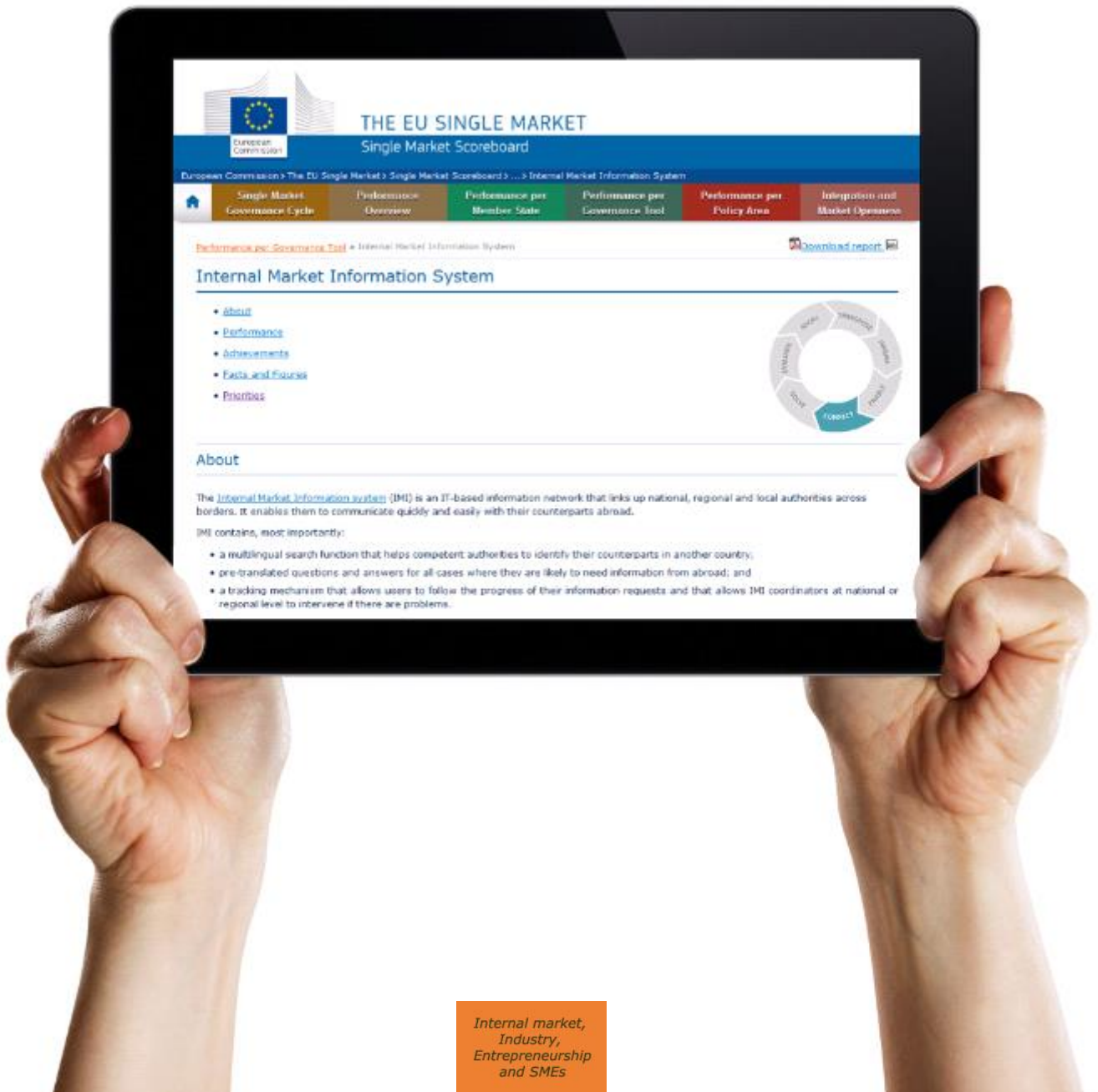


# Single Market Scoreboard

*Performance per governance tool*

## Internal Market Information System

*(Reporting period: 01/2017 - 12/2017)*



## About

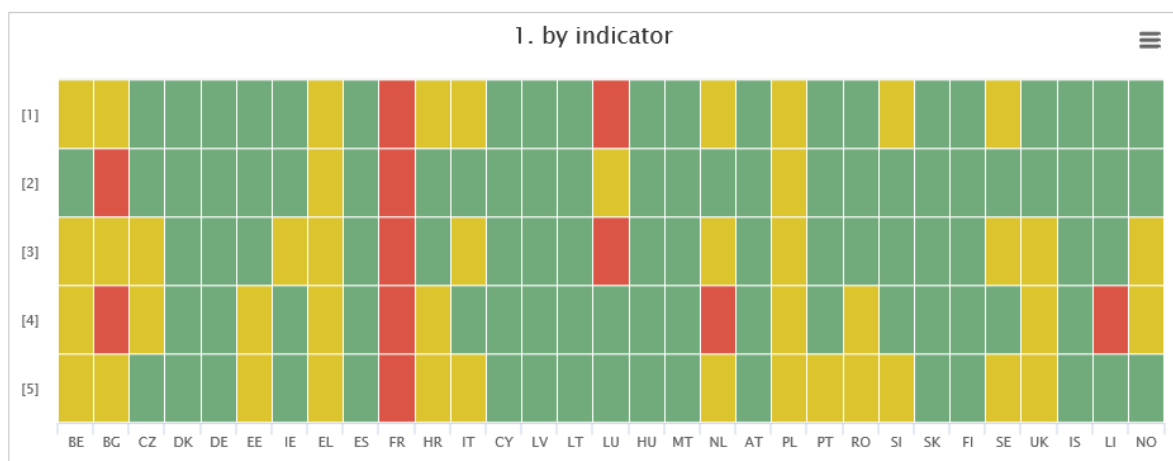
The [Internal Market Information system](#) (IMI) is an IT-based information network that links up national, regional and local authorities across borders. It enables them to communicate quickly and easily with their counterparts abroad.

IMI's main features are:

- a multilingual search function that helps competent authorities identify their counterparts in another country
- pre-translated questions and answers for all cases where they are likely to need information from abroad
- a tracking mechanism allowing users to follow the progress of their information requests and that enabling IMI coordinators at national or regional level to intervene if there are problems

## Performance

### 1. By indicator



[1]	Speed in accepting requests (% accepted within 7 days)	≥ 80	60 - 79	< 60
