

Master's degree program

PLANNING AND MANAGEMENT OF TOURISM SYSTEMS Department of Foreign Languages, Literatures and Cultures

# QUALITY WEB PRESENCE

Quality evaluation based on the 7Loci meta-model

BATETTI SERENA GRAGLIA CAMILLA LICINI GIULIA MALZANNI ELISA MANDALETTI CHIARA MASSIERI ALICE MASTALLT MARTINA MONTI MARTA MOTTA ELISA ZANETTI CHIARA 1058783

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MILANO-CORTINA WINTER OLYMPIC GAMES 2026

https://www.milanocortina2026.org/it/

## STRUCTURE

Introduction 01 Who - Identity 02 What - Content 03 Why - Services 04 Where - Individuation 05 When - Management 06 How - Usability Conclusion

## INTRODUCTION



It will also be the first Olympic Games featuring two host cities in an official form. Apart from Milan and Cortina d'Ampezzo, ski races will be held in Assago, Baselga di Piné, Bormio, Livigno, Predazzo, Rasun-Anterselva and Tesero The 2026 Winter Olympics or Milano Cortina 2026:

- an upcoming international multi-sport event;
- from 6 to 22 February 2026;
- the fourth Olympic Games hosted in Italy;
- the first technological Olympic Games to be fully connected through the official website

