

Social partners

Social actors have the ability to turn the digital divide into digital opportunities. As the preferred interlocutors of workers, social partners have a deep and accurate understanding of the reskilling needs of the workforce. It is therefore critical that they strengthen capacities to ensure the inclusive access to digital trainings in order to provide ICT skills to the entire workforce.

Communicating digital requirements

Social partners are the key contact point for many stakeholders in the ecosystem, such as jobseekers, business partners and politicians. They therefore have the **ability to mobilize** them all in creating an environment conducive to the digital transformation of the ecosystem. They could for example inform key players about the digital needs of the workforce to ensure that nobody is set aside. Skill development is time consuming and costly. As such, knowing where to invest in order to address and correct a skill shortage is important for businesses but also public institutions.

Preventing the creation of a digital divide

Social partners are at the frontline when it comes to the evaluation of the capabilities and skills of the workforce. They know what skills professionals and jobseekers alike do or do not have. They therefore have a key role to play in **recommending what actions should be taken in order to tackle skill mismatch**. Monitoring the capabilities and skills of the workforce will become even more critical as new technologies will develop more rapidly and digital skills will become increasingly sophisticated.

Ensuring the existence of, and access to digital trainings for all, from job seekers to university students and public officers, is equally important. It will help preventing the development of an economy operating at two different speeds. Social partners will have to inform jobseekers and companies from all sectors about digital training opportunities.

Promoting the use of open data

Data cannot lead to new, significant opportunities if they are kept in distinct, unconnected silos. Social partners could act as forerunners in the ecosystem by **publishing and/or allowing the access to the social care data they collect**. At the same time, social partners should seek to enhance the **cybersecurity** of their information system in order to **ensure data protection**, and **promote the creation of open data platforms**.

Modernizing the infrastructure

Like any other stakeholders, social partners have **specific digital infrastructure needs**. They should therefore inform local authorities about these needs in order to increase their performance.

Social partners can also improve their digital infrastructure by **tapping into the public funding opportunities** that are available to them either at the local, regional, national or EU level.