[2]	Speed in answering requests (avg. no. of days taken to answer)	< 16	16 - 25	> 25
[3]	Requests answered by the date agreed in IMI (%)	≥ 80	60 - 79	< 60
[4]	Timeliness of replies as rated by counterparts (% of negative evaluations)	< 5	5 - 14	≥ 15
[5]	Efforts made as rated by counterparts (% of negative evaluations)	< 5	5 - 14	≥ 15

The performance indicators for 2017 are based on requests sent in the following legal areas: Professional Qualifications, Services and Patients' Rights. Requests in the area of posting of workers were not be included, due to a major upgrade of the forms concerned, mid-year.

# 1. Overall (all 5 indicators combined)

2. overall  
(all 5 indicators combined)



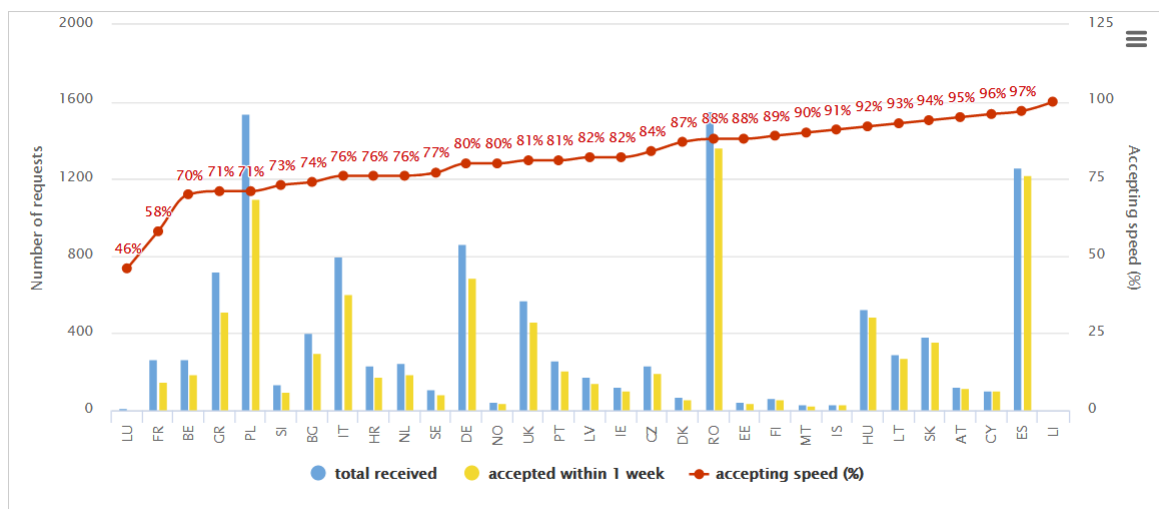
Leaflet | Credit: EC-GISCO, © EuroGeographics © UN-FAO for the administrative boundaries

A Member State's performance across all 5 indicators is calculated by scoring each indicator in chart 1 as follows:  
RED = -1, YELLOW = 0 and GREEN = +1.