### https://www.milanocortina2026.org/en,



1. WHO? - IDENTITY

1.1 GRAPHIC DESIGN

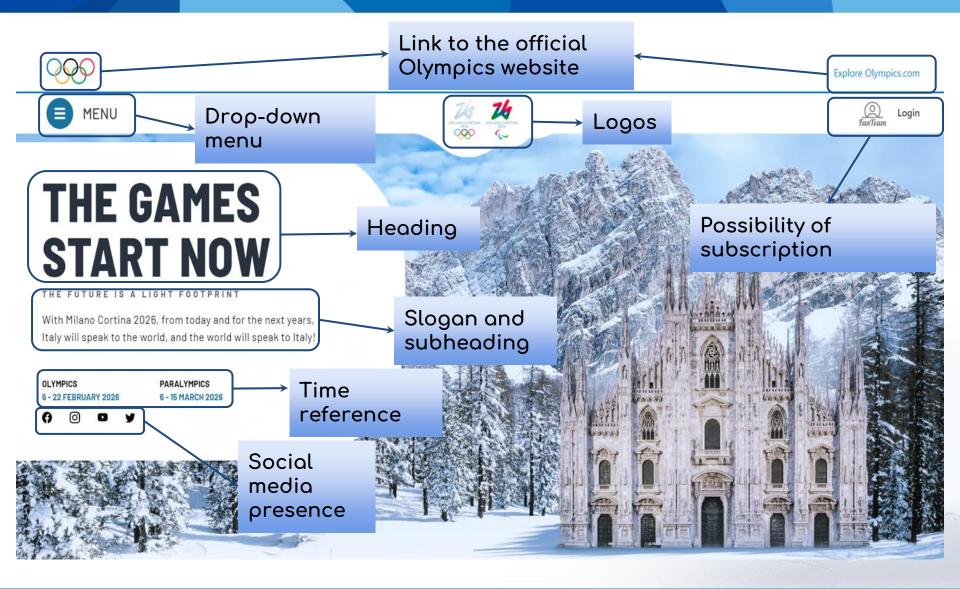
1.2 LOGO

1.3 GEOGRAPHICAL POSITION
 1.4 DESTINATION IMAGE
 1.5 SOCIAL PRESENCE
 1.6 WEB REPUTATION

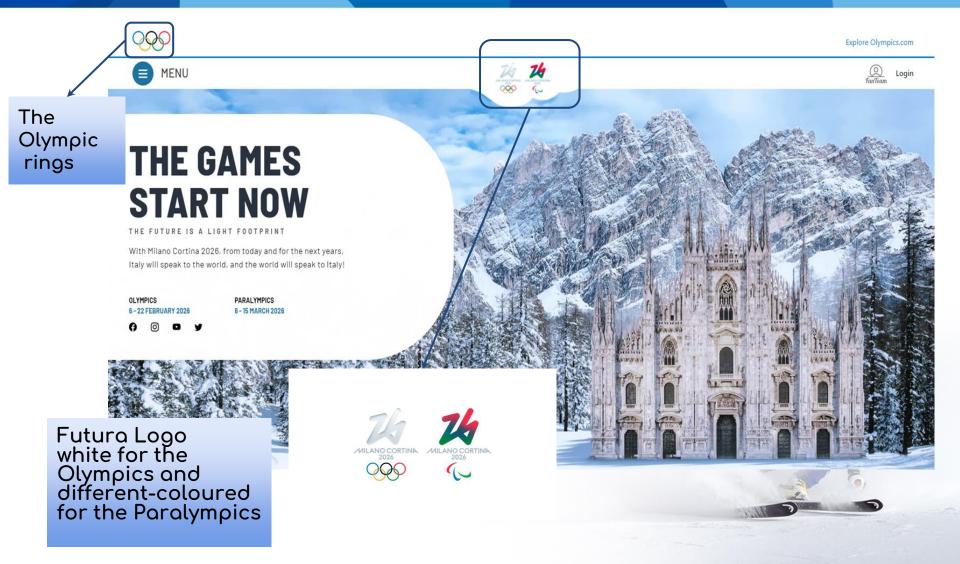
1.7 IDENTITY IN THE APP



## 1.1 GRAPHIC DESIGN

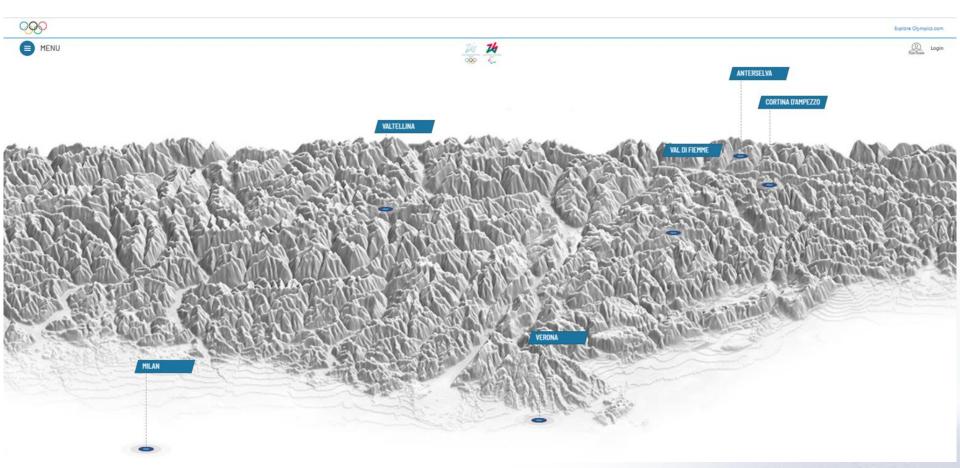






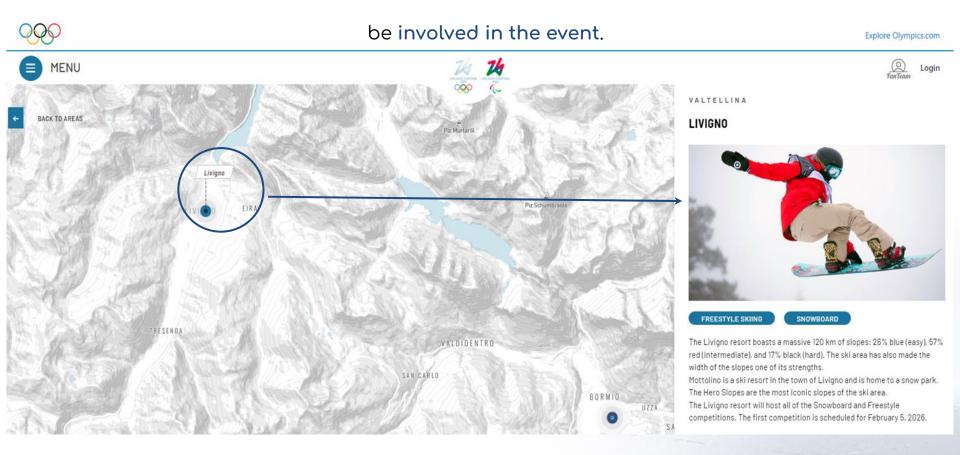
### 1.3 GEOGRAPHICAL POSITION

### There is an interactive map locating every ski resort that will be involved in the event.



### 1.3 GEOGRAPHICAL POSITION

### By clicking on the town, one can have more information about that location and how it will



## 1.4 DESTINATION IMAGE

#### VALTELLINA

#### **BORMIO STELVIO**



#### ANTERSELVA

#### SÜDTIROL ARENA (ANTERSELVA / ANTHOLZ)



#### MILAN

PIAZZA DUOMO



#### VAL DI FIEMME

#### **TESERO CROSS-COUNTRY SKIING STADIUM "**



#### CORTINA D'AMPEZZO

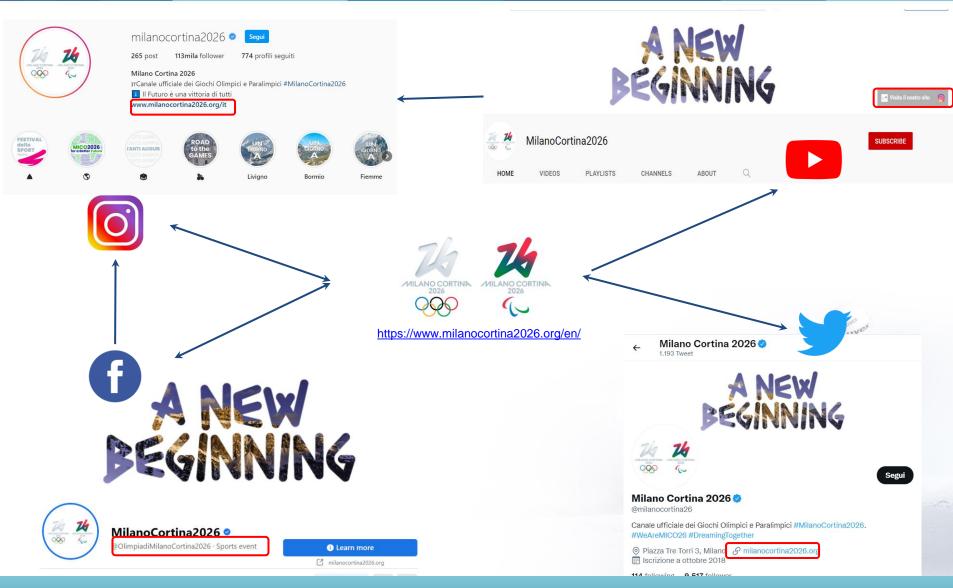
#### **OLYMPIA DELLE TOFANE**

VERONA

**ARENA OF VERONA** 

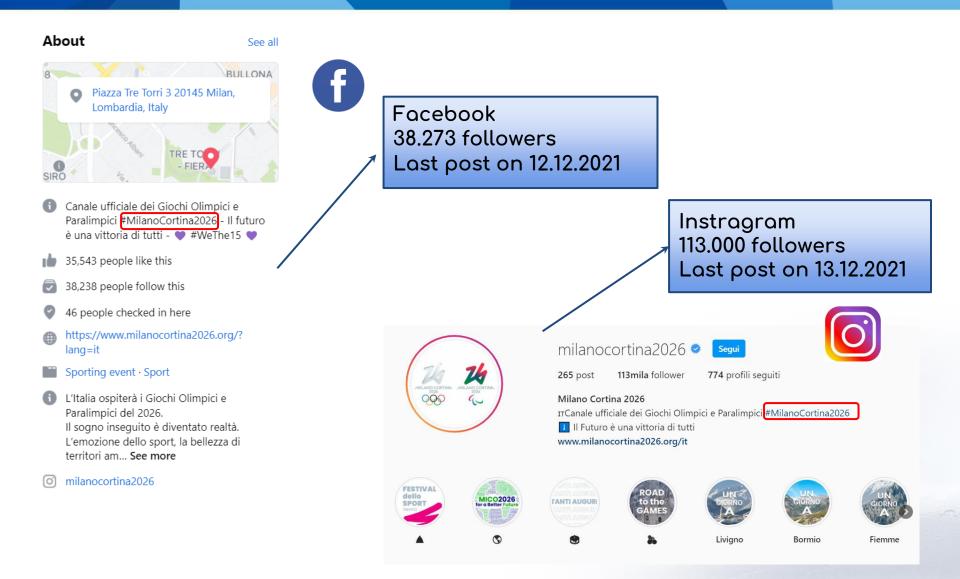


## 1.5 SOCIAL PRESENCE MAP

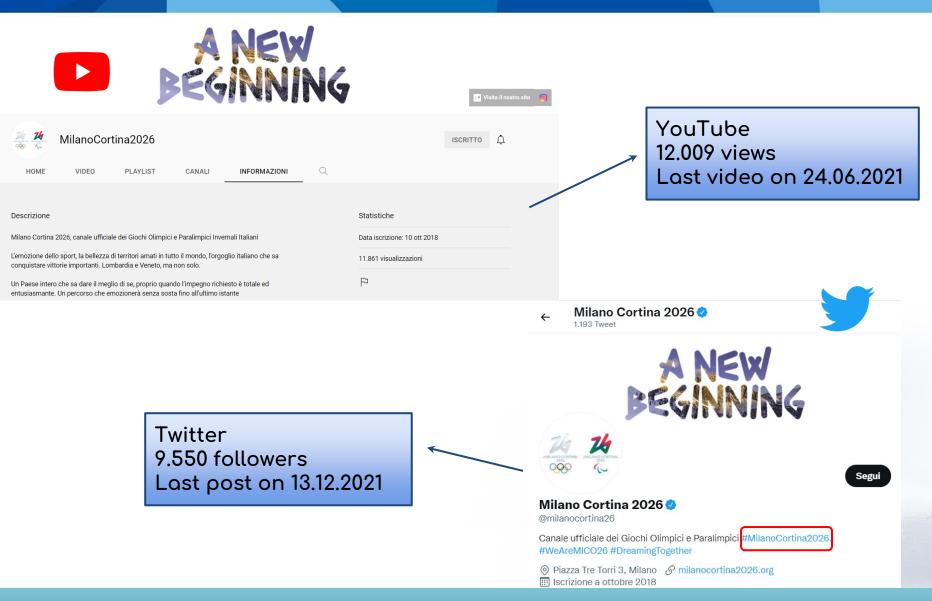


December 14th 2021, Web presence of Milano-Cortina Olympic Games 2026. PMTS, IT for tourism services 44141

