

Single Market Scoreboard

Performance per governance tool

Internal Market Information System

(Reporting period: 01/2014 - 12/2014)



About

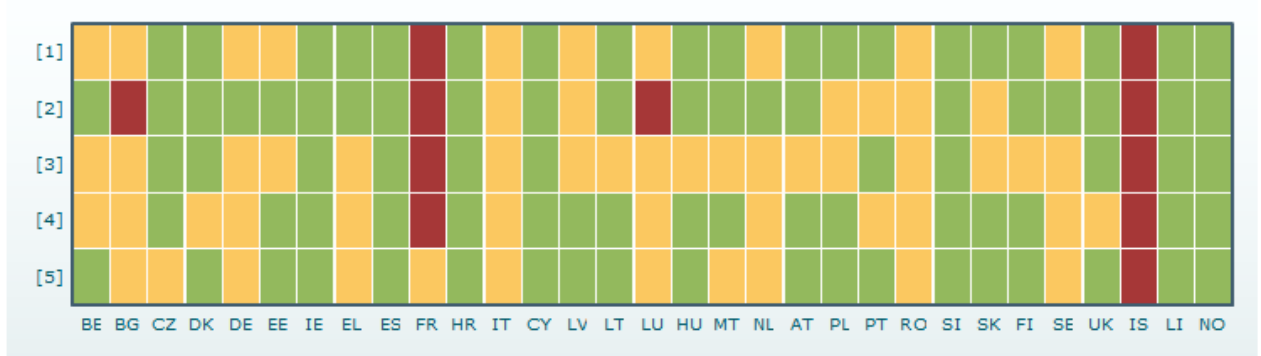
The Internal Market Information system (IMI) is an IT-based information network that links up national, regional and local authorities across borders. It enables them to communicate quickly and easily with their counterparts abroad.

IMI contains, most importantly:

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

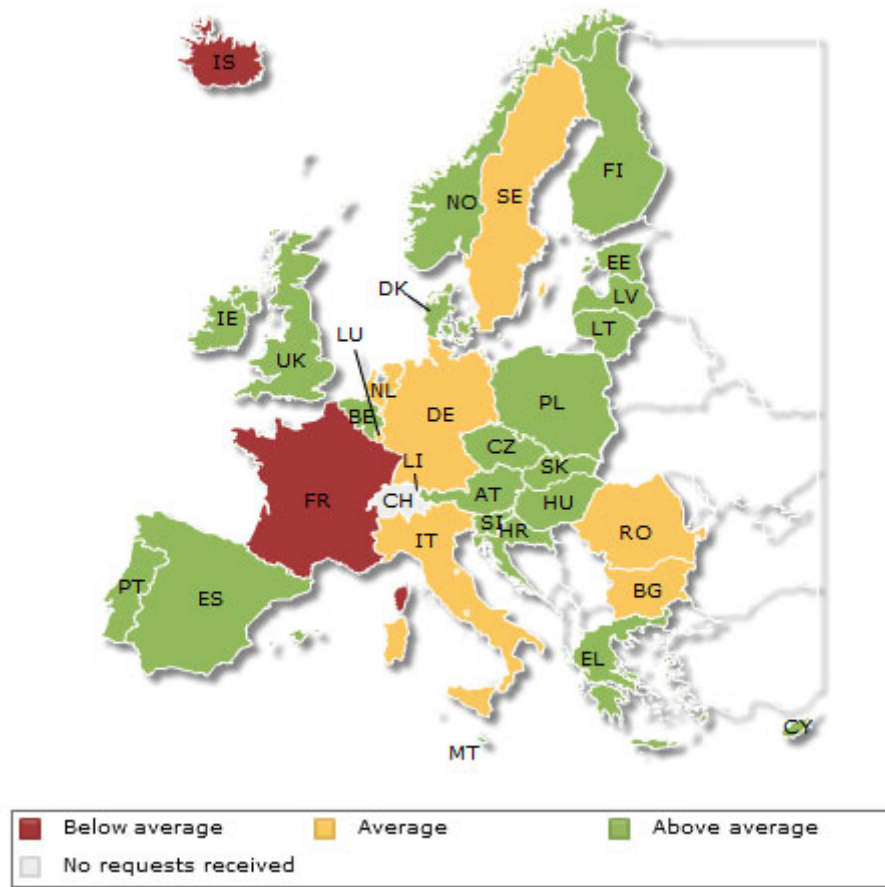
Performance

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

1. overall (all 5 indicators combined)