The colours on the map represent the sum of these scores:



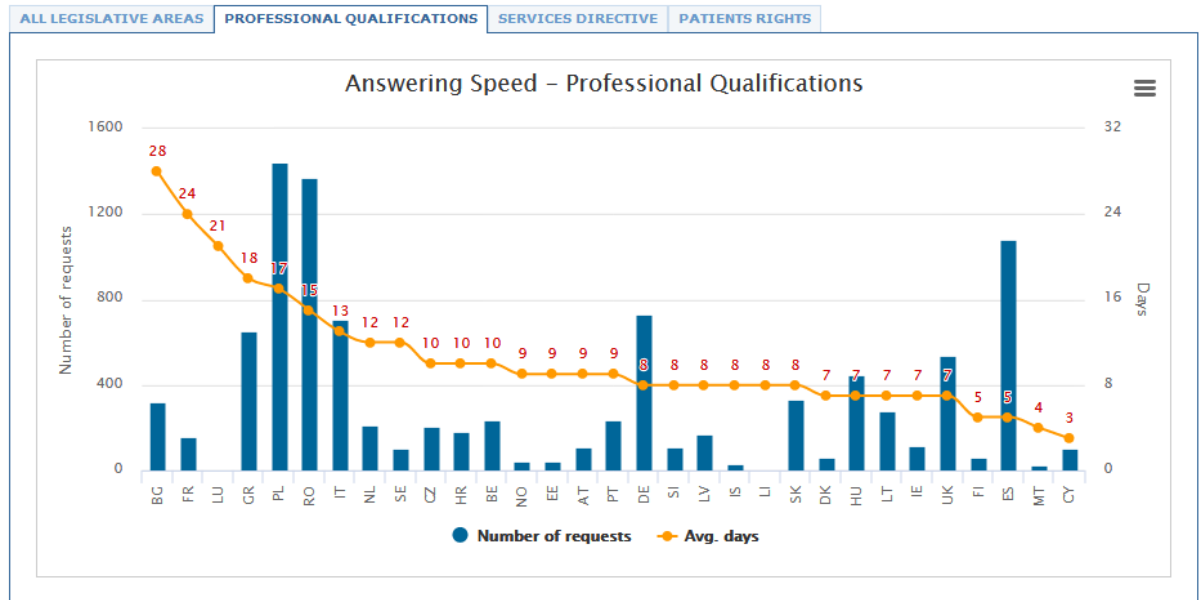
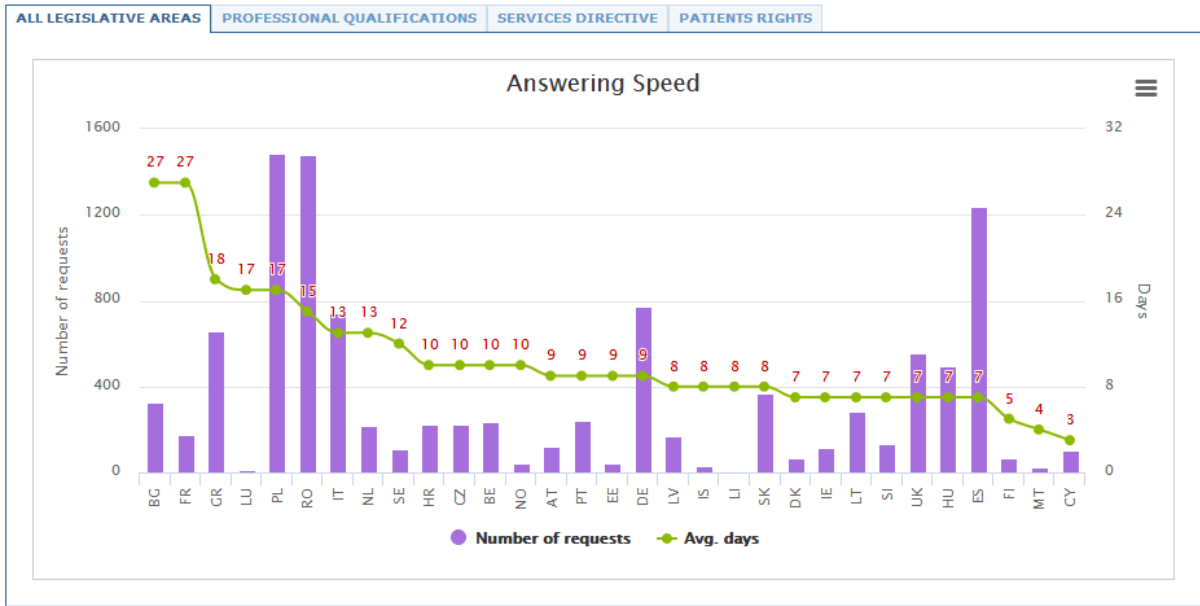
## Indicator [1]: Speed in accepting incoming requests (within one week)