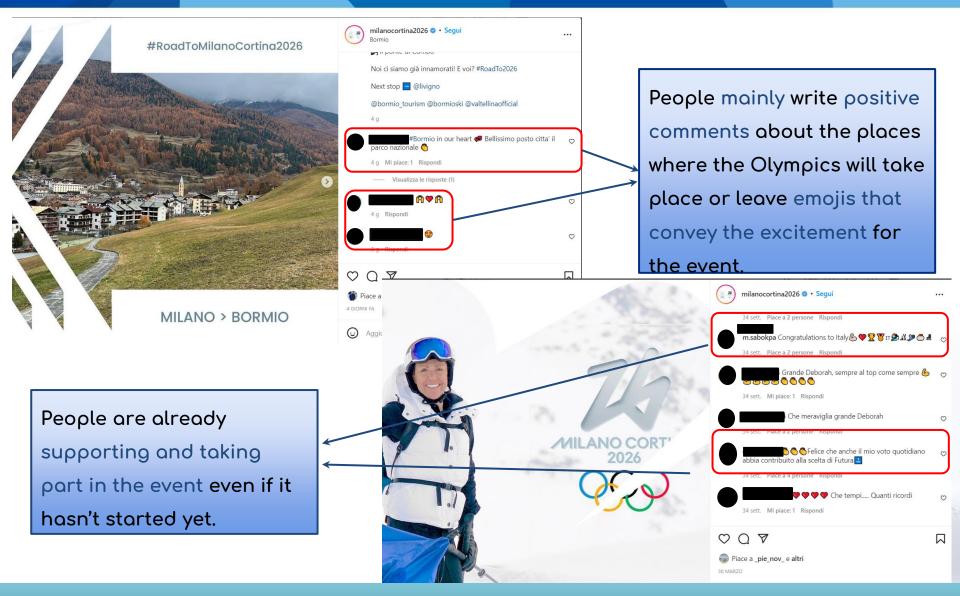
## 1.5 SOCIAL PRESENCE



## 1.5 SOCIAL PRESENCE

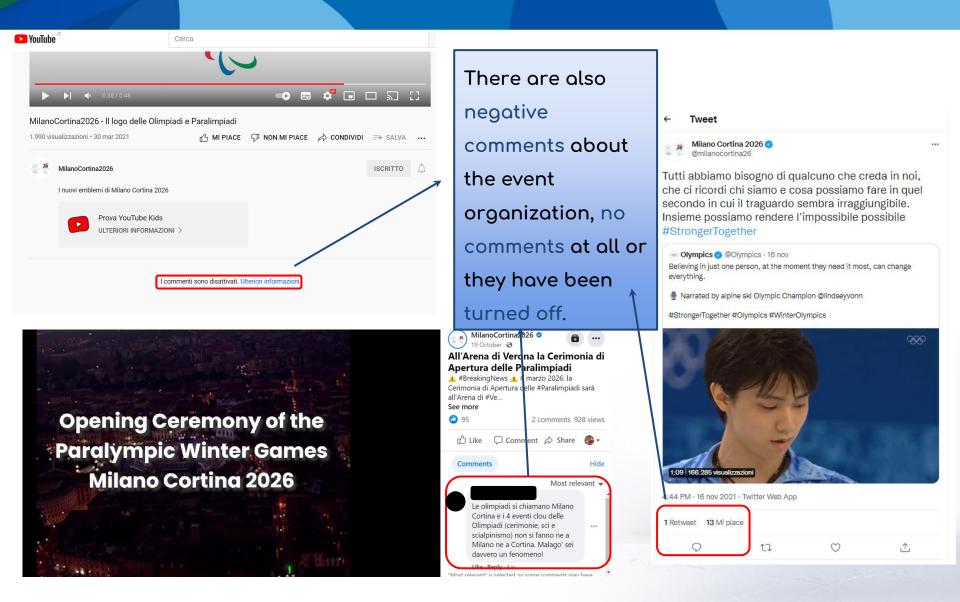


## 1.6 WEB REPUTATION

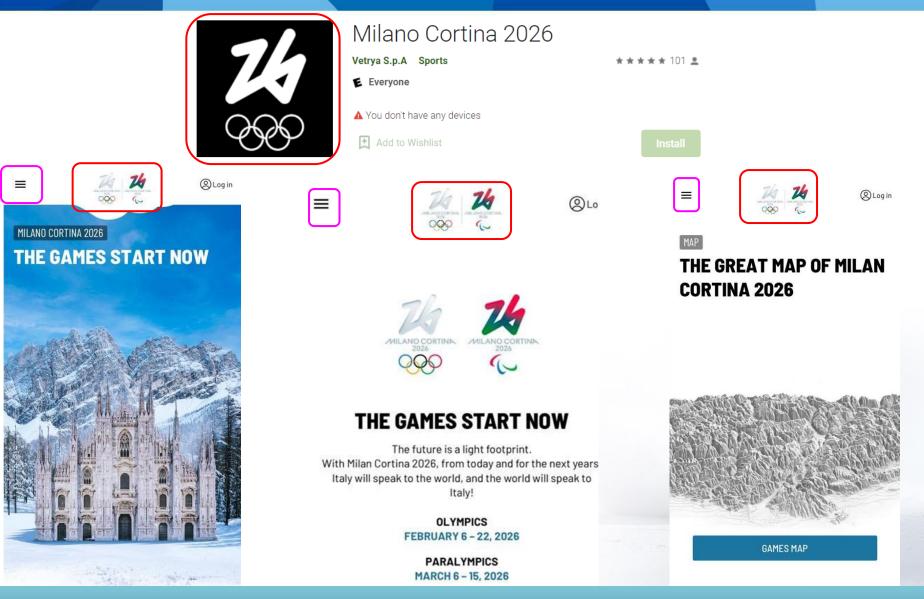


December 14th 2021, Web presence of Milano-Cortina Olympic Games 2026. PMTS, IT for tourism services 44141

### 1.6 WEB REPUTATION



## 1.7 IDENTITY IN THE APP



December 14th 2021, Web presence of Milano-Cortina Olympic Games 2026. PMTS, IT for tourism services 44141



### 2.1 TEXTS

2.2 IMAGES

2.3 MEDIA and DOWNLOADABLE MATERIAL

2.4 LINKS and COPYRIGHT



### 2.1 TEXTS

The website offers a plain and detailed <u>explanation</u> of the Olympic Games







DESCRIPTION -----

Skating has developed from a practical way of getting around on ice into the elegant mix of art and sports that it is today.

CURIOSITIES -----

#### **FIGURE SKATING**

#### EARLY PIONEERS

The Dutch were arguably the earliest pioneers of skating. They began using canals to maintain communication by skating from village to village as far back as the 13th century. Skating eventually spread across the channel to England, and soon the first clubs and artificial rinks began to form. Passionate skaters included several kings of England, Marie Antoinette, Napoleon III, and German writer Johann Wolfgang von Goethe.

#### STEEL AND BALLET

Two Americans are responsible for the major developments in the history of the sport. In 1850, Edward Bushnell of Philadelphia revolutionized skating when he introduced steel-bladed skates allowing complex maneuvers and turns. Jackson Haines, a dance master, living in Vienna in the 1860s, added elements of ballet to give the sport its grace.

#### OLDEST SPORT

Figure skating is the oldest sport on the Olympic Winter Games program. It was contested at the 1908 London Games and again in 1920 in Antwerp. Men's, women's, and pairs were the three events contested until 1972. Since 1976, ice dancing





APRI

IL CDA APPROVA ALL'UNANIMITÀ IL Business plan 2022-2026 e il Budget 2022

Pubblicato il 30 novembre 2021

Le campionesse Martina Caironi e Federica Pellegrini entrano nel CdA del Comitato Organizzatore delle Olimpiadi e Paralimpiadi Invernali





MILANO CORTINA 2026, IL CDA Approva all'unanimità tre Importanti novità

Pubblicato il 19 ottobre 2021

All'Arena di Verona la Cerimonia di Apertura dei Giochi Paralimpici, Para Biathlon e Para Cross Country Paralimpici in Val Di Fiemme. A Bormio Io Sci Alpinismo