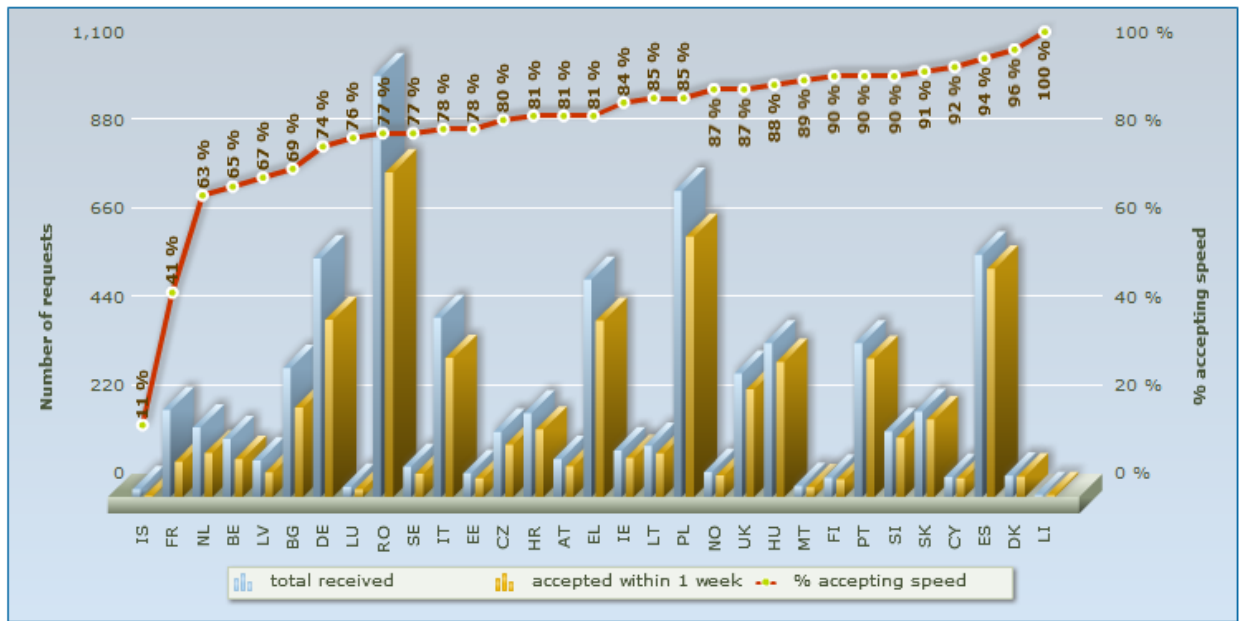
A Member State's **performance across all 3 indicators** is calculated by scoring each indicator in chart 1 as follows:

RED = -1, YELLOW = 0 and GREEN = +1.