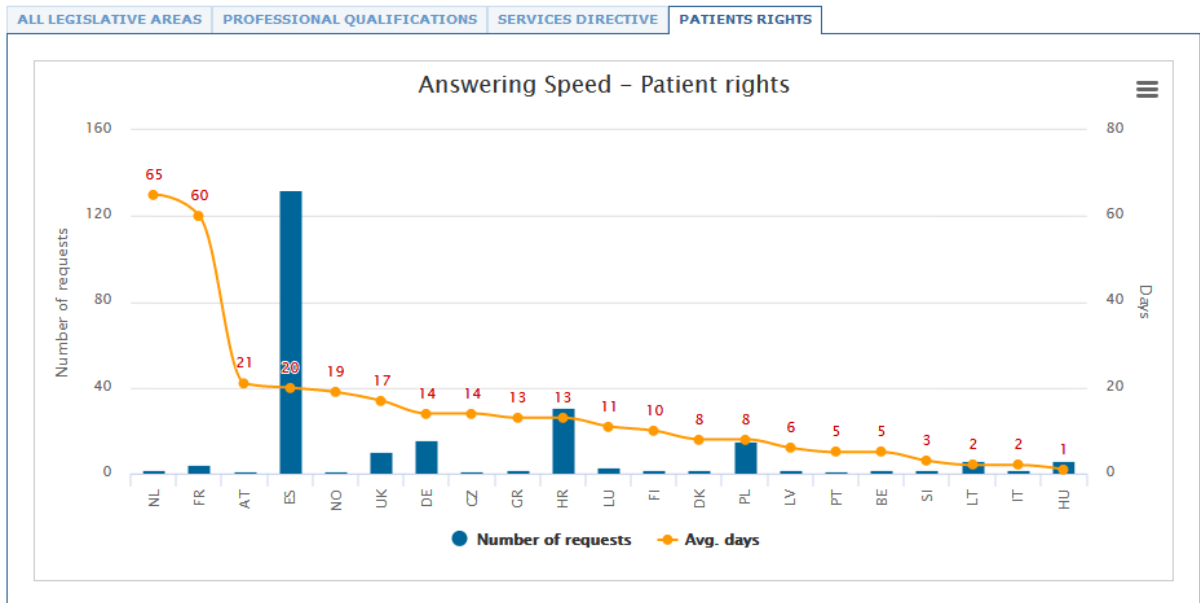
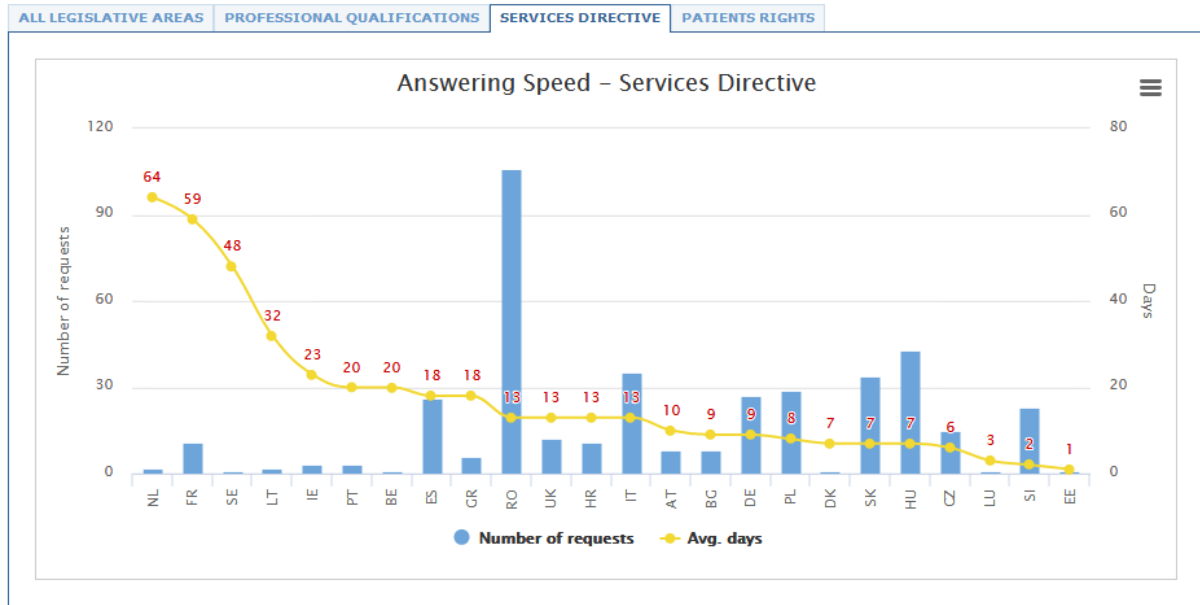


