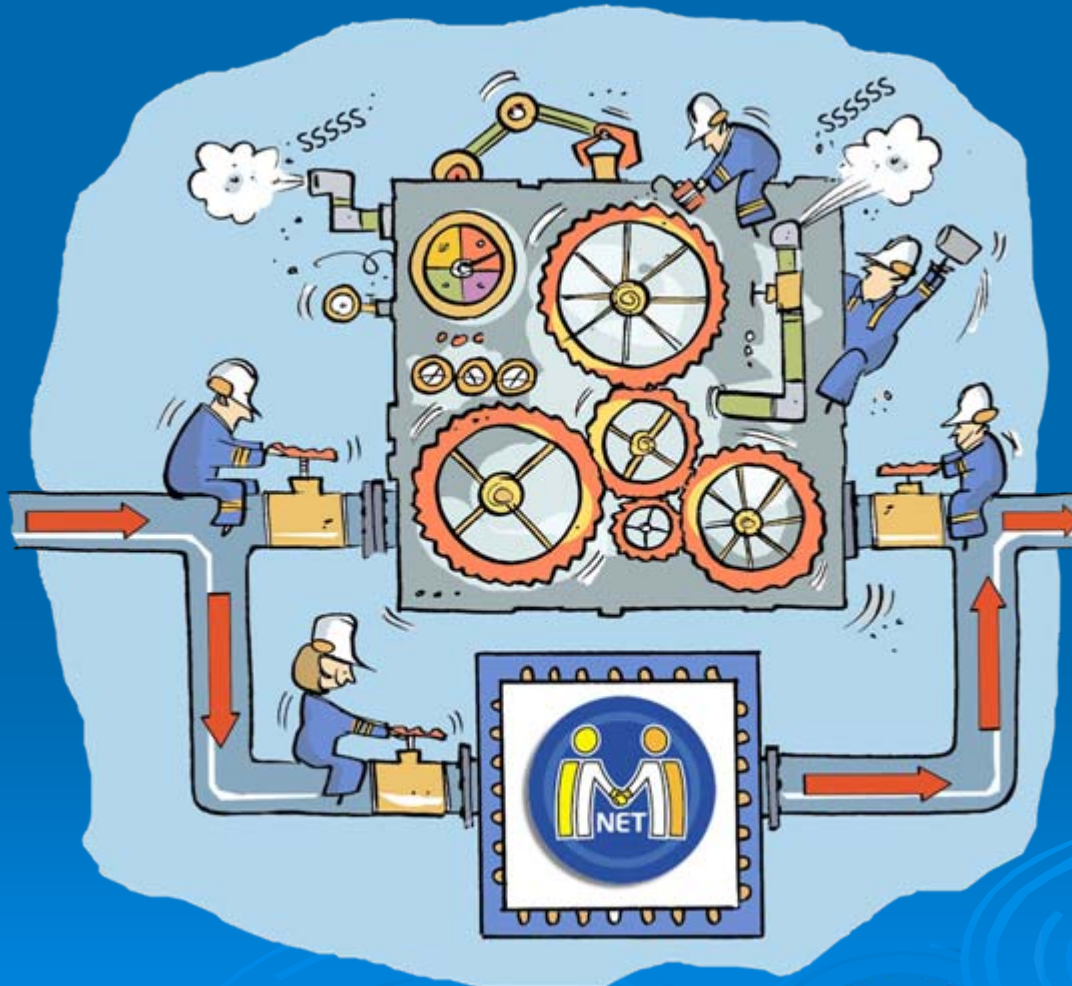# The Internal Market Information System (IMI)
Better communication – better service