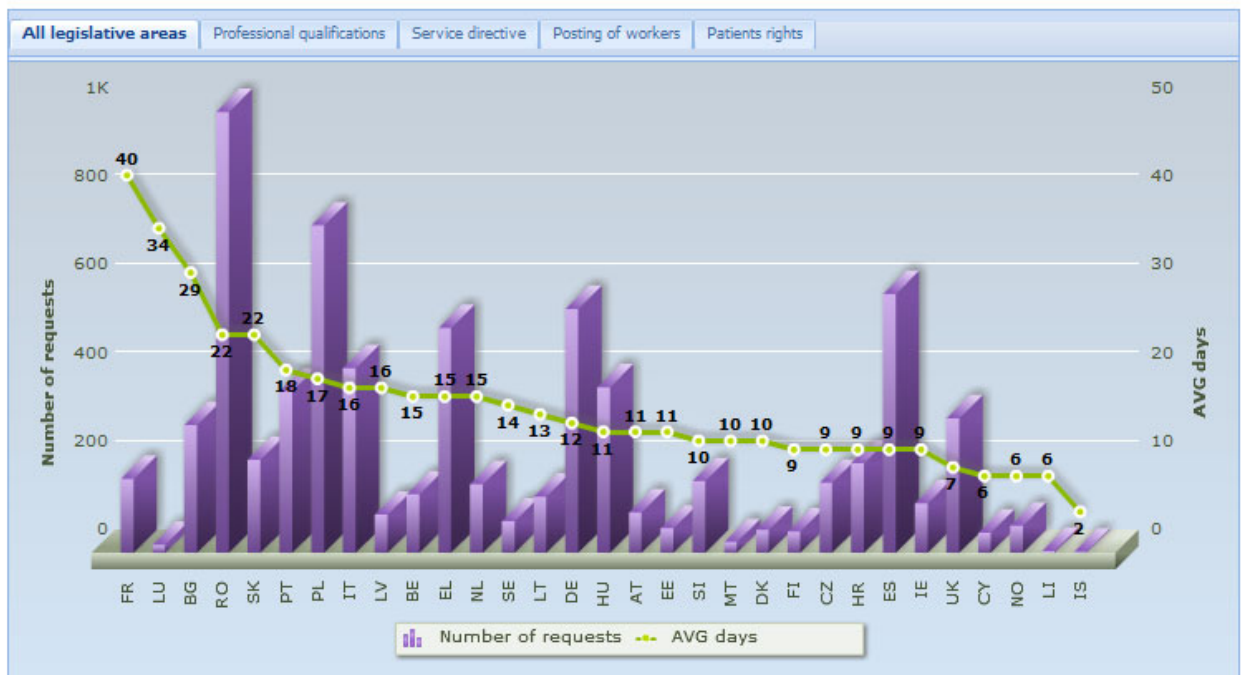
The colours on the map thus represent the **sum of these scores**:

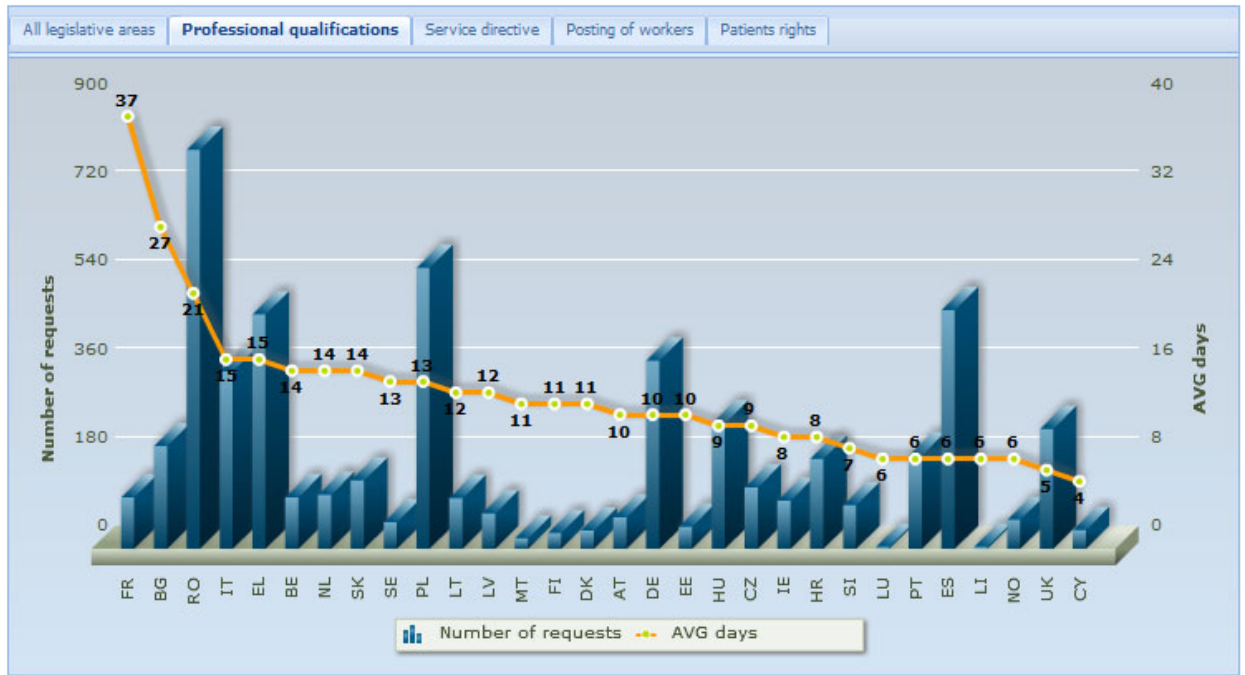
2 or higher = above average	-1, 0 or 1 = average	-2 or lower = below average
-----------------------------	----------------------	-----------------------------