This chart shows:

- total information requests received by authorities
- Percentage of requests accepted within one week

**Indicator [2]: Speed in answering requests**





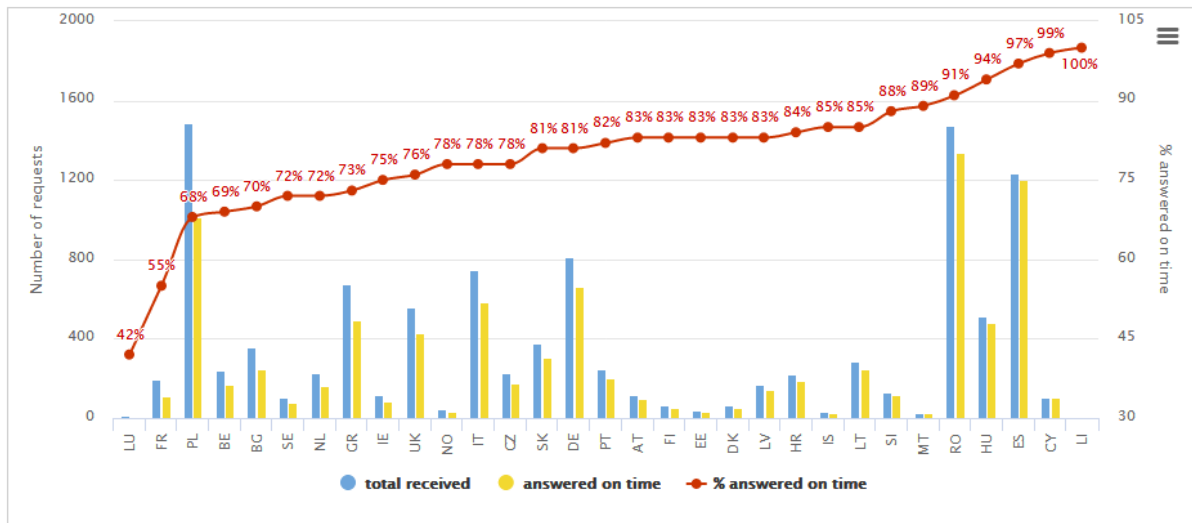
This chart shows, for all areas:

- **total information requests** received by authorities
- average number of **days taken to reply**

The charts below show the figures for the individual areas:

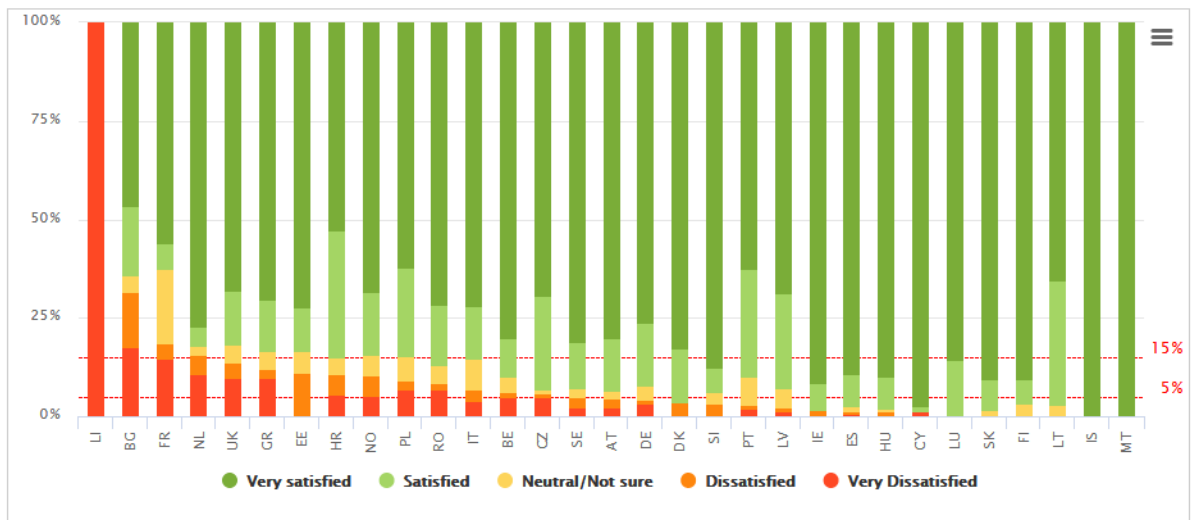
- Professional qualifications
- Service Directive
- Patients' rights