ec.europa.eu/imi-net

What is IMI

A webbased application for

- National authorities at all levels

- To find the right counterpart in another Member State

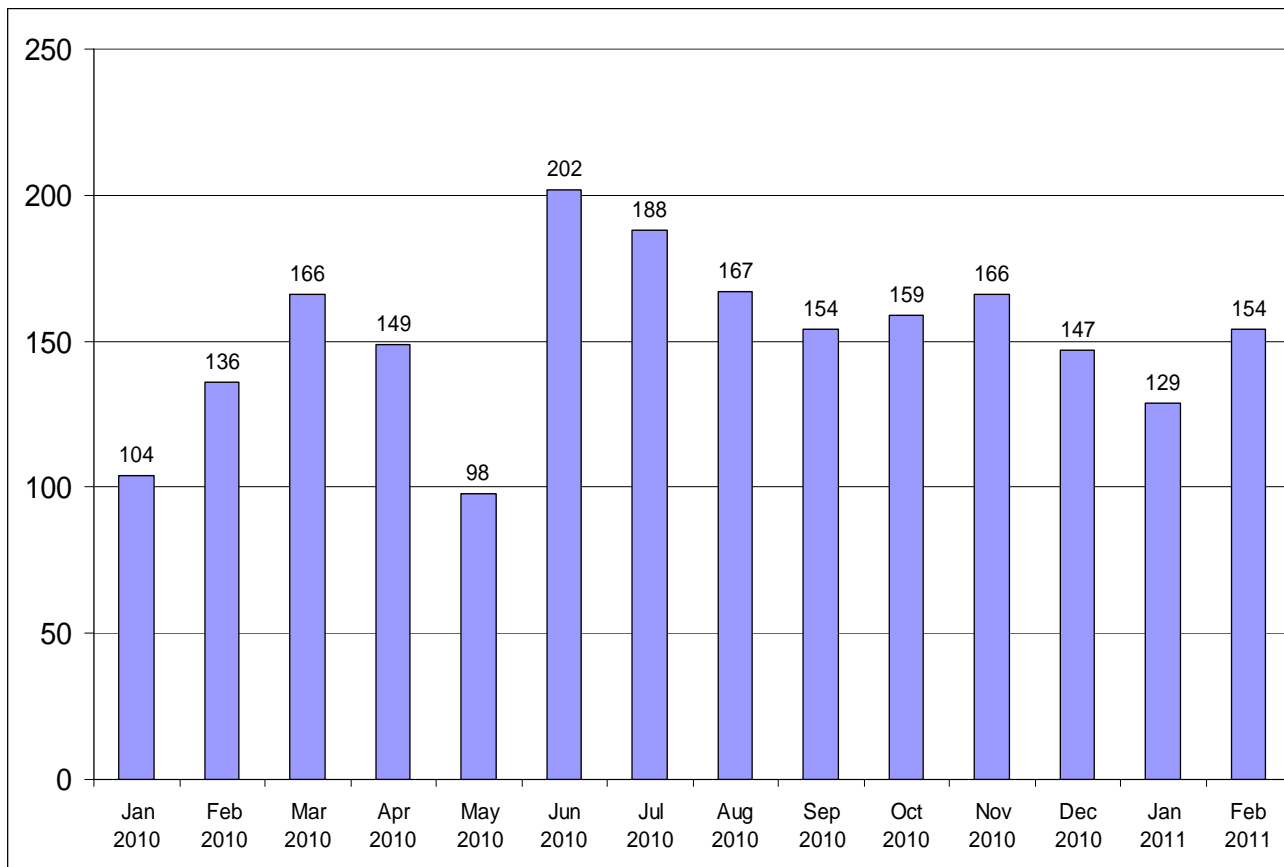- For secure exchange of information

- In all EU languages

Facts & figures

- **Today used for professional qualifications and services**

- **6100 authorities registered**

- **more than 11.500 users**

- **160 requests for information per month**

- **58% answered within two weeks**

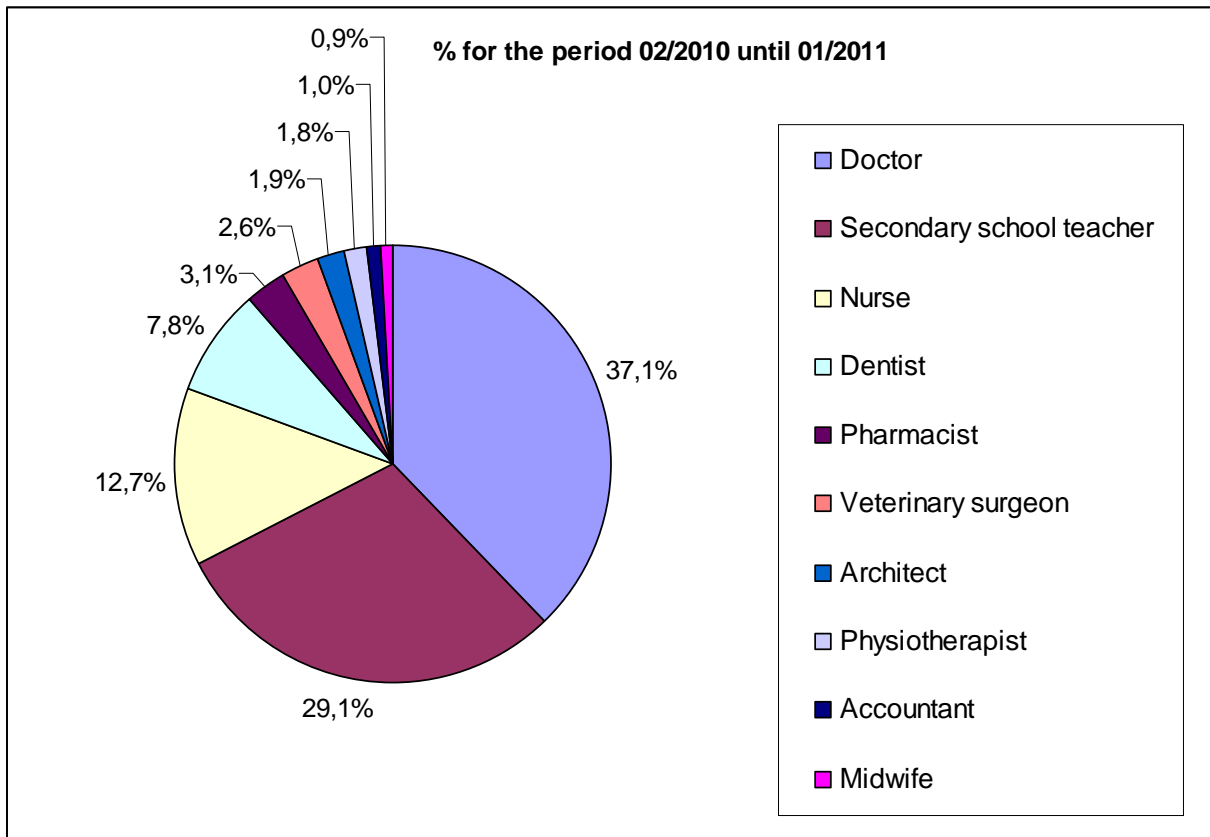- **92% of users find IMI user friendly**
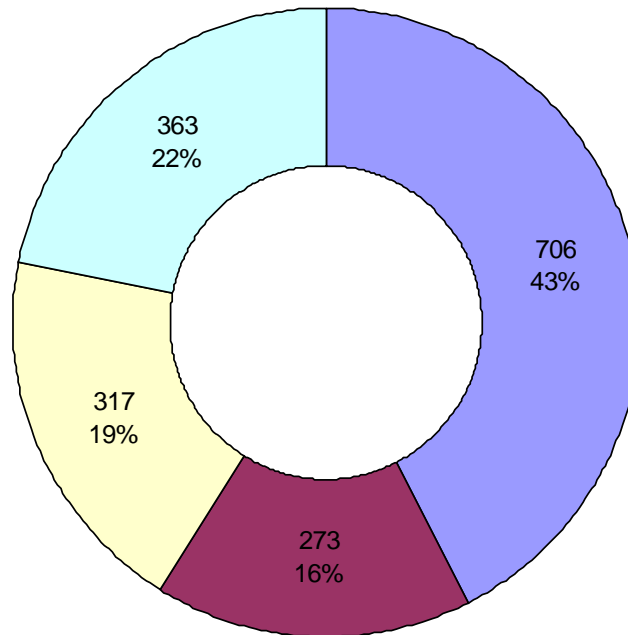
Requests for professional qualifications: How many ?

Requests for professional qualifications : Which professions ?

% for the period 02/2010 until 01/2011

Pie chart values:
- 37,1%
- 29,1%
- 12,7%
- 7,8%
- 3,1%
- 2,6%
- 1,9%
- 1,8%
- 1,0%
- 0,9%

Legend:
- Doctor
- Secondary school teacher
- Nurse
- Dentist
- Pharmacist
- Veterinary surgeon
- Architect
- Physiotherapist
- Accountant
- Midwife

Requests for professional qualifications : How fast ?