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



Indicator [2]: Speed in answering requests







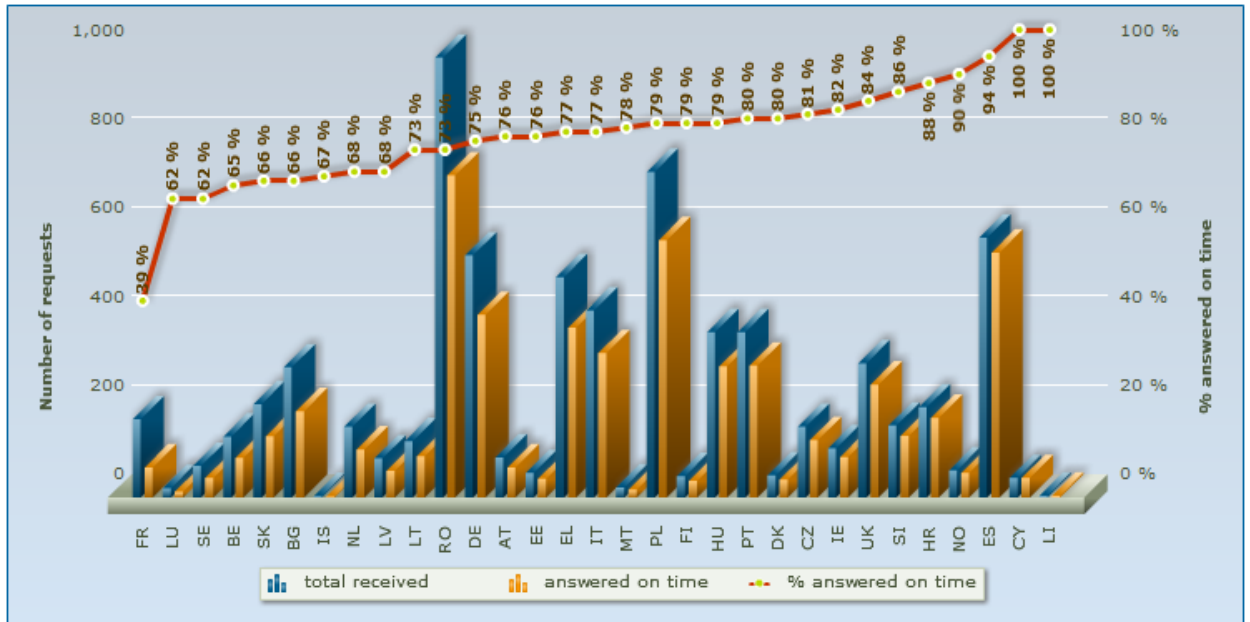
This chart shows for all areas:

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

To see the figures for individual areas, **click on the different tabs**:

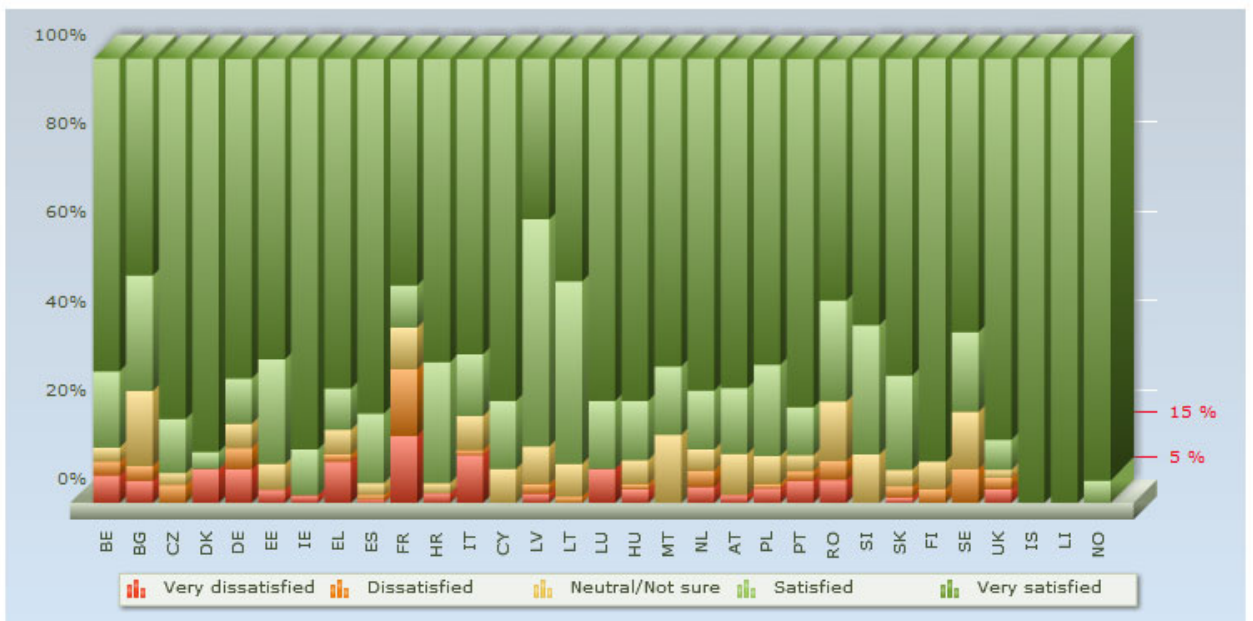
- Professional qualifications
- Service directive
- Posting of workers
- Patients' Rights