**Indicator [3]: Requests answered by the date agreed in IMI**

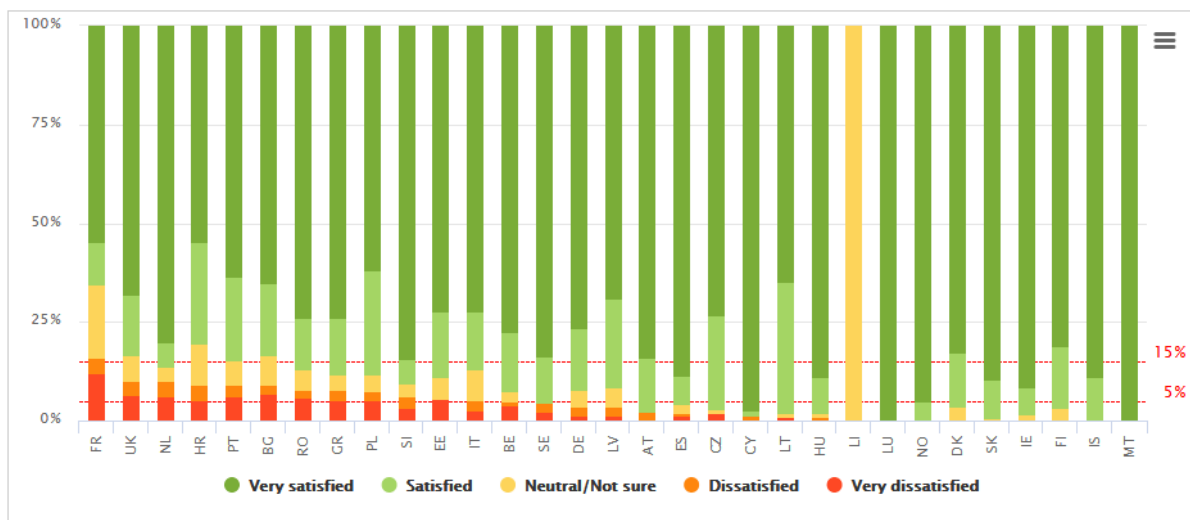


When sending a request, the authority gives the date by which it needs an answer. The replying authority can either accept this date or propose a new one.

**Indicator [4]: Timeliness of replies (as rated by counterparts)**



Figures based on an optional survey completed by the sender.

**Indicator [5]: Efforts made (as rated by counterparts)**

Figures based on an optional survey completed by the sender.

## Achievements

- **IMI now supports 35 cross-border procedures in 12 legal areas**, effectively replacing the need for 12 different IT systems.
- **More than 7000 public officials used IMI in 2017**
- **2017 was the 10<sup>th</sup> year in which IMI was used for information exchanges:**
  - By the end of the year, the total number of exchanges exceeded 110.000
  - The total number of exchanges in 2017 exceeded 33.000, showing a 7.5% increase on 2016
  - Compared to the first year of operation, information requests in the area of Professional Qualifications **show a 30 fold increase** (in 2008: 374 in 2017: 10719)
- **Professional Card (EPC): active use of the first fully online EU-wide procedure continued. At the end of 2017**, the total number of applications for an EPC exceeded 4400
- Member States expressed their support for the launch of an **IMI Pilot project for administrative cooperation under the General Data Protection Regulation** (Regulation (EU) 2016/679). National Data Protection authorities are expected to start using IMI from 25<sup>th</sup> May 2018.

### In which areas is IMI now used?

IMI now covers twelve areas:

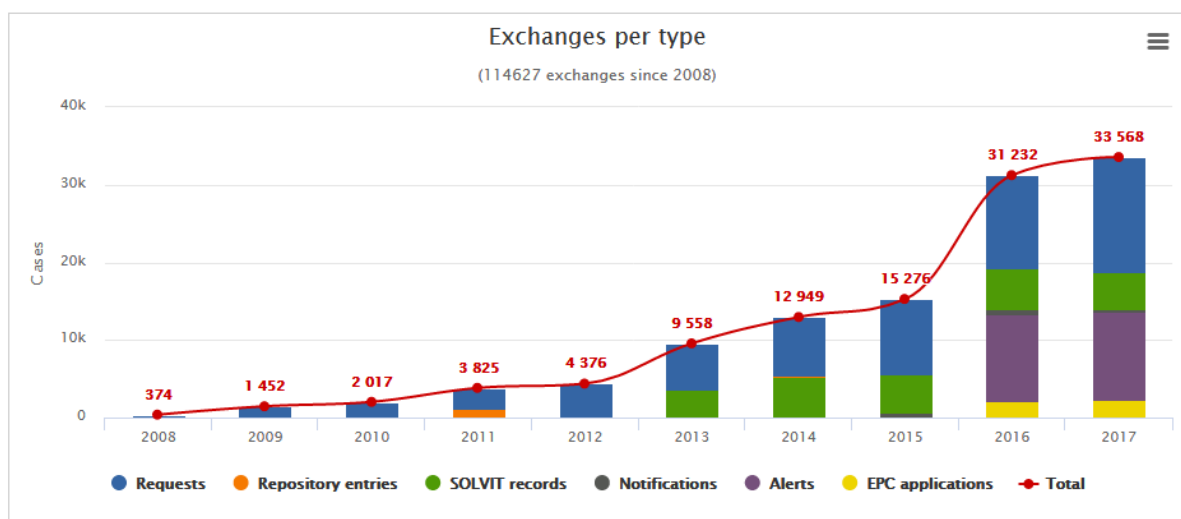
- [Professional Qualifications](#) 📄
- [Services](#) 📄
- [Posted Workers](#) 📄 (see also 📄)
- [Cross-border road transport of Euro cash](#) 📄
- [SOLVIT](#)
- [Patients' Rights in cross-border healthcare](#) 📄
- [E-commerce](#) 📄 (pilot project)
- [Train Driving Licences](#) 📄 (pilot project)
- [Public Procurement](#) 📄 (pilot project)
- [Cultural objects](#) 📄
- [European Professional Card](#) 📄
- [Non-road Mobile Machinery](#) 📄

## Facts and Figures

- **Registered authorities: 7 859.**
- **Information requests – up 24% on last year.**
- With the 14.764 requests sent in 2017, the **total number of information requests** sent through IMI reached 60.723.
- The **European Professional Card** procedure continued to deliver high results, despite being available for just 5 professions (pharmacists, nurses, physiotherapists, real estate agents and mountain guides) **2 308 applications were submitted and 1107 EPCs were issued in 2017.**
- A total of **11 402 alerts have been sent in IMI** in the different alert modules in the area of Professional Qualifications
- In the course of the year, **318 notifications were sent** through IMI:
  - 73 on requirements applied to service providers,
  - 26 on national requirements for issuing a European Professional Card,
  - 91 about automatically recognised diplomas,
  - 32 on measures taken against e-commerce service providers,
  - 95 about unlawfully removed cultural objects.
  - 1 on irregularities concerning the posting of workers

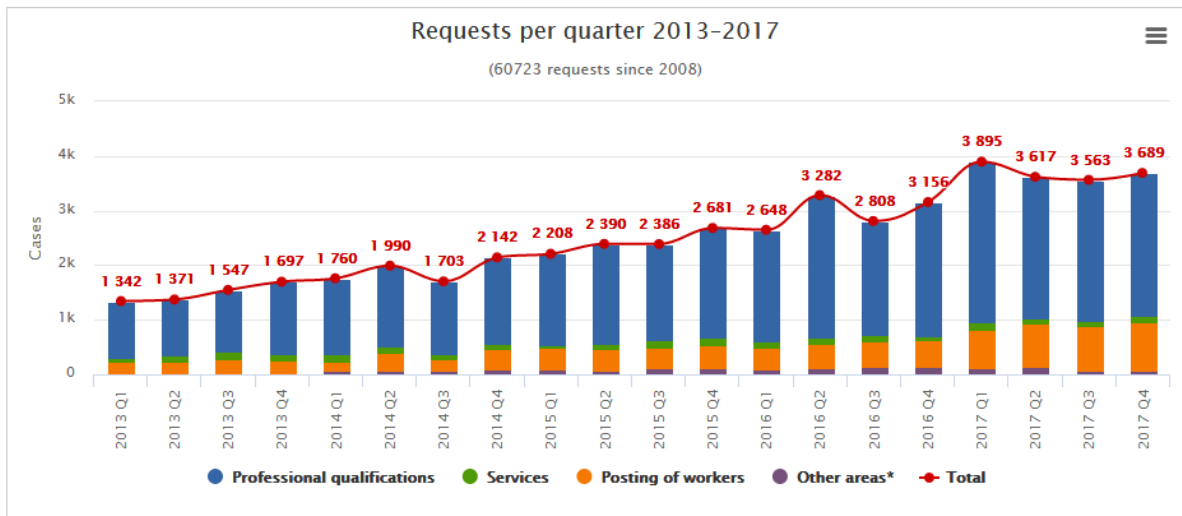
## Number of exchanges of information through IMI

Information exchanges in IMI

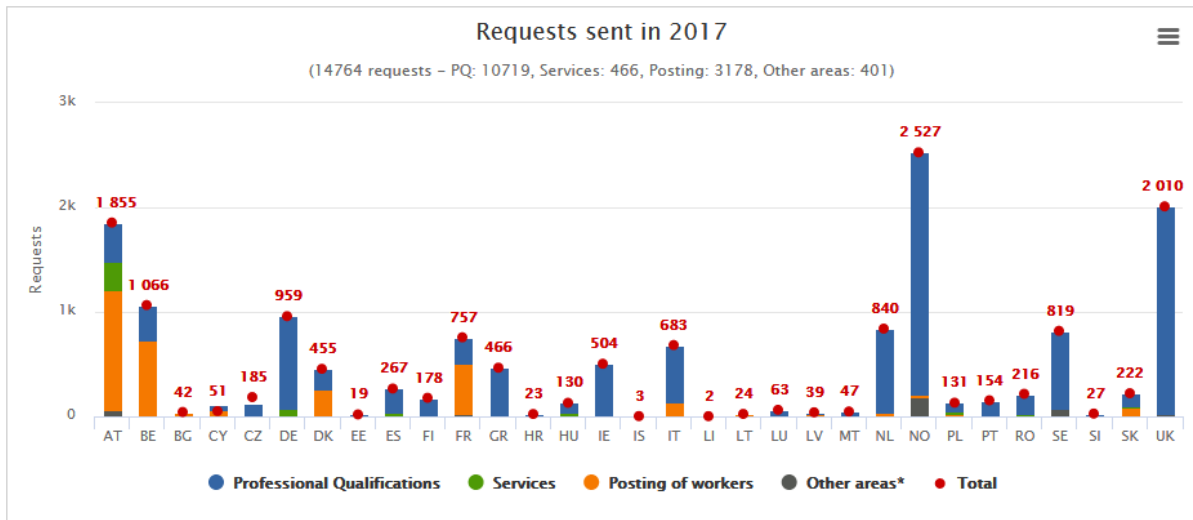




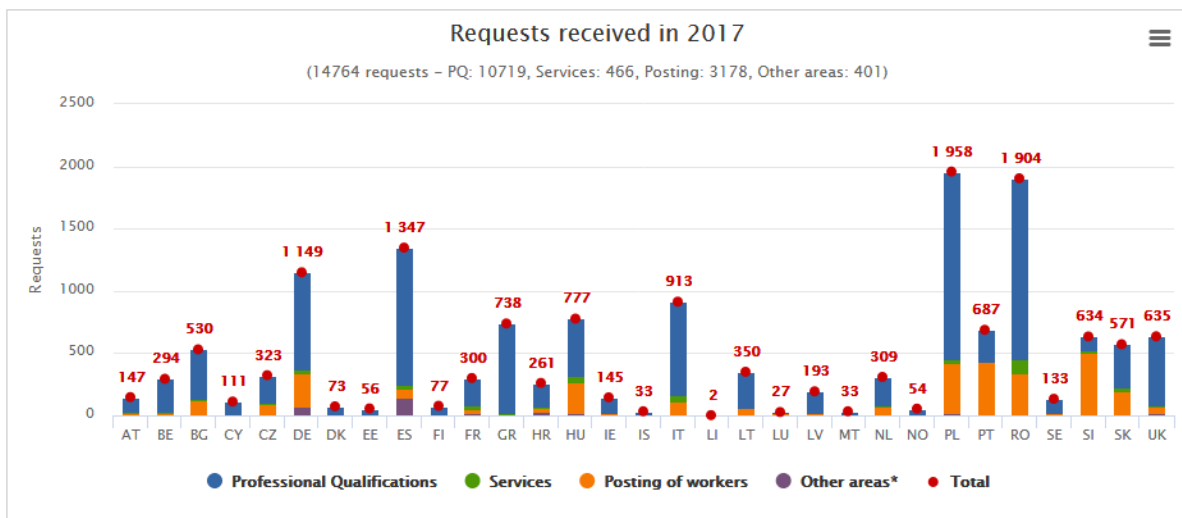
IMI requests



\* Other areas: Public Procurement, Patients' rights, E-Commerce, Train Driving Licences, Cultural objects.



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For more statistics, see the [IMI website](#).

## Priorities

### The Commission aims to:

- implement IMI for administrative cooperation under:
  - the ‘General Data Protection Regulation’ (Regulation (EU) 2016/679)
  - the ‘Public Documents Regulation’ (Regulation (EU) 2016/1191)
- implement the 'new look' IMI information request forms for existing legal areas
- deliver further technical and usability improvements
- maintain efficient user support to consolidate the use of IMI modules.