



Outcome Document

UfM Digital Transformation Conference 18 December 2023 – Tangier, Morocco

In the [Ministerial Declaration](#) emanating from the **UfM Ministerial on Employment and Labour** (Marrakech, 18 May 2022), the Ministers expressed their shared willingness to “explore pathways for accelerating digital transformation as a vehicle for the creation of more decent jobs, economic growth, and an important vector of innovation and creativity.”

Anchoring to the Ministerial Declaration, the UfM Secretariat partnered with the German Development Cooperation and the Tanger AfricaMed Business Forum to hold a **UfM Conference on Digital Transformation in Tangier, Morocco, on 18-19 December 2023**, with a focus on the role of digital transformation in promoting green transition and the path forward to develop enabling digital ecosystems in the UfM region. The event, co-sponsored by the European Union, is part of the **UfM Roadmap on Employment and Labour 2022-2025**, implementing the UfM Marrakech Ministerial Declaration.



The Conference brought together multiple partners and stakeholders that included speakers from the EU (DG EMPL and ETF), the Public Sector (The Moroccan Ministry of Digital Transition and the Estonian ICT), the Private Sector (Glovo), Civil Society (RYCO), Academia (Kajaani), think tanks (Casa Mediterráneo), young entrepreneurs (MIMIR), among others. The participants showcased experiences from Albania, Bosnia, Egypt, Estonia, Finland, Morocco and Spain.

Success stories showcased included the implementation of e-medical prescription agreements between Estonia and 7 EU countries, the greening of the LUMI Supercomputer in Finland, the expansion of Glovo into 25 countries (including 7 African countries), modernization of data accreditation in Albania, using smart technology to improve road



safety in Morocco, guidance provided by the EU Digital Agenda for Western Balkans, as well as “Pathfinder” toolkit by The Switchers.org.

Among the key recommendations emanating from the discussions during the three panels are the points mentioned hereunder:

- ✓ There is a need to “break the silos” that fragment our understanding of the Digital Transformation. We need to distinguish between digitization (of data), digitalisation (tools) and digital transformation (as a process).
- ✓ Digital transformation is a means to a greater end. As such, it is a journey rather than a destination; it requires time and a holistic approach that is cross-sectoral rather than sector-specific.
- ✓ Sustainability should be integrated into the digital transformation design and implementation. Principles of circular economy should guide our efforts for a transformation that is both smart and just.
- ✓ There is a dire need to build enabling environments and conducive ecosystems that include the regulatory framework, the financial system, the skilling mechanism, Public-Private Partnerships, digital literacy, data accreditation, among other elements.
- ✓ Investment in digital infrastructure (networks, supercomputing facilities, research centers, etc.) needs to catch up in the region. Similarly, investment in intellectual capital must go hand-in-hand with that in connectivity.
- ✓ Skilling, reskilling, and upskilling should target not only young people, but also public administration workers and people at risk of digital exclusion. The digital gap between and within both shores of the Mediterranean needs to be addressed promptly.
- ✓ Innovation, modernization and creativity are all integral drivers of cutting-edge digital technology regionally and globally.
- ✓ Platform Economy has a huge potential for creating new and flexible jobs. It needs an enabling ecosystem and the right level of regulation to guarantee social rights for workers and leverage its potential in countries with big informal economy and high youth unemployment.
- ✓ There is a serious concern about the extent to which digitalization can be used to support surveillance and to create dictatorships. There is also a concern about the dehumanizing effect of digitalisation and the rise of such phenomena as the Post-Truth Condition.
- ✓ Digital transformation will slash off traditional jobs that will not survive into the future but will also create a full range of new jobs that will alter the dynamics and the realities of the future labour market.
- ✓ Research is of paramount importance for digital transformation, and yet, research commercialization is broken, and precious opportunities are lost due to lack of multistakeholder collaboration and coordination.
- ✓ Quantum computing and generative AI are gamechangers for the industry and are expected to have a direct effect on cyber security. Data management and protection need to develop new solutions to hedge this risk.
- ✓ Most digital transformation processes are corporate-led and externally governed. There is a need for integrating a youth-centered approach that would engage the youth in the co-designing, testing and implementation of digital technologies.



- ✓ E-government and the servification of global economy allows for a huge role for digital technologies. Nevertheless, building trust is always a prerequisite for digital services to be fully beneficial for a society.
- ✓ Digital technologies can help bridge the gap in rural areas, bringing development to marginalized communities. They also have the potential to democratize access to services to jobs once the digital gap is addressed.
- ✓ There is a need to design inclusive and sustainable digital education policies supported by equitable and impact-focused investment.