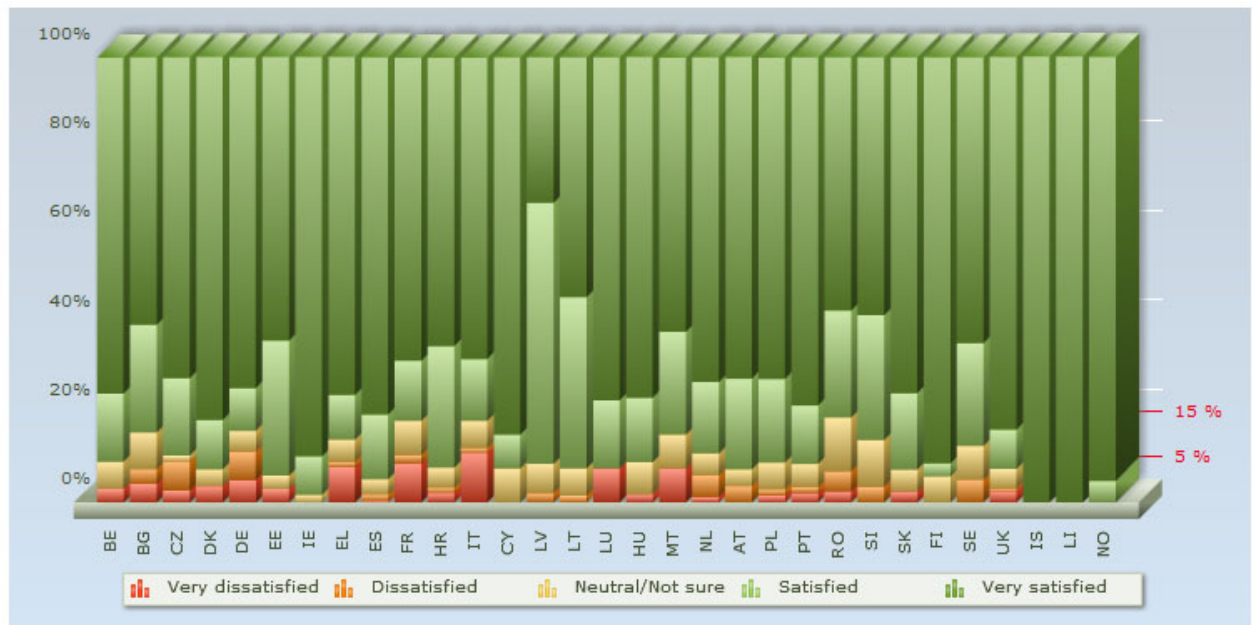
Indicator [3]: Requests answered by the date agreed in IMI



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

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

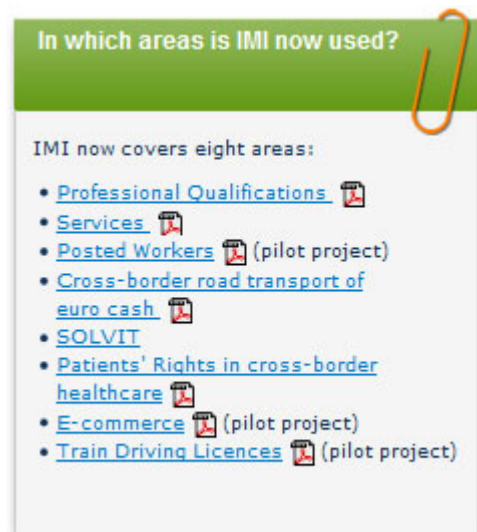


Indicator [5]: Efforts made (as rated by counterparts)

Achievements

2014 was another year of expansion and improvement:

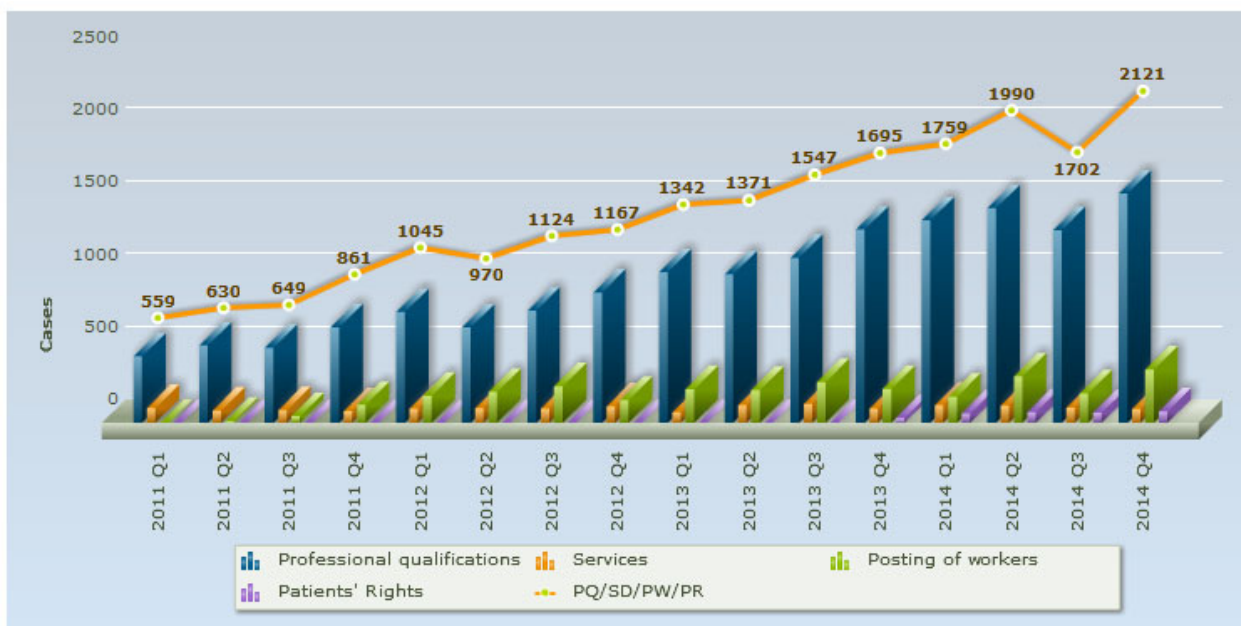
- a new policy area was added: **Train Driving Licences**, for sharing information about train drivers' registration and licences.
- the use of IMI for **Professional Qualifications** was extended to allow Member States to **notify new or modified diplomas** for healthcare professions and architects.
- a new **online form** was introduced for submitting enquiries and complaints to **SOLVIT** and Your Europe Advice. Step by step the form guides citizens and businesses to the correct service or redirects them to another source of help.
- the **management of authorities and users** in IMI was simplified to better accommodate the ever growing number of areas supported by IMI.



Facts and Figures

- **Information requests** – up **28%** on last year (to 7 595).
- The **total number of information requests** sent through IMI almost reached **25 000**.
- In the course of the year **208 Services notifications** were sent and since the launch in September, 38 notifications of architects' diplomas were sent.
- **Registered authorities** – 7 112

Number of exchanges of information through IMI



Priorities

Commission:

- Continued **expansion**, to cover:
 - a pilot on public procurement as of April 2015
 - the return of unlawfully removed cultural goods from December 2015.
 - the European Professional Card as of January 2016.
- Continued **technical & usability improvements** for IMI.

For more statistics, see the IMI website: http://ec.europa.eu/internal_market/imi-net/.