LEGGI NEWS →



MILANO CORTINA 2026 ADERISCE Allo Sport for Climate Action Framework

Pubblicato il 28 settembre 2021

LEGGINEWS ->

### For users:

- texts about each sport
- updated news and articles

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### 2.1 TEXTS

# Sustainability

### The Olympic Games Of The Future

Our mission has one central goal: To create the Olympic Games that are fully sustainable on an economic, environmental, and social level. Sustainability in space and time: To create a cultural and infrastructural legacy for future generations. Milano Cortina 2026 is the Winter Olympic Games to be fully inspired by the Olympic Agenda 2020 and the IOC's New Norm, the new Olympic and Paralympic Games vision with forty recommendations for a more sustainable event. 90% of the sports facilities we will use already exist. The Olympic Games adapt to the

be a beat when we are the second second state with we be still second be set sary,

territ	ary that bacts tham, not the other way around. We will not build more th	an is necessary,
and t	EVENTS AND INITIATIVES	pportunity for
ltaly t	THE GAMES IN THE GAMES	unforgettable
Olym		ian economic
mirac	Our Olympic and Paralympic Games involve more than just Milan, Cortina, and 2026. They	. Milano Cortina
2026	are the Olympic and Paralympic Games of Italy.	enewed social
and e	Every municipality, community, and person who believes in sports should feel part of this	uction cycle.
	year journey.	Colum
	These events and initiatives were born out of the idea to build excitement and rekindle the Olympic Spirit well before 2026.	
	These projects are meant to engage and will take place across Italy. The ideas cover five main themes:	
	1. Signature Olympic Events	-
	2. The Olympic and Paralympic Games for everyone	

- 3. The Cultural Program
- 4. The Educational Program
- 5. The Italian Excellencies

SPORT DISCIPLINE **CROSS-COUNTRY SKIING** 

DESCRIPTION

Cross-country skiing is the oldest type of skiing. It emerged from a need to travel over snow-covered ter end of the 19th century.

MENU

CURIOSITIES

#### **CROSS-COUNTRY SKIING**

#### NORWEGIAN ORIGINS

For centuries, skis were used in northern European countries to hunt and gather firewood in the winter. V isolated communities and harsh, snowy winters, skiing became important as a means of maintaining social goes back to the Old Norse "skid," which meant "long piece of wood".

#### FIRST COMPETITION

Norwegian army units were skiing for sport (and prizes) in the 18th century. Skiing for sport appeared in Nor race on record is 1842. The famous Holmenkollen Ski Festival started in 1892, with the focus initially on the 1901, a separate cross-country race was added to the festival.

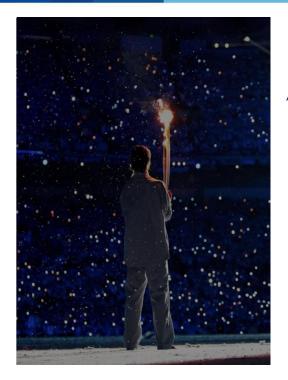
#### SCANDINAVIAN DOMINANCE

The men's event debuted at the first Winter Olympic Games in Chamonix in 1924. The women's event debut countries have traditionally dominated the sport.

### Texts:

- clear and informative
- provide all the pieces of information needed
- arouse interest

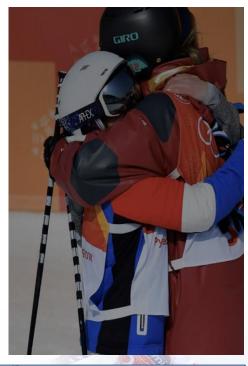
### 2.2 IMAGES



**Pictures**:

- charming and attractive
- entice travelers and tourists

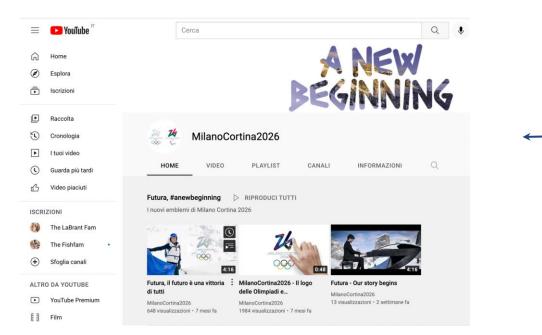




An interactive MAP allows users to see clearly the locations where the games will take place



## 2.3 MEDIA AND DOWNLOADABLE MATERIAL



The website offers several <u>downloadable files</u> concerning various topics:

- Host city Contract
- CIO Code Ethics
- Olympic Charter
- Code of Ethics

### Videos:

- NOT present on the website

However, there is the link to the Olympics YouTube page that includes different videos



