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Dear IMI users,

Welcome to this, the first newsletter dedicated to the Internal Market Information (IMI) System, aimed to ensure that you, the users are kept up to date of IMI developments and have every opportunity to participate in European Commission events and training exercises.

The IMI system has been 'live' for 8 months now and is reliant upon users providing feedback about their experiences and thoughts on where the system could be improved and updated. For this reason we actively encourage all users to contact us with any thoughts or suggestions about the system, good or bad. Only in doing so can we encourage the European Commission to make the changes that UK authorities want to see and that will improve the system for all users.

If you have any feedback please feel free to contact us at [sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk)

We hope you find this newsletter a valuable source of information and if there is anything that you would like add please contact us,

Best Regards  
UK IMI team



Chris Korcz: UK IMI team

## Contacts in BIS: National Liaison Point (NLP)

BIS is responsible for ensuring that UK Competent and Local Authorities registered on the IMI system have access to a dedicated helpdesk, known as the **National Liaison Point (NLP)**. The NLP can provide assistance to a wide range of queries including administrative issues such as lost passwords, assistance with updating your authorities description and how to add new users right through to issues such as dealing with requests and problems locating the correct authority to send your request.



Further information about the NLP and their roles and responsibilities is available here:

<http://www.berr.gov.uk/policies/europe/eu-services-directive/internal-market-information-system>

To contact the NLP please email [sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk)

## Where to get further information

**1)** BIS has a dedicated **IMI webpage** where specific training materials and further information is available.

This is available at: <http://www.berr.gov.uk/policies/europe/eu-services-directive/internal-market-information-system>

**2)** The **European Commission IMI website** also has a variety of training exercises and further information available including user guides and captivate training exercises. Please see the tabs on the left hand side titled 'Training on IMI'

This is available at: [http://ec.europa.eu/internal\\_market/imi-net/index\\_en.html](http://ec.europa.eu/internal_market/imi-net/index_en.html)

**3)** On the **Communities of Practice forum** there is an IMI section. This is a great opportunity to share your experiences and questions with other IMI users.

To register and access the Communities of Practice visit:  
<http://www.communities.idea.gov.uk/welcome.do>

**4) ELMS website.** BIS has developed an ELMS portal with a Task list so authorities are aware of the steps involved to ensure compliance with the Services Directive. IMI registration relates to **Task 12** of the ELMS list.

To view the ELMS task list visit:  
<http://elmsportal.businesslink.gov.uk/authority/tasks>

### Your Feedback

If you have any experiences or best practices that you wish to share please email them to [sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk)

**The Office of Fair Trading** say:

*'We recently received our first request since the system went live - at the time our Local Data Administrator was on holiday and other users could not remember their passwords. However, once these were tracked down, the query was very straightforward to respond to. We would therefore recommend users are prepared for requests even if they've not yet received one and have more than one LDA registered where sensible!'*

## News Update

### User registrations update

User registration for the IMI system across all EEA Member States has stabilised after a huge growth phase at the turn of the year. There are currently 5000 registered authorities for both the Services Directive and the Professional Qualifications Directive.

In the UK we have registered over 380 authorities for the Services Directive alone, representing over 70% of all authorities that we envisage using the system. This is hugely important in the context of establishing a UK wide structure for dealing with requests but it is also vitally important that registered authorities establish their own internal mechanisms. Authorities need to ensure that their registered users are continually updated, taking into account staff movement, that they are trained to use the system and that they know who to contact in the event of a query. Even though the system is new and initial traffic has been relatively low, it is still vital that authorities remain prepared and have the internal structures in place for when the system usage increases. We therefore recommend that users regularly log into the system to ensure the details are maintained and correct.