Period from 03/2010 until 02/2011

- within 1 week
- within 2 weeks
- within 4 weeks
- more than 4 weeks

706 — 43%
273 — 16%
317 — 19%
363 — 22%

Requests for services : How many ?
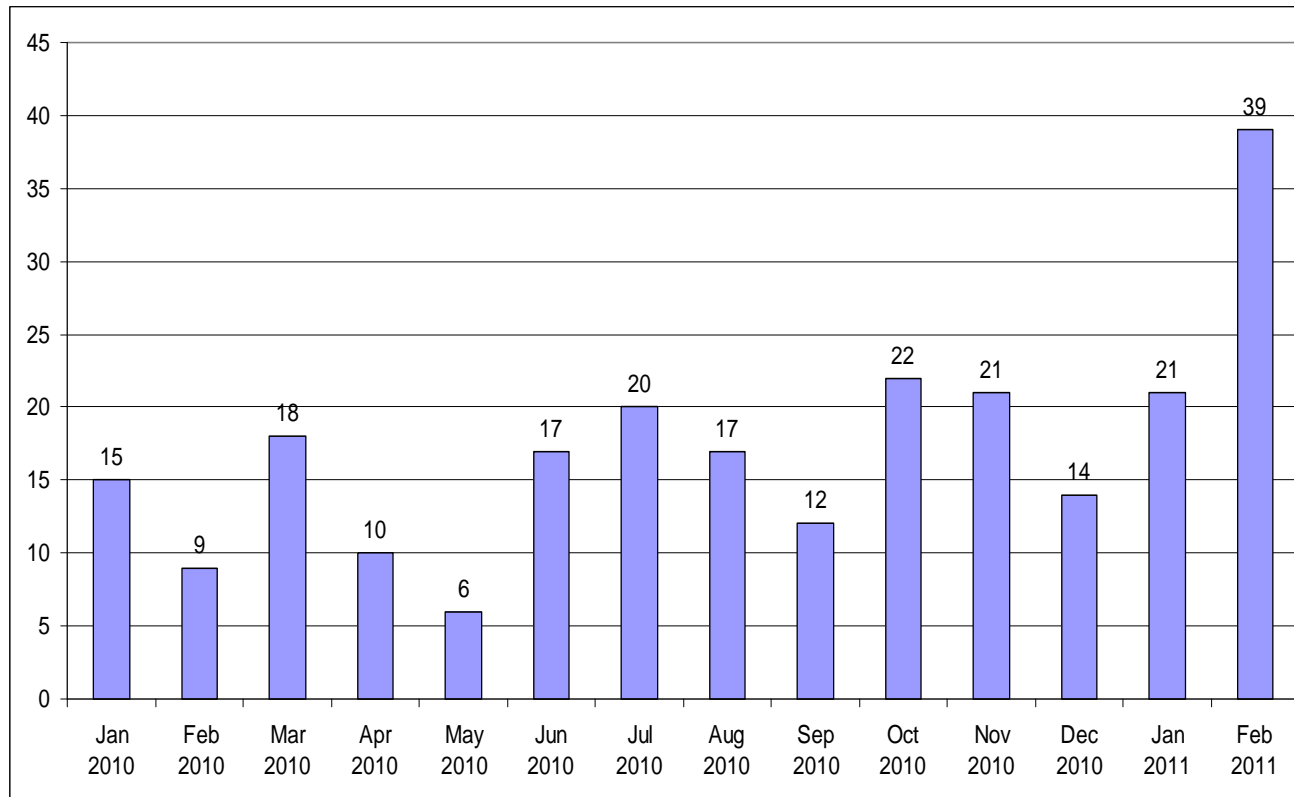
Expansion and development of IMI

Commission
Communication
of 21 February 2011 :

- New policy areas

- More functionality

- Links with existing systems

Benefits of reusing IMI

- **Cheaper to develop**

- **Faster delivery**

- **Multiple tasks via single tool**

- **Shared helpdesk, training and promotion efforts**

- **Wider networking benefits**

How does IMI help citizens and businesses ?

- **Faster replies from authorities**

- **Decreases need to translate documents**

- **Less refusals of applications due to lack of information**

Nexts steps

- **Training and awareness raising - 2011-onwards**

- **Study on IT architecture in view of expansion –2011**

- **Timetable for expansion – early 2012**

- **Development of new functionality – 2011-2012**

- **Proposal for an IMI regulation - June 2011**

Further information

- **ec.europa.eu/imi-net**

- **2010 Annual report**

- **Commission Communication on expanding and developing IMI**

- **Information session for MEPs & assistants on how IMI works in May/June**