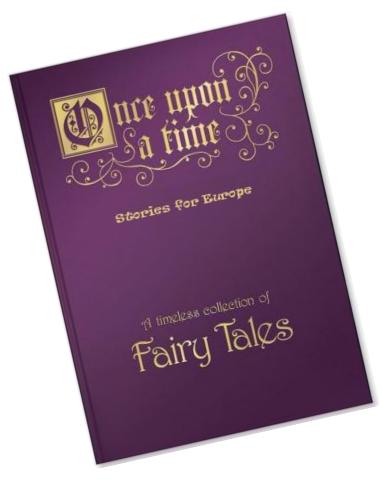# Powered by AI

Experiences with eTranslation API in IMI

Presentation by:

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European Commission DG GROW R2

4th ELRC Conference
26th November 2019, Helsinki

Where the story began

- ❑ **Implementation of EU legislation depends on partnership and administrative cooperation**

- ❑ **Administrative cooperation needs support especially in an EU of 28 Member States**

- ❑ **Local regional and national competent authorities need to exchange information**

- ❑ **Legal requirement of the Services Directive (2005)**

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Where the story began

BUT...

❑ **Different languages – barrier for communication**

❑ **Different administrative cultures**

❑ **Lack of clearly identified partners**

❑ **Lack of agreed procedures**

❑ **378 bilateral relationships to manage**

❑ **Off-line information exchange takes long**

❑ **Proliferation of IT solutions should be avoided**

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IMI – Administrative cooperation service

SOLUTION

- ❑ **Generic online application**

- ❑ **Multilingual system available in all EU languages**

- ❑ **Well defined structured procedures**

- ❑ **Database of competent authorities**

- ❑ **Legal certainty – clear legal basis**

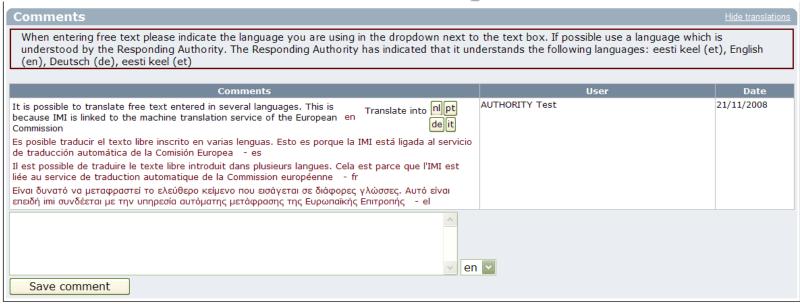- ❑ **Pre-defined and translated communications:** *questions, answers, messages and forms*

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Need for additional language support

BUT...

❑ **Communications cannot be fully pre-defined**

❑ **Clear need for supplementary free-text communication**

❑ **Supporting documents are exchanged in original language**

➢ **Machine translation for free text and documents**

➢ **Ensuring privacy of content**

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ECMT – The early solution

- ❑ **IMI pioneering the integration in 2009/10**

- ❑ **Available only for certain combination of languages**

- ❑ **Evolution and further development of the service was not guaranteed**

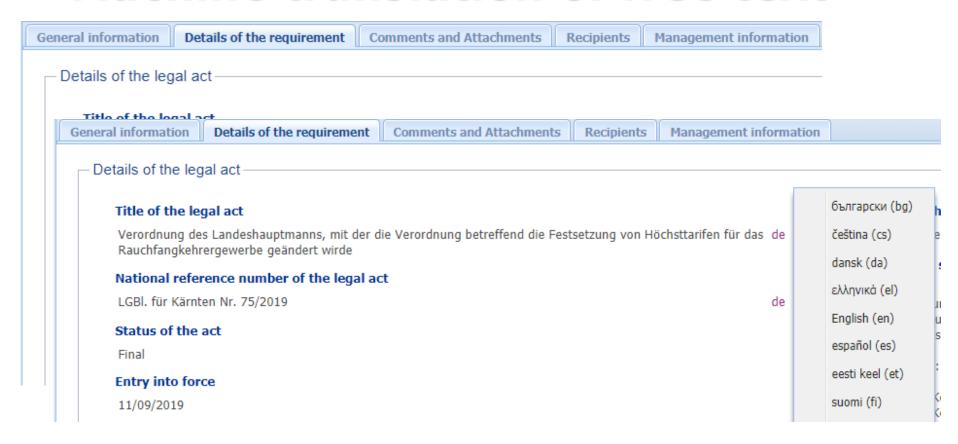- ❑ **Service withdrawn**

Use of MT@EC as soon as possible

❑ **Strong user demand to reintroduce machine translation**

❑ **Pilot use of first available version of MT@EC**

❑ **Limited language pairs:**

from all EU languages to English and from English to all EU languages

❑ **Adapted technical implementation in IMI**

o **Introduce storage of translation requests**

o **Handling 20+ target languages**

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Machine translation of free text

☐ **Possibility to request translations for free text fields**

☐ **Selection of language after clicking the icon**

Machine translation of free text

- ❑ **Translations stored for the user**

- ❑ **When available possible to retrieve from dedicated menu option**

Machine translation of free text

ISSUES

- ❑ **Out of context display**

- ❑ **Not easy to retrieve translations**

- ❑ **Cumbersome to translate multiple free text fields**

- ❑ **Repeated submission of translation requests by multiple users**

- ❑ **At early stage response time was found too long by users**

- ❑ **Increased usage as new language pairs became available**

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Improved handling of machine translated text

❑ **Translate all free text to session language**

❑ **Single click**

Improved handling of machine translated text

❑ **Improvements appreciated, but slow response time…**

Wait for the translation …   *Wait for the translation …*   *Wait for the translation …*   *Wait for the translation …*   *Wait for the translation …*

Improved handling of machine translated text

❑ **Storage and speedy retrieval of previously translated free text from the IMI database**

❑ **Significant reduction of response time**

This is not yet the end of the story

❑ **Machine translation service improved**

❑ **Improved quality triggered more frequent use**

❑ **Continous upgrade and evolution of eTranslation**

❑ **IMI expanded to support more areas and more communications**

❑ **New requirements were raised by the users**

Already released / worked on

➢ **Extended period for storage of translations in IMI**

➢ **Address incorrectly indicated source language**

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This is not yet the end of the story

Planned inprovements

➢ **Include machine translation of free text within printouts of exchanges**

➢ **Provide machine translation for attached documents**

➢ **Automatic language recognition**

❑ **eTranslation already offers more**

❑ **Integration of additional features is envisaged for the benefit of IMI users**

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IMI continuous to grow ...

PATIENTS' RIGHTS	PUBLIC PROCUREMENT	SOLVIT	REGISTERS	NON-ROAD MOBILE MACHINERY	GDPR	EJN CIVIL European Judicial Network in civil and commercial matters
Information REQUESTS	REQUESTS	SOLVIT CASES	REPOSITORY	Type Approval applications	Case Register	REQUESTS

PROFESSIONAL QUALIFICATIONS	EUROPEAN PROFESSIONAL CARD	POSTING OF WORKERS	CULTURAL OBJECTS	SERVICES	Information on Public Access to Documents	PUBLIC DOCUMENTS
					Art. 56 Identification of LSA and CSA	
					Art. 56 Local case Request	
Information REQUESTS	EPC APPLICATION	REQUESTS	REQUESTS	Information REQUESTS	Art. 60 One-Stop-Shop Cooperation	Request to verify documents authenticity
NOTIFICATIONS Architects	NOTIFICATION Certification req.	REQUESTS for notification of decisions	NOTIFICATIONS	ALERTS	Art. 61 Mutual Assistance	Repository of models of most common docs
NOTIFICATIONS Health professions	NOTIFICATION Document req.	REQUESTS for recovery of fines	REPOSITORY	NOTIFICATIONS	Art. 62 Joint Cooperation	Repository of anonymised forged docs
ALERTS Nurses	REPOSITORY Sample documents	NOTIFICATION of irregularities.			Art. 64 Opinion by the EDPB	
ALERTS Doctors	Publishing notified information outside		E-COMMERCE	TRAIN DRIVING LICENCES	Art. 64 Final EDPB Opinion	FIREARMS AUTHORISATIONS
ALERTS Education	Professionals interface				Art. 64 Dispute resolution by the EDPB	
ALERTS Vets		CASH-IN-TRANSIT	REQUESTS For taking measures	REQUESTS	Art. 66. Adopted provisional measure	REPOSITORY
ALERTS Other health prof.		REPOSITORY	NOTIFICATIONS Of taken measures	NOTIFICATIONS	Art. 66. Urgent EDPB Opinion/Decision	NOTIFICATIONS
ALERTS False diplomas					Art. 66. Final EDPB Opinion	

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... increasing demand for the integrated machine translation service

❏ **IMI already supports 17 policy areas and 50+ administrative cooperation procedures**

❏ **New procedures involve multiple authorities – not only bilateral, but also one-to-many exchanges**

❏ **11500+ competent authorities are registered in the system**

❏ **33000 registered users across the EEA area**

❏ **Almost 37000 communications in 2018**

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THE END

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