For further information on registration and establishing an internal structure for your authority please see the link below:  
[http://ec.europa.eu/internal\\_market/imi-net/docs/first-user\\_en.pdf](http://ec.europa.eu/internal_market/imi-net/docs/first-user_en.pdf)

Alternatively please feel free to contact the **National Liaison Point** at [sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk)

Although the number of authorities registered on the system is relatively high the number of requests being sent on the system remains surprisingly low. To date 70 requests have been sent across all Member States which, compared to the Professional Qualifications Directive at this stage, with fewer registered authorities is far less. We would therefore encourage all authorities to bear in mind that the system is in place to reduce the burden placed upon service providers and regulators alike. Should you receive a request on the IMI system you are legally obliged to respond using the IMI system. It is important therefore to have an internal structure in place and users not only have access to the system but are also prepared to respond to requests

### Latest Registrations

Congratulations to **Forest Heath District Council** who last week became UK authority number **393** to register on the IMI system for the Services Directive.

To assist you in maximising the benefits of the system there are plenty of useful guides and information on both the BIS IMI webpage and the European Commission IMI website.

<http://www.berr.gov.uk/policies/europe/eu-services-directive/internal-market-information-system>

[http://ec.europa.eu/int](http://ec.europa.eu/internal_market/imi-)  
[ernal\\_market/imi-](http://ec.europa.eu/internal_market/imi-)

**IMI Version 2 .1 – Latest Developments**

Regular users will have noticed that Version 2.1 of the IMI system is now available. As a result of feedback provided by users, the system now incorporates a number of technical changes designed to assist users and improve the processes involved in sending requests. Upgrades are planned in the future so we recommend that should you have any **feedback** about the system, no matter how large or small, send them through to us at [sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk). This will enable us to ensure that the views of UK authorities are represented to the European Commission and included in future versions.

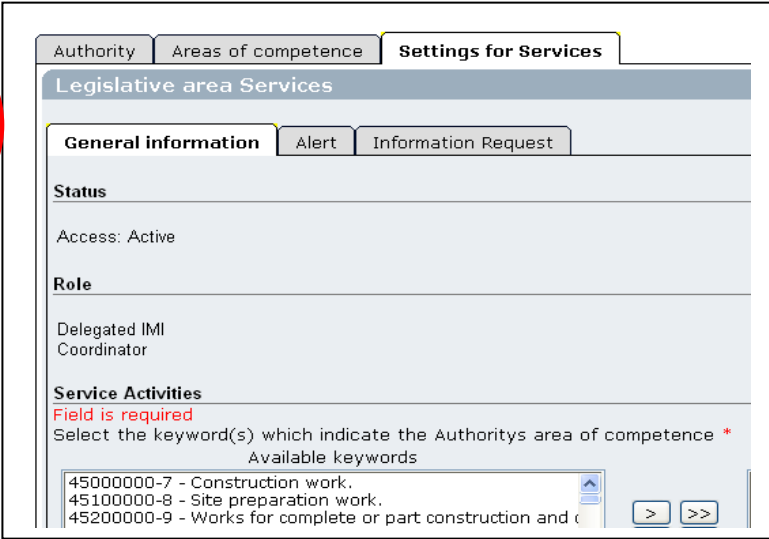
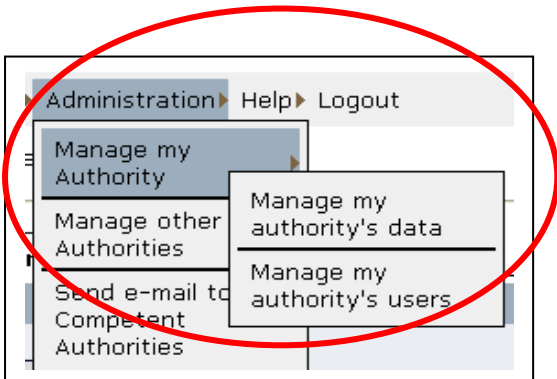
**Classification of authorities: Update your data NOW!!**

Version 2.1 includes a facility that allows authorities to insert key words that describes their Service Activities. This will improve the search facility making the system faster and easier to locate the appropriate authority. We recommend that you update the list of **Service Activities** for your authority now and therefore improve the visibility and ease with which your authority can be found. The list of Service Activities is pretty encompassing so please add as many areas as possible that convey the roles carried out by your authority. For new authorities registering now, this is a compulsory field and it is therefore important that previously registered authorities have the same level of detail available.