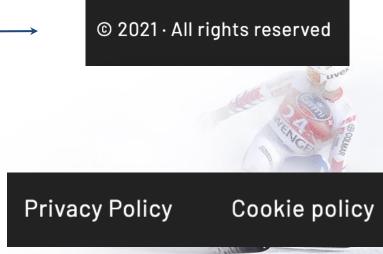
## 2.4 LINKS AND COPYRIGHTS



The website provides <u>accessible links</u> to the Olympics Social Networks

https://www.milanocortina202 6.org/en/ declares Copyright

Privacy and Cookie Policies are well explained at the bottom of the web page





3.1 USERS" SERVICE COMPLIANCE

3.2 MANAGERS" SERVICE COMPLIANCE

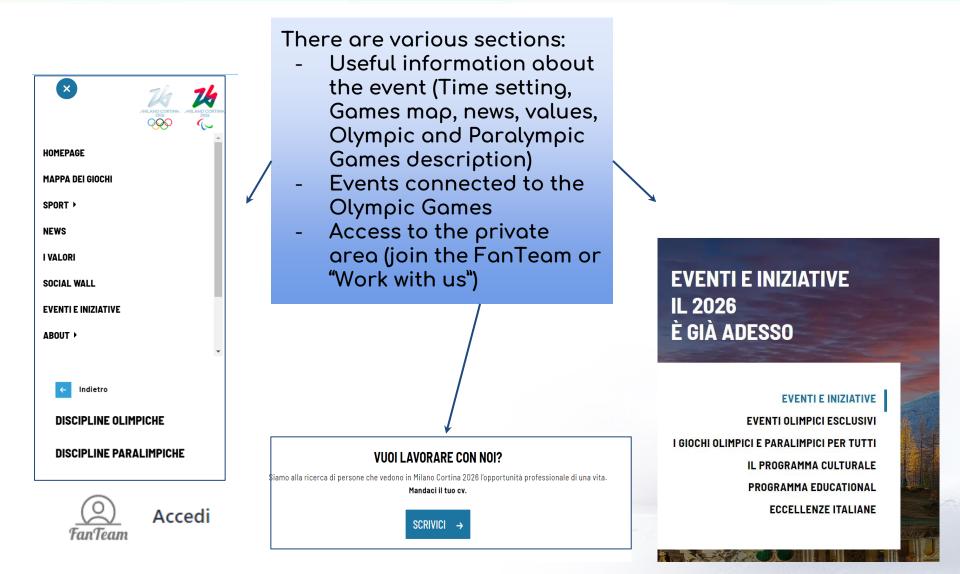
3.3 LACK IN SERVICE COMPLIANCE

3.4 SECURITY

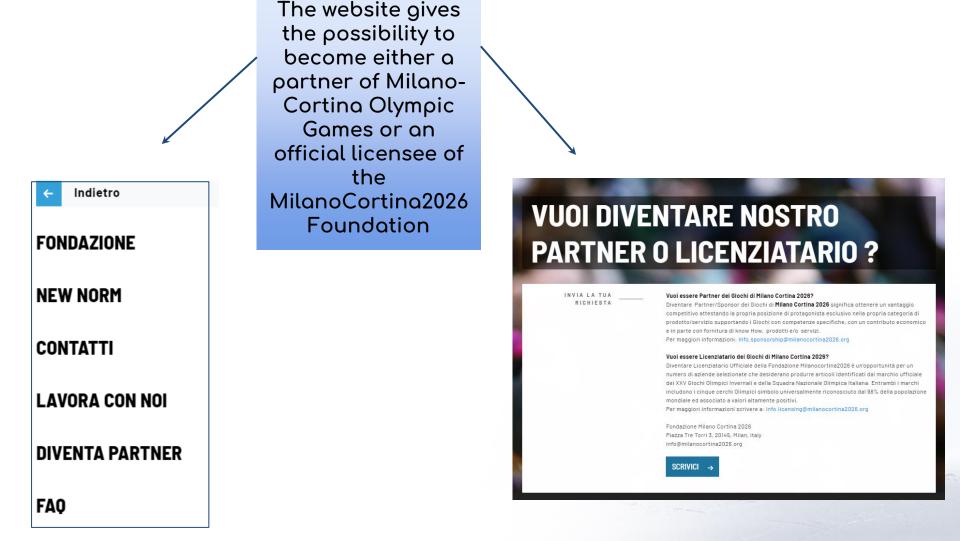
3.5 PRIVACY AND COOKIES

3.6 CARTOGRAPHY

## 3.1 USERS" SERVICE COMPLIANCE



## 3.2 MANAGERS" SERVICE COMPLIANCE



## 3.3 LACK IN SERVICE COMPLIANCE

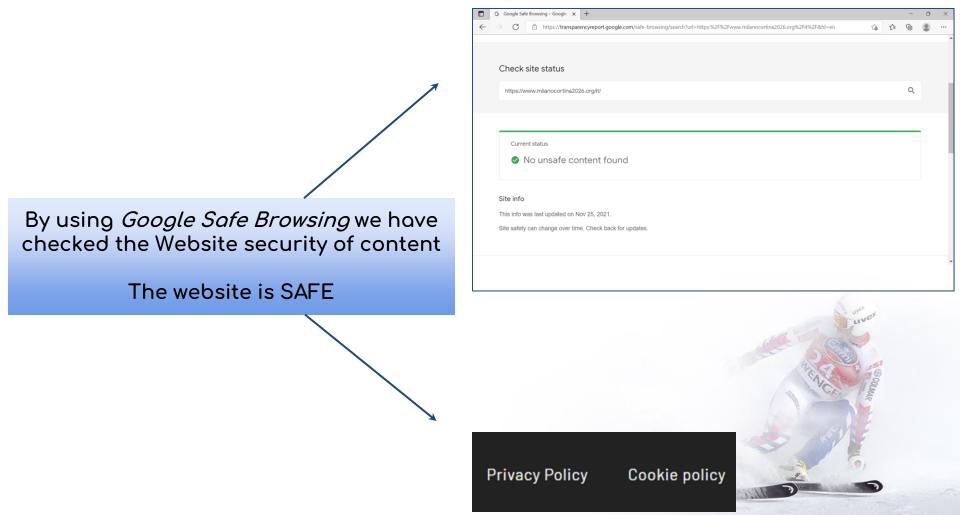
### However:

- No weather forecast
- No Transportation
- No possibility of Ticket purchase
- No E-commerce
- No Accommodation list nor links to facilities websites

The lack of these elements can be related to the fact that <u>the Olympic Games will take place in 2026</u>

They might be added in the future





### 3.5 PRIVACY and COOKIES

The Cookie Policy and the Privacy Policy are only available in Italian

### Privacy Policy Cookie policy

### **COOKIE POLICY**

uesto sito web utilizza i cookie. I cookie su questo sito sono cookie tecnici, utilizzati da Fondazione Milano Cortina 2026 per permettere il inzionamento del sito: cookie analitici e di profilazione, usati da Fondazione Milano Cortina 2026 dai suoi partner, quali in primo luogo il Comitato ilimpico Internazionale, per misurare le performance del sito, capire i contenuti che vi interessano. Per accettare tutti i cookie, clicca "Accetta tutti i posite". Per restrite o disabilitare i cookie clicca su "Mostra dettagli" e successivamente "Accetta selezionati". Per rifiutare i cookie vai al paragrafo 4 ella Cookie Policy e segui le istruzioni. Per maggiori informazioni ti invitiamo a leggere la nostra Cookie Policy

#### COOKIE POLICY



### **PRIVACY POLICY**

Fondazione Milano Cortina 2026, con sede legale in Piazza Tre Torri 3 a Milano, C.F. 97866790153, P.IVA 11199200962, in qualità di titolare del trattamento (in seguito, "Titolare" o "Milano Cortina 2026"), La informa ai sensi del Regolamento UE 2016/679 ("GDPR") e della vigente normativa nazionale in materia di protezione dei dati personali che i Suoi dati saranno trattati con le modalità e per le finalità seguenti:

https://www.milanocortina2026.org/it/

HTTPS protocol

## 3.6 CARTOGRAPHY

ANTERSELVA CORTINA D'AMPEZZO An interactive MAP VALTELLINA depicts the main AL DI FIEMM LOCATIONS where the Olympic Games will take place By selecting a place, the Website offers a brief description of the venues DESIO MILANO MONZA Meazza Stadium Palaltalia Santa Giulia BOLLAT SESTO SAN GLOVANN TREVIGLIO HOCKEY SU GHIACCIO CARAVAG Milano Hockey Arena HOCKEY SU GHIACCIO PARA HOCKEY SU GHIACCIO CORSICO Forum di Assago BLATEGRASSO PATTINAGGIO DI VELOCITÀ SU PISTA CORTA PATTINAGGIO DI FIGURA Piazza Duomo LACCHIARELLA NO LODI

4.1 OVERVIEW OF THE DOMAIN: TRAFFIC & AUTHORITY

4.2 SEARCH VISIBILITY: KEYBOARDS & SEARCH ENGINES

4.3 COMMUNICATION WITH USERS

4.4 COMMUNICATION AMONG USERS

4.5 SOCIAL NETWORKS & WEB REPUTATION



### 4.1 OVERVIEW OF THE DOMAIN. TRAFFIC & AUTHORITY

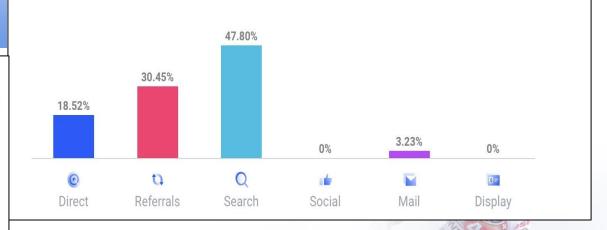
- Total monthly visit: <**50k;**
- Domain authority: **39/100**;
- Main traffic source: Search;
- 413 referring domains.

Traffic Overview 🛛	
Engagement	Estimated Data <u>Verify Your Websit</u>
Total Visits	<50K
🗷 Avg. Visit Duration	00:01:02
🖗 Pages per Visit	1.93
	76.64%
Total Visits to milanocortina2O26.org ① Growth & total visits to milanocortina2026.org over time 頭 On desktop & mobile web, in the last 6 months	76.64%
Total Visits to milanocortina2026.org ① Growth & total visits to milanocortina2026.org over time 窗 On desktop & mobile web, in the last 6 months	76.64%
Total Visits to milanocortina2026.org ① Growth & total visits to milanocortina2026.org over time 窗 On desktop & mobile web, in the last 6 months	76.64%
Bounce Rate  Total Visits to milanocortina2026.org ① Growth & total visits to milanocortina2026.org over time      On desktop & mobile web, in the last 6 months	76.64%
Total Visits to milanocortina2026.org       ①         Growth & total visits to milanocortina2026.org over time       ⑤         ⑤ On desktop & mobile web, in the last 6 months       1254         1254       1054         1254       1054	76.64%

### Traffic Sources for milanocortina2026.org ()

milanocortina2026.org's marketing strategy is focused on Search with 47.80% of traffic coming from this channel, followed by Referrals with 30.45%

🖵 On desktop

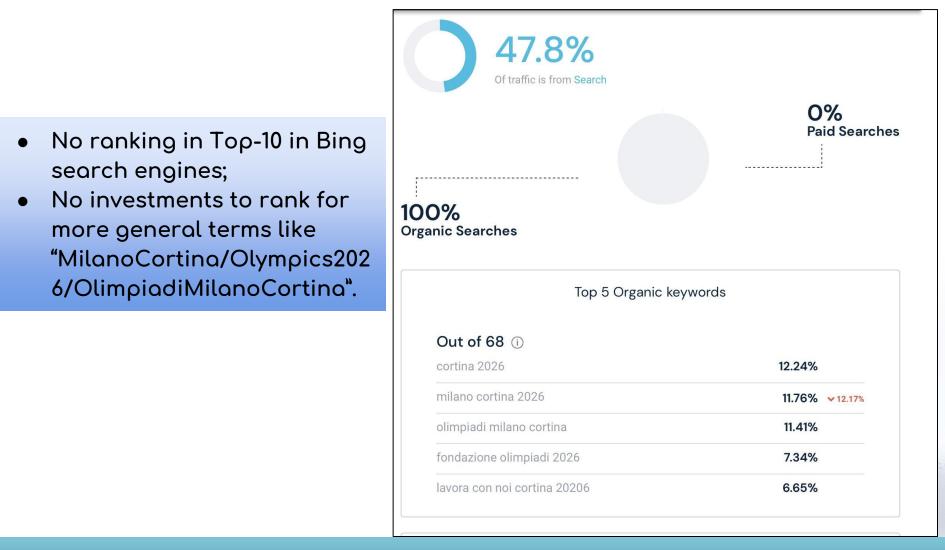


### 4.2 SEARCH VISIBILITY. KEYWORDS & SEARCH ENGINES

For 2 main branded keywords : Olympics 2026 and MilanoCortina. The website is in top 2 positions in Google Search.

Google	olympics 2026	x Q	🔅 🏭 Sign in
Q All 🛄 Ima	ges 🗉 News 🕞 Videos 🛇 Maps 🚦 More	Tools	
About 10,800 https://www.mil	Google milano cortina	× Q	🔅 🏭 Accedi
Olympic ar	Q Tutti O Maps E Notizie Immagini D Video : Al	tro Strumenti	
EVENTS ANI grandiose five	Circa 39.300.000 risultati (1,17 secondi)		
Work with us	https://www.milanocortina2026.org > ▼		- althe althe
People als	Giochi Olimpici e Paralimpici Invernali Milano Cortina 2 Scopri il mondo dei Giochi Olimpici e Paralimpici di Milano-Cortina News, aggiornamenti e informazioni sulle Olimpiadi Invernali 2026.		
Who is hostir	Fondazione · Milano https://www.milanocortina2026.org > mappa-dei-giochi ▼		MILANO CORTINA 2026
Who will host	Mappa Giochi Olimpici e Paralimpici Milano Cortina		Solution and the second
Where were t	Naviga la mappa ufficiale dei Giochi Olimpici e Paralimpici Inverna simbolo e le location delle Olimpiadi di <b>Milano Cortina</b> 2026.	XXV Giochi olimpici <	
Where is the	https://www.milanocortina2026.org > lavora-per-le-oli * Lavora con Noi, Entra nel Team - Milano Cortina 202 Unisciti al Team delle Olimpiadi Milano Cortina 2026: invia il CV tua candidatura alla squadra e lavora per le Olimpiadi Invernali.	I XXV Giochi olimpici invernali, noti anche come Milano Cortina 2026, si terranno dal 6 al 22 febbraio 2026 a Milano e Cortina d'Ampezzo, città assegnatarie della manifestazione in forma congiunta. Wikipedia <b>Data:</b> ven 6 feb 2026 – dom 22 feb 2026	
https://en.wikip	https://www.milanocortina2026.org > valori-olimpiadi *		
2026 Winte	Valori - Giochi Olimpici e Paralimpici Milano Cortina		
The <b>2026</b> Wii	Dalla sostenibilità alla determinazione, passando per il rispetto re quali sono i valori che guidano le Olimpiadi di Milano-Cortina 202	Cerimonia apertura: 6 febbraio 2026	
known as Mil Events: 114 i Closing: 22 F			<b>Stadio:</b> Stadio Giuseppe Meazza (cerimonia d'apertura) e Arena di Verona (cerimonia di chiusura)
Milan-Cortina	Milano, Città Metropolitana di Milano	Paesi partecipanti: (vedi sotto)	
	Cortina d'Ampezzo, 32043 BL	Città ospitante: Milano, Italia	
https://olympics		ත්ං	Luogo: Milano, Cortina d'Ampezzo, Valtellina, Verona, Val di Fiemme

### 4.2 SEARCH VISIBILITY. KEYWORDS & SEARCH ENGINES



## 4.3 COMMUNICATION WITH USERS

CONTATTACI —

### **CI INTERESSA LA TUA OPINIONE**

Per noi è importante sapere quello che pensi. Siamo aperti a nuove idee, consigli, domande, suggerimenti e anche critiche. Non esitare a contattarci. Ecco come trovarci.

### FONDAZIONE MILANO CORTINA 2026

Piazza Tre Torri 3, 20145, Milan, Italy info@milanocortina2026.org



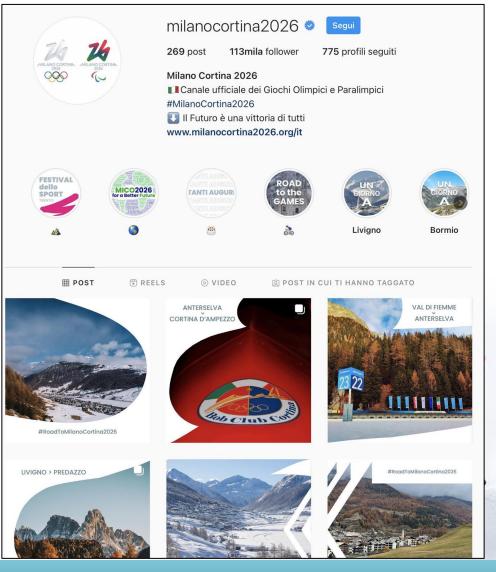
33

### • Email;

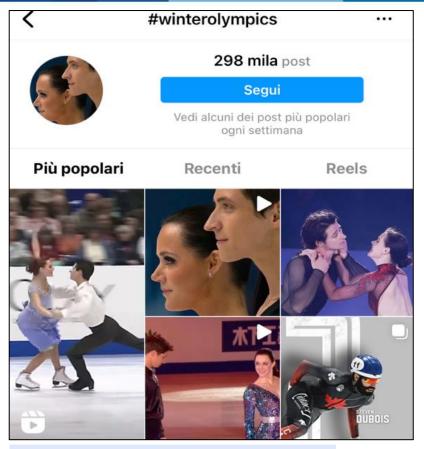
- they have four social media channels from which users can also reach them via direct messages;
- Newsletters subscription.

## 4.4 COMMUNICATION AMONG USERS

Active Instagram account. A lot of posts with # on Instagram from users.



## 4.5 SOCIAL NETWORKS & WEB REPUTATION



- Twitter: 9530 followers;
- Instagram: 113 000 followers;
- Facebook: 35 550 likes;
- Youtube: 11 900 views.



You Tube

## 5. WHEN? - MAINTENANCE

5.1 CONSTANT UPDATE;

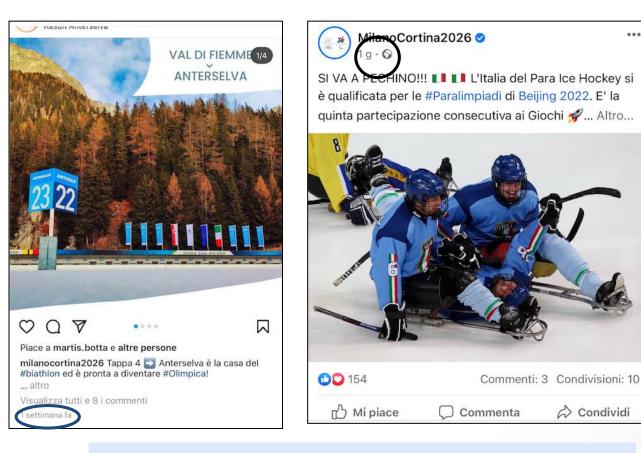
5.2 SOCIAL MEDIA MANAGEMENT;

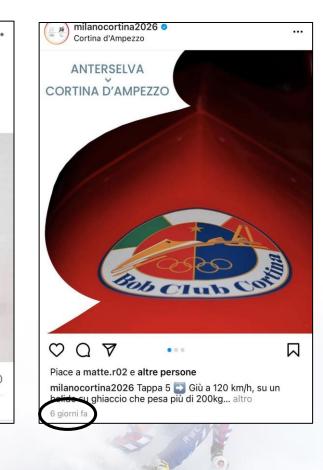
5.3 POSITIVE ATTITUDE;

5.4 EVENTS.



# 5.1 CONSTANT UPDATE





37

The official website, as well as the official account on the main social media (Facebook, Instagram, Youtube & Twitter) are updated on daily basis.

Condividi

# 5.2 SOCIAL MEDIA MANAGEMENT

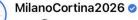


Social media managers take a real effort to answer all the comments and interact with all the users. They answer the vast variety of comments in language of the writers, mainly in English and Italian.



## 5.3 POSITIVE ATTITUDE

In general, we can observe that their attitude towards followers and the regular updating of their social media accounts is satisfying. Communication is stimulated not only between managers and users but also among users.



3 q · 🕥

Svegliarsi così è un sogno! 🚲 🏶 Anche a Cortina d'Ampezzo è arrivata la neve 🥶

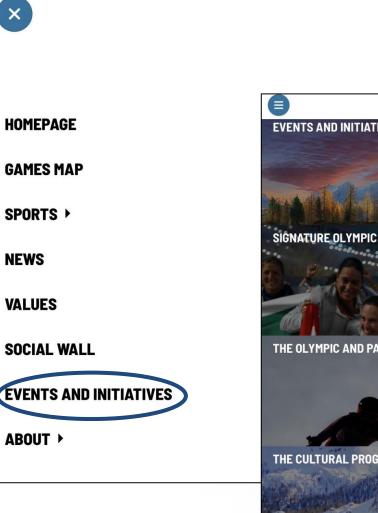
#### #ILuoghidiMico2026

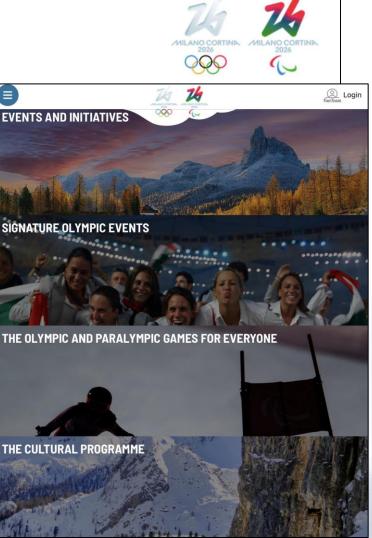


...

### 5.4 EVENTS

The destinations official website not only provide addresses but also huge range of direct links to the webpages of scheduled events. The events and the initiative section is divided into: Sygnature Olympic Events, The Olympic and Paralympic games for everyone and The cultural programme.







### 6.1 HOME PAGE

6.2 LANGUAGES AND RELATED WEBSITE

6.3 WEBSITE FEATURES

6.4 NEWSLETTER AND SOCIAL MEDIA

6.5 DOWNLOAD TIME

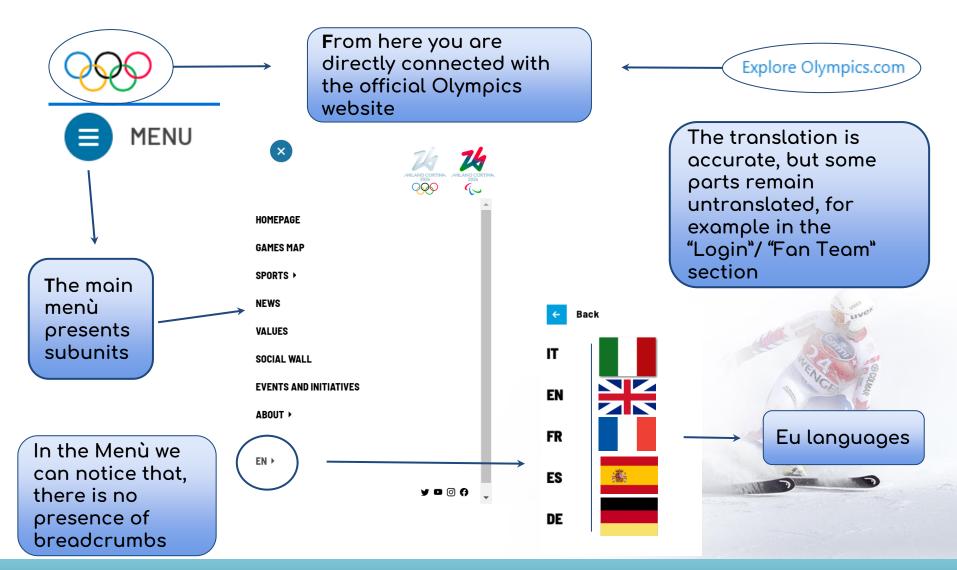
6.6 MOBILE FRIENDLINESS

6.7 B2B CENTRE



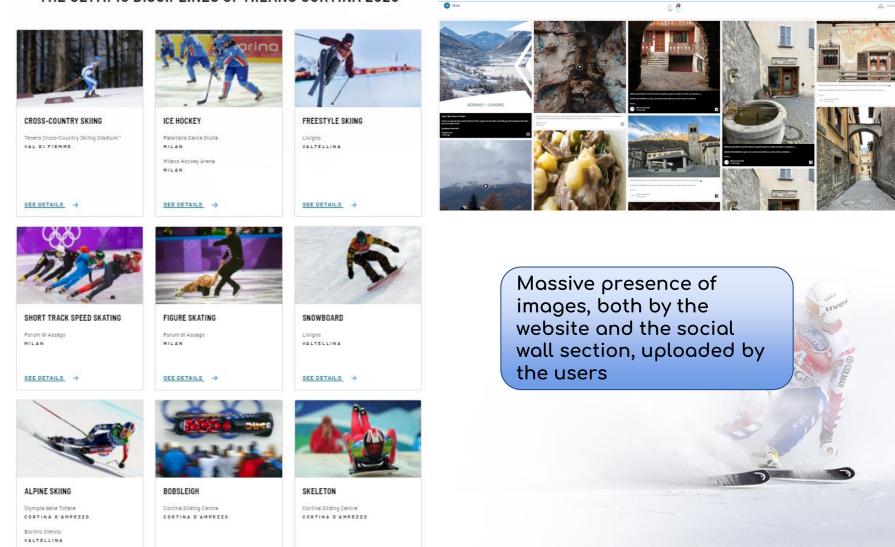


## 6.2 LANGUAGES AND RELATED WEBSITE



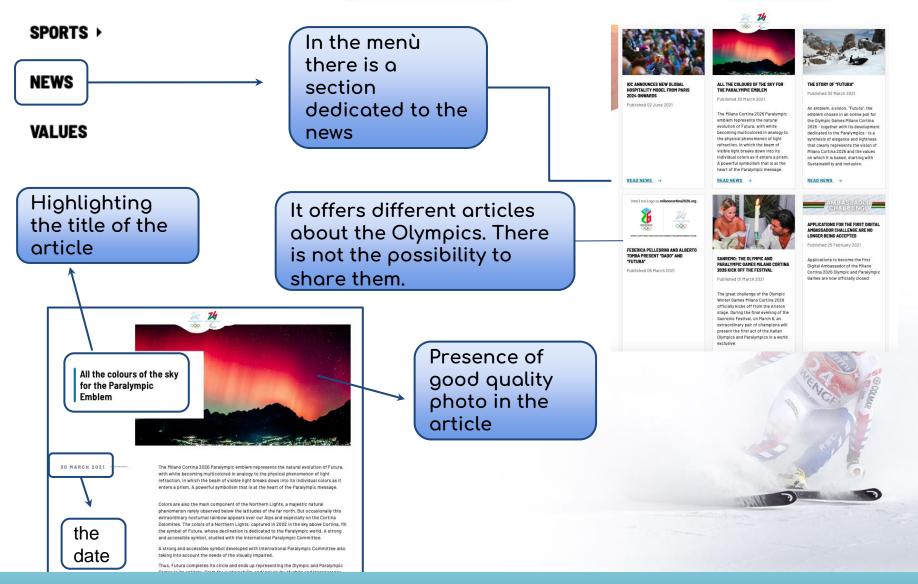
# 6.3 WEBSITE'S FEATURES

#### THE OLYMPIC DISCIPLINES OF MILANO CORTINA 2026



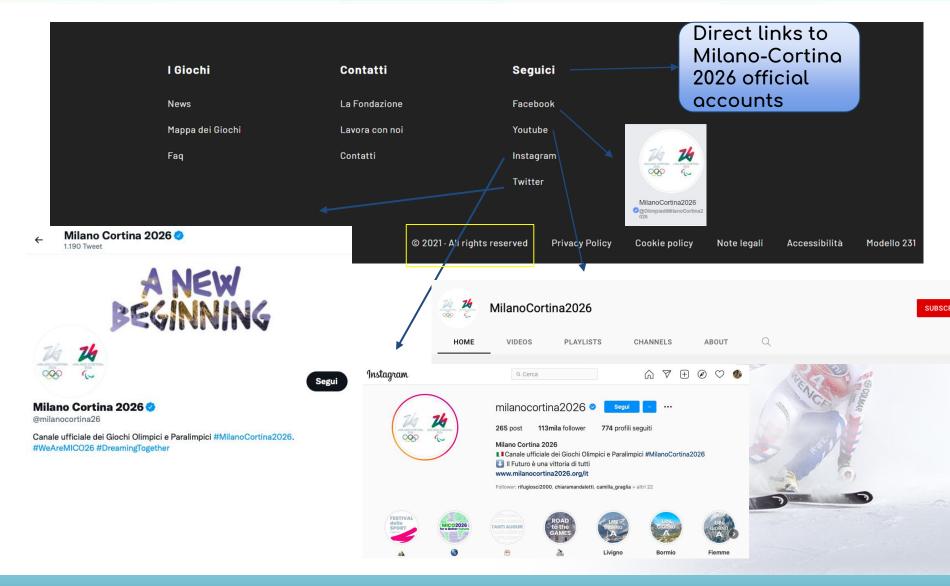
#### December 14th 2021, Web presence of Milano-Cortina Olympic Games 2026. PMTS, IT for tourism services 44141

### 6.3 WEBSITE'S FEATURES



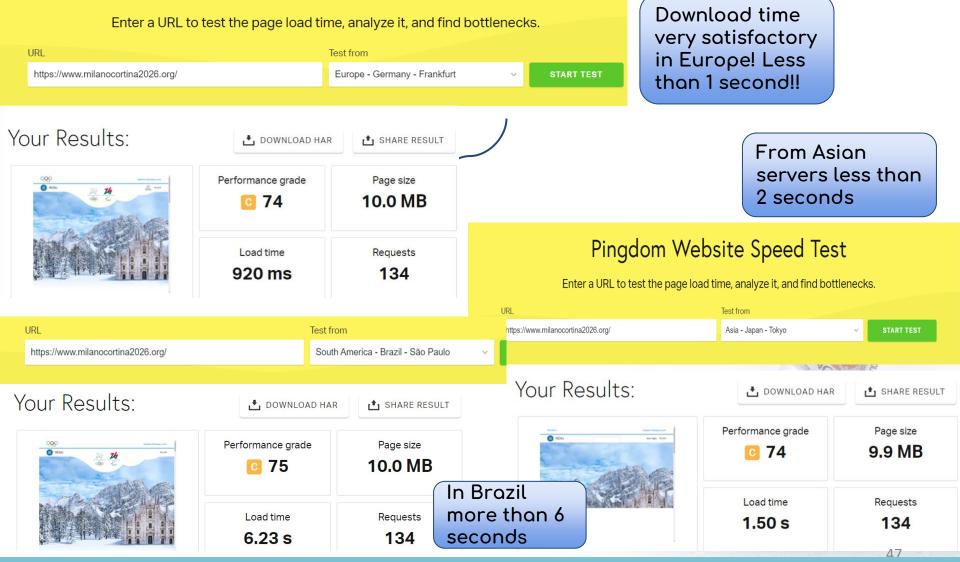
December 14th 2021, Web presence of Milano-Cortina Olympic Games 2026. PMTS, IT for tourism services 44141

# 6.4 NEWSLETTERS AND SOCIAL MEDIA



6.5 DOWNLOAD TIME: HARDWARE AND SOFTWARE COMPLICANCE

### Pingdom Website Speed Test



December 14th 2021, Web presence of Milano-Cortina Olympic Games 2026, PMTS, IT for tourism services 44141

### 6.6 MOBILE FRIENDLINESS

		Explore Olympics.com
		Cogin     C
La tua pagina web è ottimizzata per i dispositivi mobili?		
Inserisci un URL da testare		
	The webpage	
← Test ottimizzazione mobile	is optimised	THE GAMES START NOW THE FUTURE IS A LIGHT FOOTPRINT With Milano Cortina 2028, from today and for the next years, litably will ageat to the world, and the world will case to tably
https://www.milanocortina2026.org/	also for smartphones.	6 🛛 🖵 y = 📈 🚧 🛞 Log in
Risultati del test		· · · · · · · · · · · · · · · · · · ·
		MILANO CORTINA 2026 THE GAMES START
La pagina è ottimizzata per i dispositivi mobili È facile utilizzare questa pagina su un dispositivo mobile. <u>Scopri di più</u>	76	NOW
VISUALIZZA PAGINA TESTATA	660	1 mar an
Dettagli	MilanoCortina26	
Scansione	L	
✓ Ultima scansione: 23 nov 2021, 12:01:31		
On the web page the apps		
are not linked to the cities	App on t	he
involved in the Olympics	smartph	



List of partners with their logos



### THE WORLDWIDE OLYMPIC AND PARALYMPIC PARTNERS



# CONCLUSIONS

<u>STRENGTHS</u>	WEAKNESSES	
Very interactive site	No search engine	
Easily recognisable logo	No services for B2Bs, only a list of partners	
Connection with official olympic website	Some interactive services available only for italians (Mico song contest)	
Mobile app available	Absence of sections dedicated to the booking (accomodation, tickets for the competitions)	
Website available in five different languages	Not Oriental languages	
Direct link to the official social media	Lack of translation in some parts	
Massive presence of images	No section for managers	
Presence of an interactive map which shows every venues of the event	Lack of weather forecast	
Presence in the Home Page of images related to the location of event (Milano and Cortina)	Lack of images in the Home page related to other locations of the event (Val di Fiemme, Valtellina, Verona)	
Exact time settings	No open forum on the official website	

December 14th 2021, Web presence of Milano-Cortina Olympic Games 2026. PMTS, IT for tourism services 44141



Enjoy the future Olympics!!!

December 14th 2021, Web presence of Milano-Cortina Olympic Games 2026. PMTS, IT for tourism services 44141