit such objections to an <u>alert coordinator</u>, who can broadcast them to all other Member States involved. At the end of a pre-defined objection period, the <u>closing coordinator</u> may close the alert.

Category: Alerts

P

Partial reply

When receiving an <u>information request</u>, the <u>responding authority</u> may be able to immediately answer some of the questions contained in the request, but may need some more time to find the information needed to reply to other questions. In this situation, it can send a partial reply. The <u>requesting authority</u> will be informed by email that part of the information it needs has been provided. Once the responding authority has all necessary information at its disposal, it can send a <u>full reply</u>.

Category: Information requests

PQ

<u>Legislative area</u> Professional Qualifications (Directive 2005/36/EC).

Category: General

Q

Question set

A question set is a group of pre-translated and structured questions related to a <u>legislative area</u>. When a <u>request handler</u> creates a new <u>information request</u>, IMI asks him to choose a question set. From that question set, at least one question needs to be selected. It is possible to preview the list of questions contained in the different question sets.

R

Referral handler
A referral handler is a user within an IMI <u>request coordinator</u> who is involved in the <u>referral process</u>. Referrals are a way of escalating a disagreement between <u>competent authorities</u> over an <u>information exchange</u> to their coordinators. The request coordinators decide whether or not to participate in referrals. If they participate, it is up to the referral handler to examine the request and the response and to give his opinion as to whether he considers the response satisfactory.

Category: Information requests; User roles

Referral process
If a <u>requesting authority</u> is not satisfied with the reply to an <u>information request</u> that it has received from another Member State, it can request additional information. However, if the <u>responding authority</u> insists on its reply, the requesting authority can involve both its own <u>request coordinator</u> and the responding authority's coordinator as referees. This procedure is called referral. Request coordinators decide if they wish to be involved in referrals.

Category: Information requests

Registers
The IMI database of registers is a searchable, multilingual directory of national registers with information about the content of the register, its geographic coverage, access conditions (e.g. fees to be paid) and direct links to on-line registers (where available). It also contains the contact details of the authorities responsible for the register. All IMI users have access to the registers database and can search the information about registers in their own language.

Category: General

Request
<u>Information request</u>

Category: Information requests

Request coordinator
When an authority is registered in IMI, it needs to be linked to at least one request coordinator. Further request coordinators can be linked to it at any stage.

Depending on its <u>workflow</u> settings (or flags), a request coordinator may intervene in the <u>approval</u> or <u>referral process</u>. If an authority is linked to more than one request coordinator, it needs to select the appropriate one for each individual request that requires a coordinator's intervention.

Category: Authority roles; Information request

Request handler
A user with request handler rights can send and answer <u>information requests</u> in the name of his authority. He can also search for a <u>competent authority</u> registered in IMI and he has a <u>monitoring view</u> of all requests of his authority as well as of requests of <u>linked authorities</u>. This user profile is available in any authority with access

to the request workflow, including authorities with the role of request coordinator.

Category: Information requests; User roles

Request viewer	A user with the role of request viewer can view, save and print all details of requests to which his authority has access (including personal data contained in them), without being able to take any action.

Category: Information requests; User roles |

Request workflow	Information request workflow

Category: Information requests |

Requesting authority	A requesting authority is the authority that needs information and initiates an information exchange with the responding authority.

Category: Authority roles; Information requests |

Responding authority	The responding authority is contacted by the requesting authority and is responsible for providing an answer to the information request.

Category: Authority roles; Information requests |

S

SD	Legislative area for the Services Directive (Directive 2006/123/EC).

Category: General |

SDIMIC	Super-Delegated IMI Coordinator

Category: Authority roles |

Super-Delegated IMI Coordinator (SDIMIC)	Member States with a federal structure may designate authorities with overall responsibility for IMI in one region. A Super-Delegated IMI Coordinator (SDIMIC) can register and validate other authorities in its region, including legislative area coordinators (LIMIC) or delegated IMI coordinators (DIMIC). The SDIMIC can manage accesses to any legislative area and workflow in the system.

Category: Authority roles |

Self-registration	Competent authorities can register themselves in IMI following an invitation sent by an IMI coordinator. Self-registration is a three-step process. First, the Coordinator creates and submits the invitation to register. The invitation will specify to what legislative area(s) and workflow(s) the competent authority will have access in IMI. Secondly, having received the invitation, the competent authority registers its data in the system (self-registration proper). Thirdly, the Coordinator validates the data entered by the authority.

Category: General |

Submit an alert / alert-related	Any authority registered for the alert workflow in the legislative area of services can initiate an alert when it becomes aware of a dangerous service activity in its field of competence. It submits the

information	alert to an <u>alert coordinator</u> in its own Member State. The alert coordinator checks the alert and <u>broadcasts</u> it to other Member States. Similarly, any alert-related information (additional information, proposal to withdraw the alert or to close the alert) is first submitted to an alert coordinator who decides whether to broadcast it or not.
	Category: Alerts

U

User role	User roles define the actions that registered users can carry out in IMI. For example, the user who can send and reply to information requests has the role of '<u>request handler</u>'. The user who can manage data about his authority and register other users has the role of '<u>local data administrator</u>'. Most of the user roles in IMI are specific to a particular <u>legislative area</u> or <u>workflow</u>.
	You can find all the IMI user roles in the index listed at the end of this glossary.
	Category: General; Category: User roles

V

Validation	Competent authorities can register themselves in IMI following an invitation to register from an IMI coordinator. Once the authority completes its self-registration, the coordinator who invited it to register confirms the authority's access to particular modules of the system. The competent authority can start using IMI only after the coordinator's validation.
	Category: General
Validating coordinator	A validating coordinator is the <u>IMI coordinator</u> that registers and/or <u>validates</u> an authority in IMI and that is responsible for this authority's data management. Managing other authorities' data includes the possibility to reset the password for <u>local data administrators</u> of the coordinated authority.
	Category: Authority roles

W

Withdraw an information request	If it emerges at any point in the lifecycle of an <u>information request</u> that a request should not have been sent (for example because of inaccurate information or an error), the <u>requesting authority</u> can withdraw the request. A request can also be withdrawn if there is no longer a need to ask for information (for instance if a professional has cancelled his request for recognition of his qualifications).
	Category: Information requests
Withdraw (cancel) an alert	If it becomes clear at any point in the lifecycle of an <u>alert</u> that the alert was unfounded (for example if it turns out that it was based on

inaccurate information or an error), the initiating authority should immediately withdraw the alert.

Category: Alerts

Workflow

In IMI, a workflow is a pre-structured sequence of interactions between authorities that concerns a particular type of <u>information exchange</u>. Each <u>legislative area</u> available in IMI includes at least one workflow which is designed to support one type of information exchange. The Professional Qualifications module supports the standard <u>information request</u> workflow. In the IMI module for the Services Directive, there is a workflow for information requests and a second workflow for <u>alerts</u>.

Category: General