If you have any question contact: [sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk)

**To update your authority data just follow these simple steps:**

- Step 1-** Log into the 'live' IMI system using your unique username and password
- Step 2-** At the top of the page press Administration tab, then Manage my authority, Manage my authority's data.
- Step 3-** Press the 'Settings for Services' tab then Edit button at the foot of the page
- Step 4-** You will now see a title marked 'Service Activities' and a list below to choose from. (See below).



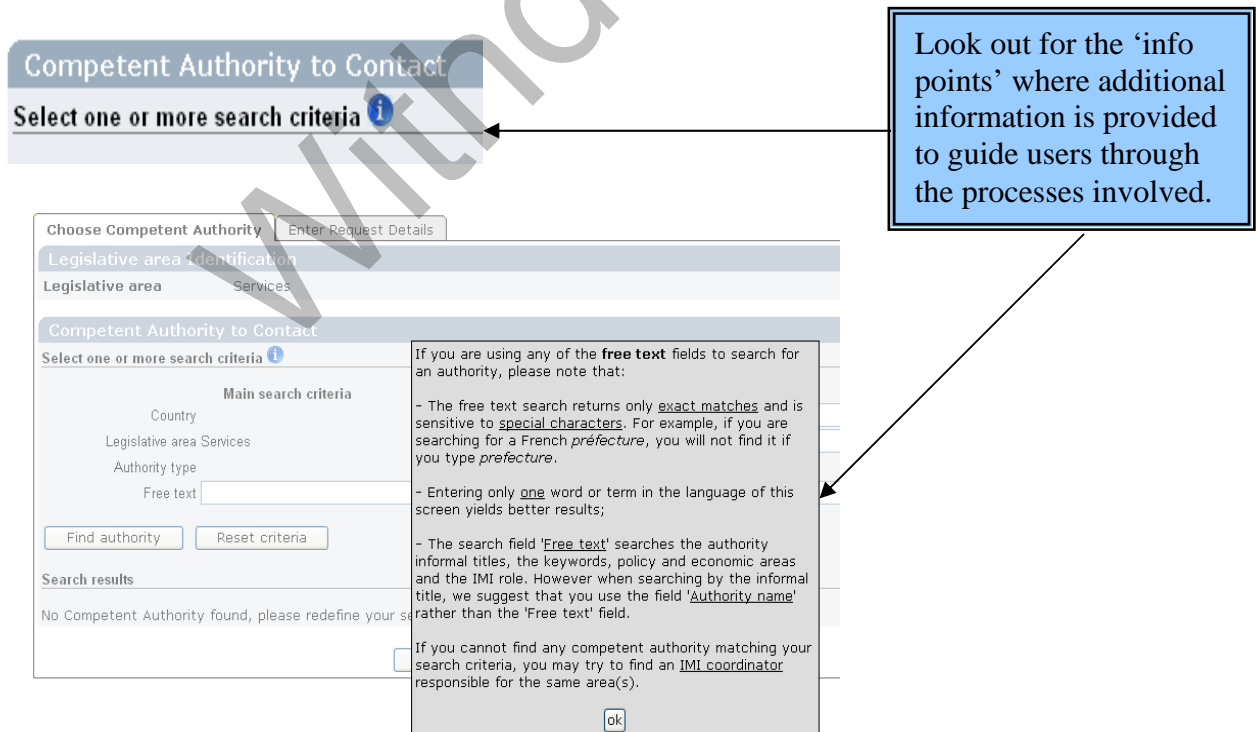
Please remember that whilst the level of traffic on the system is relatively low, **now** is a great time to ensure that your users are ready and trained to use the system as well as ensuring that your authority details are correct and updated.

