



Powered by AI

Experiences with eTranslation API in IMI

Presentation by:

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European Commission DG GROW R2

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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)**

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**

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***

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**

ECMT – The early solution

Comments [Hide translations](#)

When entering free text please indicate the language you are using in the dropdown next to the text box. If possible use a language which is understood by the Responding Authority. The Responding Authority has indicated that it understands the following languages: eesti keel (et), English (en), Deutsch (de), eesti keel (et)

Comments	User	Date
<p>It is possible to translate free text entered in several languages. This is because IMI is linked to the machine translation service of the European Commission Translate into <input type="button" value="nl"/> <input type="button" value="pt"/> <input type="button" value="de"/> <input type="button" value="it"/></p> <p>Es posible traducir el texto libre inscrito en varias lenguas. Esto es porque la IMI está ligada al servicio de traducción automática de la Comisión Europea - es</p> <p>Il est possible de traduire le texte libre introduit dans plusieurs langues. Cela est parce que l'IMI est liée au service de traduction automatique de la Commission européenne - fr</p> <p>Είναι δυνατό να μεταφραστεί το ελεύθερο κείμενο που εισάγεται σε διάφορες γλώσσες. Αυτό είναι επειδή imi συνδέεται με την υπηρεσία αυτόματης μετάφρασης της Ευρωπαϊκής Επιτροπής - el</p>	AUTHORITY Test	21/11/2008

en

- 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**
 - **Introduce storage of translation requests**
 - **Handling 20+ target languages**

Machine translation of free text

The screenshot shows a web interface for legal acts. At the top, there are tabs: "General information", "Details of the requirement", "Comments and Attachments", "Recipients", and "Management information". The "Details of the requirement" tab is active. Below this, there is a section titled "Details of the legal act" with a sub-tabbed interface. The sub-tabs are "General information", "Details of the requirement", "Comments and Attachments", "Recipients", and "Management information". The "Details of the requirement" sub-tab is active. The main content area displays the following information:

- Title of the legal act**
Verordnung des Landeshauptmanns, mit der die Verordnung betreffend die Festsetzung von Höchsttarifen für das Rauchfangkehrergewerbe geändert wurde
- National reference number of the legal act**
LGBl. für Kärnten Nr. 75/2019
- Status of the act**
Final
- Entry into force**
11/09/2019

On the right side of the page, there is a dropdown menu for selecting a language. The menu is open, showing the following options:

- български (bg)
- čeština (cs)
- dansk (da)
- ελληνικά (el)
- English (en)
- español (es)
- eesti keel (et)
- suomi (fi)

- ❑ **Possibility to request translations for free text fields**
- ❑ **Selection of language after clicking the icon**

Machine translation of free text

The screenshot shows a web application interface with a sidebar menu on the left and a main content area. The sidebar menu includes items like 'Menu', 'Repositories & Directories', 'Alerts & Notifications', 'EPC Applications', 'Non-road Mobile Machinery', 'GDPR Notifications', 'Authorities', 'Administration', 'Commission', 'Metadata Management', 'Translations', 'System', 'Session Log', 'My reports', 'My translations', 'Change my password', and 'Logout'. The main content area has tabs for 'Dashboard', 'Search', 'SD-N 81877.1', and 'Translations'. Below the tabs is a table with columns: 'Area', 'Reference / Name', 'Text - Double click to view translation', and 'Date of translation'. The table contains two rows of data. A modal window titled 'Notification - Repository - 81877' is open, showing the translation of the selected row. The modal displays the original German text and its English translation. A 'Translation succeeded' message is visible at the bottom of the modal.

Area	Reference / Name	Text - Double click to view translation	Date of translation
Notification - ...	81877	de - ... § 2 Tarif: A. Für Leistungen nach der Kärntner Gefahremp...	20/11/2019 ...
<input checked="" type="checkbox"/>	81877	de - ... Verordnung des Landeshauptmanns, mit der die Verordn...	20/11/2019 ...

Notification - Repository - 81877

de	Verordnung des Landeshauptmanns, mit der die Verordnung betreffend die Festsetzung von Höchsttarifen für das Rauchfangkehrergewerbe geändert wurde
en	Regulation of the Provincial Governor amending the Regulation on the fixing of maximum tariffs for the chimney sweeping industry.

Translation succeeded

- 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**

Improved handling of machine translated text

General information | **Details of the requirement** | Comments and Attachments | Recipients | Management information

Notified requirements

Applicability	Requirement
1 Both establishment and cross-border provision of services	An obligation on a service provider to take out insurance or to subscribe to a guarantee or similar arrangement

Applicability Both establishment and cross-border provision of services

Requirement An obligation on a service provider to take out insurance or to subscribe to a guarantee or similar arrangement

Detailed description of the requirement Ovlašteni socijalni radnik koji obavlja djelatnost socijalnog rada kao profesionalnu djelatnost dužan je osigurati se od odgovornosti za štetu koju bi mogao počinuti trećima osobama obavljanjem djelatnosti socijalnog rada kao profesionalne djelatnosti. hr

Explanation of how the requirement is non-discriminatory Sukladno članku 10. stavku 4. Zakona osobe koje obavljaju privatnu djelatnost socijalnog rada sa sjedištem u drugoj državi mogu trajno obavljati djelatnost socijalnog rada u Republici Hrvatskoj ako se upišu u Imenik socijalnih radnika. hr

Justification (Public interest objective) Public policy

Additional information about the justification Nema dodatnih podataka. hr

Proportionality analysis

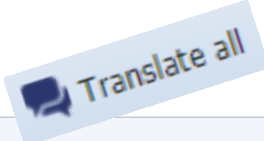
Suitability of the measure
Zahtjev je nužan zbog zaštite korisnika usluga, budući da je cilj obavljanja djelatnosti socijalnog rada osnaživanje pojedinaca, obitelji, grupa i zajednice te razvoj njihovih sposobnosti za samopomoć, poticanje socijalnih promjena, razvoj kvalitetnih i dostupnih socijalnih usluga, promicanje socijalne kohezije, zastupanje osjetljivih i obesnaženih društvenih skupina te otklanjanje zapreka s kojima se ljudi susreću u ostvarivanju svoje socijalne sigurnosti, postizanje socijalno pravednog društva koje je zasnovano na humanizmu i ljudskim pravima koje svim svojim članovima omogućava dostojanstven život. hr

The existence and assessment of less restrictive means:
Mišljenja smo da se radi o najmanje restriktivnoj alternativni budući da nije moguće osigurati zaštitu korisnika djelatnosti socijalnog rada kroz nenormativne aktivnosti već je potrebno Zakonom jasno propisati obvezu ovlaštenom socijalnom radniku koji obavlja djelatnost socijalnog rada kao profesionalnu djelatnost osiguranja od odgovornosti za štetu. hr

Necessity of the measure:
Predmetno je nužno propisati kako bi se zaštitili korisnici od štete. hr

Documents containing supporting information or data on proportionality

File name	Added by	Added on	Download



Translate all free text to session language

Single click

Improved handling of machine translated text

Applicability	Both establishment and cross-border provision of services	
Requirement	An obligation on a service provider to take out insurance or to subscribe to a guarantee or similar arrangement	
Detailed description of the requirement	Ovlašteni socijalni radnik koji obavlja djelatnost socijalnog rada kao profesionalnu djelatnost dužan je osigurati se od odgovornosti za štetu koju bi mogao počinuti trećima osobama obavljanjem djelatnosti socijalnog rada kao profesionalne djelatnosti. <i>An authorised social worker engaged in social work as a professional activity shall be obliged to insure against liability for damage that may be caused by third parties to the pursuit of a social work activity as a professional activity.</i>	hr en
Explanation of how the requirement is non-discriminatory	Sukladno članku 10. stavku 4. Zakona osobe koje obavljaju privatnu djelatnost socijalnog rada sa sjedištem u drugoj državi mogu trajno obavljati djelatnost socijalnog rada u Republici Hrvatskoj ako se upišu u Imenik socijalnih radnika. <i>Wait for the translation ...</i>	hr en
Justification (Public interest objective)	Public policy	
Additional information about the justification	Nema dodatnih podataka. <i>Wait for the translation ...</i>	hr en

Proportionality analysis

Suitability of the measure	Zahtjev je nužan zbog zaštite korisnika usluga, budući da je cilj obavljanja djelatnosti socijalnog rada osnaživanje pojedinaca, obitelji, grupa i zajednice te razvoj njihovih sposobnosti za samopomoć, poticanje socijalnih promjena, razvoj kvalitetnih i dostupnih socijalnih usluga, promicanje socijalne kohezije, zastupanje osjetljivih i obesnaženih društvenih skupina te otklanjanje zapreka s kojima se ljudi susreću u ostvarivanju svoje socijalne sigurnosti, postizanje socijalno pravednog društva koje je zasnovano na humanizmu i ljudskim pravima koje svim svojim članovima omogućava dostojanstven život. <i>Wait for the translation ...</i>	hr en			
The existence and assessment of less restrictive means:	Mišljenja smo da se radi o najmanje restriktivnoj alternativni budući da nije moguće osigurati zaštitu korisnika djelatnosti socijalnog rada kroz nenormativne aktivnosti već je potrebno Zakonom jasno propisati obvezu ovlaštenom socijalnom radniku koji obavlja djelatnost socijalnog rada kao profesionalnu djelatnost osiguranja od odgovornosti za štetu. <i>Wait for the translation ...</i>	hr en			
Necessity of the measure:	Predmetno je nužno propisati kako bi se zaštitili korisnici od štete. <i>Wait for the translation ...</i>	hr en			
Documents containing supporting information or data on proportionality	<table border="1"><thead><tr><th>File name</th><th>Added by</th><th>Added on</th></tr></thead><tbody></tbody></table>	File name	Added by	Added on	Download
File name	Added by	Added on			

❑ 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

Applicability Both establishments

The requirement is necessary for activities is to empower individual assistance, social change, the dev social cohesion, representation of obstacles faced by people in achie and human rights that enables all

Additional information about the justification Nema dodatnih po

Proportionality analysis

Suitability of the measu
Zahtjev je nužan zbog zašt osnaživanje pojedinaca, ob poticanje socijalnih r- kohezije, zast- susre-

Pursuant to Article 1 Republic of Croatia

TI and assessment of less restrictive
Miš... smo da se radi o najmanje restriktivnoj alten korisnika djelatnosti socijalnog rada kroz nenormativni propisati obvezu ovlaštenom socijalnom radniku koji o profesionalnu djelatnost osiguranja od odgovornosti z-



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This is not yet the end of the story

- ❑ **Machine translation service improved**
- ❑ **Improved quality triggered more frequent use**
- ❑ **Continuous 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




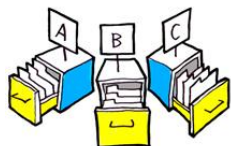













- **Extended period for storage of translations in IMI**
- **Address incorrectly indicated source language**

This is not yet the end of the story

Planned improvements

- **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**

IMI continuous to grow ...

 PATIENTS' RIGHTS	 PUBLIC PROCUREMENT	 SOLVIT CASES	 REGISTERS	 NON-ROAD MOBILE MACHINERY	 GDPR	 EJN CIVIL <small>European Judicial Network in civil commercial matters</small>
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
Information REQUESTS	EPC APPLICATION	REQUESTS	REQUESTS	Information REQUESTS	Art. 56 Identification of LSA and CSA	Request to verify documents authenticity
NOTIFICATIONS Architects	NOTIFICATION Certification req.	REQUESTS for notification of decisions	NOTIFICATIONS	ALERTS	Art. 56 Local case Request	Repository of models of most common docs
NOTIFICATIONS Health professions	NOTIFICATION Document req.	REQUESTS for recovery of fines	REPOSITORY	NOTIFICATIONS	Art. 60 One-Stop-Shop Cooperation	Repository of anonymised forged docs
ALERTS Nurses	REPOSITORY Sample documents	NOTIFICATION of irregularities.			Art. 61 Mutual Assistance	
ALERTS Doctors	Publishing notified information outside		 E-COMMERCE	 TRAIN DRIVING LICENCES	Art. 62 Joint Cooperation	
ALERTS Education	Professionals interface	 CASH-IN-TRANSIT	REQUESTS For taking measures	REQUESTS	Art. 64 Opinion by the EDPB	 FIREARMS AUTHORISATIONS
ALERTS Vets		REPOSITORY	NOTIFICATIONS Of taken measures	NOTIFICATIONS	Art. 64 Final EDPB Opinion	REPOSITORY
ALERTS Other health prof.					Art. 64 Dispute resolution by the EDPB	NOTIFICATIONS
ALERTS False diplomas					Art. 66. Adopted provisional measure	
					Art. 66. Urgent EDPB Opinion/Decision	
					Art. 66. Final EDPB Opinion	

... 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**



THE END



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IMI website: <http://ec.europa.eu/imi-net/>