If you are unsure of how to do this consult the Local Data Administrator within your authority, normally the first user or the National Liaison Point within BIS.

### Info points

A further development that has been made with Version 2.1 is the inclusion of 'info points' at selected locations throughout the process of sending requests. These are designed to provide instant assistance and answer some common questions as you progress through the process. To activate an 'info point' simply click on the blue icon.

The number of info points will be increased throughout further versions of the system so now is an excellent time to let us know what you think. Do you think the information provided is useful, is there anything else you would like added, is there other locations you would like assistance? Please let us know, your feedback is essential to improving future versions.



The screenshot shows a web interface for finding a 'Competent Authority to Contact'. It includes a search criteria section with fields for Country, Legislative area Services, Authority type, and Free text. A callout box points to an information icon (i) next to the search criteria header. The callout box contains the following text:

Look out for the 'info points' where additional information is provided to guide users through the processes involved.

If you are using any of the **free text** fields to search for an authority, please note that:

- The free text search returns only **exact matches** and is sensitive to **special characters**. For example, if you are searching for a French *préfecture*, you will not find it if you type *prefecture*.
- Entering only **one** word or term in the language of this screen yields better results;
- The search field '**Free text**' searches the authority informal titles, the keywords, policy and economic areas and the IMI role. However when searching by the informal title, we suggest that you use the field '**Authority name**' rather than the 'Free text' field.

If you cannot find any competent authority matching your search criteria, you may try to find an **IMI coordinator** responsible for the same area(s).

ok



## Training and Awareness

The European Commission has a number of training and awareness opportunities coming up that we would highly recommend. These will not only provide a greater knowledge of the system but also an opportunity to meet other users from different Member States and share experiences.

### **8th European week of Regions and Cities**

Since 5th July, online registration for the OPEN DAYS 2010 seminars has been open and already 1,000 people have registered. Organisers advise registering as soon as possible! Registration will close on 22 September.



This is an annual key event at which cities and regions showcase their capacity for creating growth and jobs, implementing European Union cohesion policy, and proving the importance of local involvement for good European governance.

In this year's event there is a programmed workshop by DG MARKT on IMI and 'Your Europe' during the morning of 6th October (11:15 to 13:00, Making Europe easy for citizens and businesses - Practical tools for regional authorities).

The complete program can be found at:

[http://ec.europa.eu/regional\\_policy/conferences/od2010/index.cfm?nmenu=1&sub=100](http://ec.europa.eu/regional_policy/conferences/od2010/index.cfm?nmenu=1&sub=100)

### **IMI Conference – 'One year on'**

The Commission is organising a conference on the 27th January 2011 in Brussels with the working title 'IMI and the Services Directive – One year on.' This will be a fantastic opportunity to meet the Commission face to face as well as authorities from other Member States to share ideas and experiences. With 400 participants expected this event is highly recommended. We will keep you updated of any developments.

Unfortunately, the Commission is unable to provide financial assistance for this event but please contact us for further details.

### **UK regional events**

BIS is planning a number of UK regional events this autumn/winter where we hope to have a member of the Commission IMI team in attendance. We will let you know the exact times and locations as well as publishing them on the BIS IMI webpage and the Communities of Practice forum as soon as we have firmed up details.

**Paper copies** are available of 'the first user guide'

[http://ec.europa.eu/internal\\_market/imi-net/docs/first-user\\_en.pdf](http://ec.europa.eu/internal_market/imi-net/docs/first-user_en.pdf) and the

'user guide for IMI and the Services Directive'

[http://ec.europa.eu/internal\\_market/imi-net/docs/IMI\\_SD\\_ha\\_nbook\\_en.pdf](http://ec.europa.eu/internal_market/imi-net/docs/IMI_SD_ha_nbook_en.pdf)

We are more than happy to send these out to authorities if they would be useful. If you would like to receive copies of the above please contact us at:

[sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk)