

EXECUTIVE CONTRACT FOR THE AWARDING OF THE "TOURISM DIGITAL HUB - TDH" BY MEANS
OF SUPPLY ORDER UNDER THE FRAMEWORK AGREEMENT FOR APPLICATION SERVICES FOR
PUBLIC ADMINISTRATIONS SIGNED BY CONSIP - ID 2212 – LOT 1

DERIVATIVE TENDER ID CODE 8924679E15 - UNIFORM PROJECT CODE J51B21002940006

Tourism Digital Hub

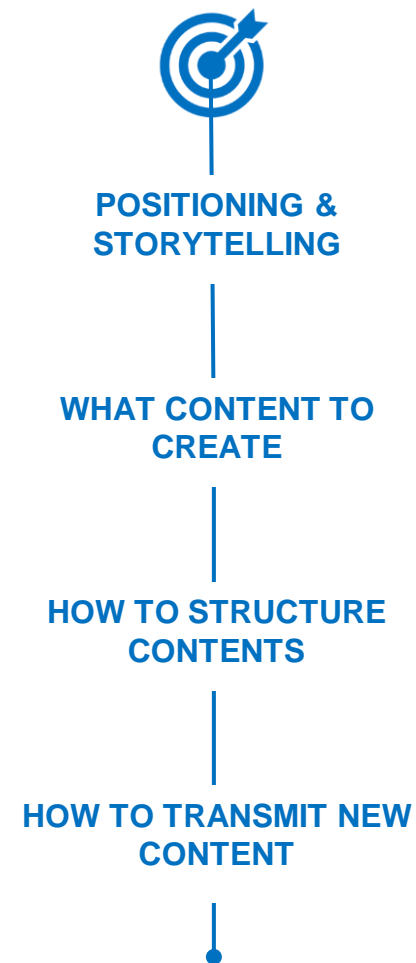
Editorial Guidelines Document for
Partners and Regions

Version: 8.0

12/09/2023

Objective of the document

Introducing the new **Tourism Digital Hub** and the strategic vision with which to **develop content**, as well as conveying **the editorial guidelines to be followed** to produce content consistent with the positioning and structure of the new Italia.it portal



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Tourism Strategic Plan

The objectives set out in the Strategic Plan 2017-2022 are in line with the project activities defined in the NRP – in particular the actions within the scope of the *Tourism Digital Hub Investment*.

01

Innovating, specialising and integrating the national offer, building interregional tourism offer itineraries

02

Increasing the competitiveness of the tourism system by creating a Digital Ecosystem of Culture and Tourism

03

Developing marketing that is effective and innovative through the unified promotion and image coordination of Brand Italy and a digital infrastructure for the marketing of the offer

04

Achieving efficient and participatory governance in the drafting process and definition of the tourism plan and policies through communication systems and comparison and dissemination of data on tourism

What is TDH?

TOURISM DIGITAL HUB

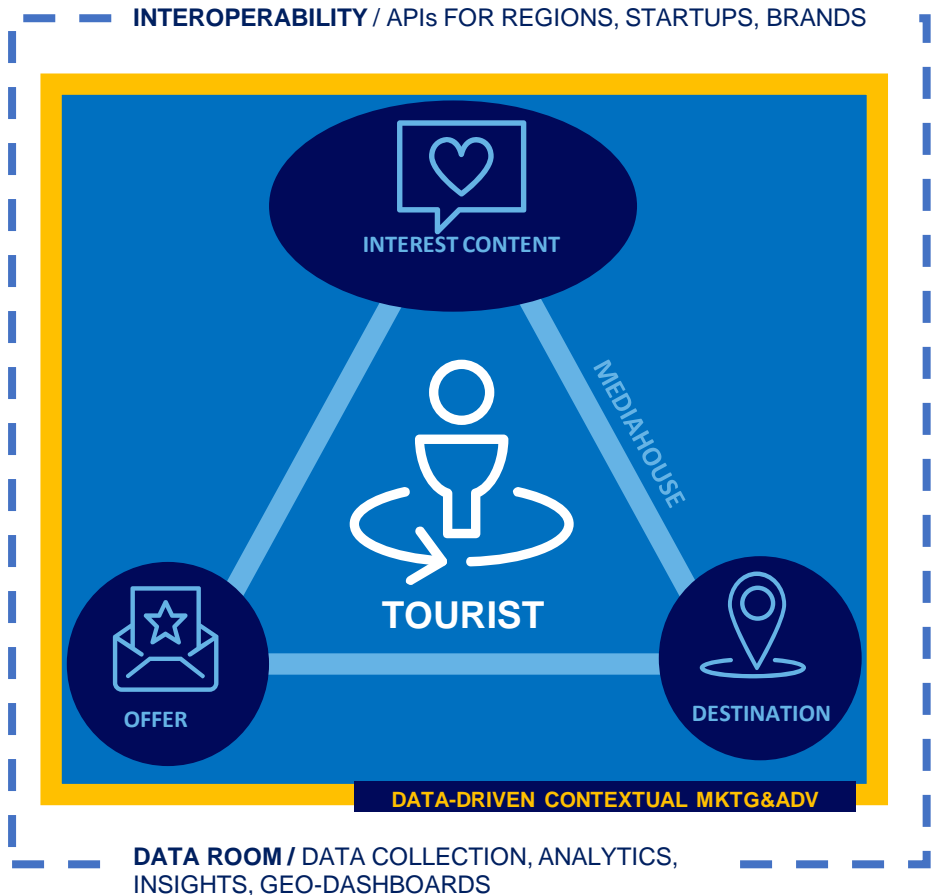
The TDH responds to the objectives of the strategic plan, building a bridge between the tourist and the ecosystem of the tourism offer through a platform that not only digitalises the tourism offer but also aggregates and enhances data and enables continuous collaboration between Italian tourism players.

Attract, engage, convert and retain both visitors and suppliers by providing content, services, hyper-personalised contextual experiences and useful B2B data.

Create strong and lasting relationships between individuals and Italy before, during and after the tourist experience.

OUR MISSION IS TO UNLOCK ALL THE POSSIBLE EXPERIENCES THAT ITALY HAS TO OFFER TO ALL TYPES OF TOURISTS

New Digital Ecosystem of Italian Tourism



Concept and narrative

#LIVE ITALIAN

Italian localism, endless layers of accumulated history and culture, and a singular approach based on the differences typical of Italianness combined with the worldwide dream of the **Italian Lifestyle** fuel a unique and high-impact narrative.

The TDH wants to develop **a new way of telling the story of Italy**, emphasising Italy's distinctive features and the **wealth of its lands**, all while **avoiding any clichés**. This will allow travellers not only to take a trip to Italy but also to share their experiences.



LIVE **YOUR DREAM DREAM**

We help people navigate the infinite possibilities offered by our country by suggesting **unique and authentic ways of experiencing the Italian dream**, as everyone desires. Our unique and exciting touch of authenticity can be provided only by natives of all the individual microcosms stretching across Italy.

Values to be respected and transmitted

The new format of Italia.it is based on a set of values of **uniqueness**, **belonging**, **offering** and **respect for the travel location** that should guide the collaboration and creation of valuable content. Applications from project partners and regions will be evaluated according to their adherence to these values.

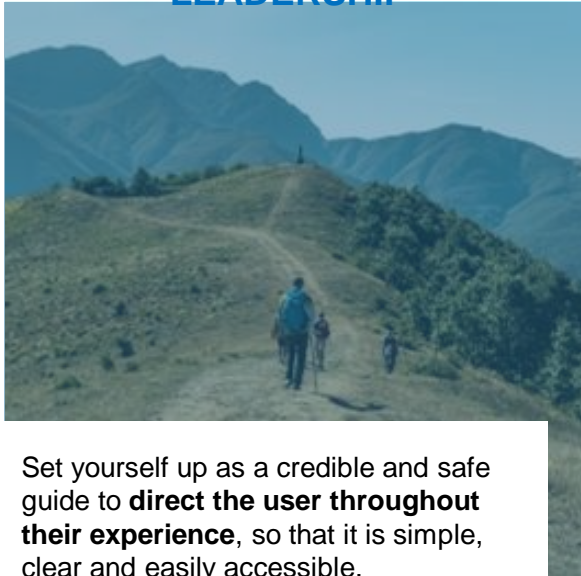
GUIDED BY AUTHENTICITY



To be authentic is to create original content that expands the user's dream toward **new** and **unexpected scenarios**.

#Uniqueness #Wonder #Authenticity

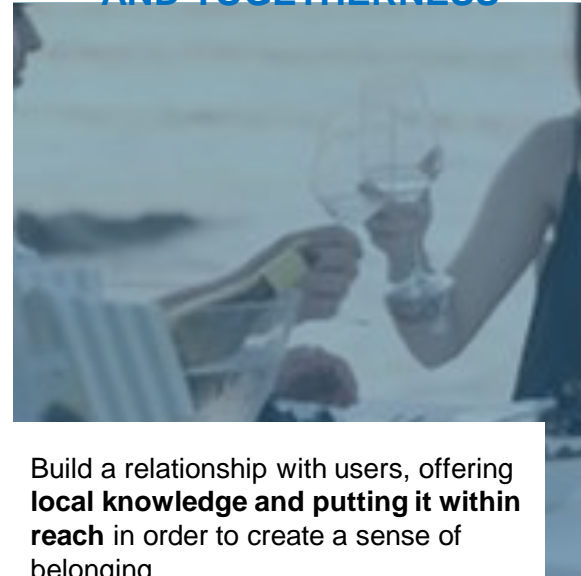
RESPONSIBLE AND SAFE LEADERSHIP



Set yourself up as a credible and safe guide to **direct the user throughout their experience**, so that it is simple, clear and easily accessible.

#Accountability #Safe #Guidance

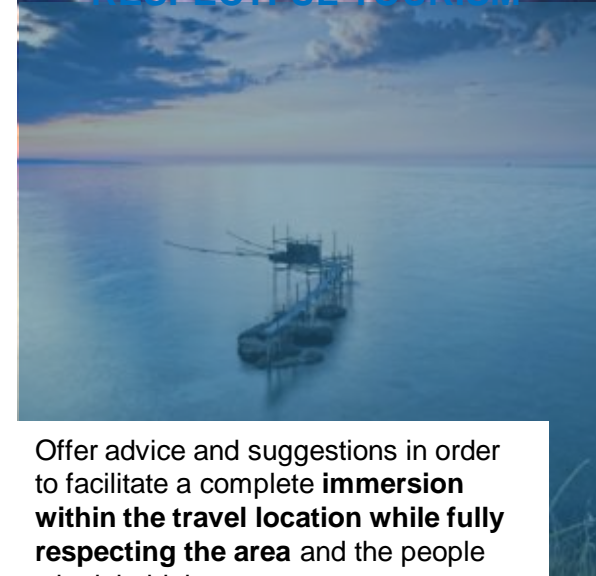
SENSE OF BELONGING AND TOGETHERNESS



Build a relationship with users, offering **local knowledge and putting it within reach** in order to create a sense of belonging.

#BuildRelationship #Belonging #Inclusion

FAIR AND RESPECTFUL TOURISM



Offer advice and suggestions in order to facilitate a complete **immersion within the travel location while fully respecting the area** and the people who inhabit it.

#Environment #Sustainability

The people we address: trip cluster

We have three main clusters of tourists to whom the production of site content will be directed:

LUXURY	LEISURE	BUSINESS
They seek unique and elite experiences. When they travel, they look for the best and demand services that live up to those expectations in all respects.	They travel for pleasure and are generally focused on the activities to do in the travel destination and places to explore. They want to have real experiences.	They look for comfort and services so they can carry out their work. They often plan trips at the last minute but are not willing to give up the experiences that a destination can offer.
<p>Interests to be developed:</p> <ul style="list-style-type: none">▪ Exclusive experiences of relaxation and connection with nature▪ Wellness and/or fitness retreats in prestigious and increasingly sustainable locations<ul style="list-style-type: none">▪ Unconventional and extraordinary experiences in exclusive locations▪ Shopping holidays fashion, design, art	<p>Interests to be developed:</p> <ul style="list-style-type: none">▪ Local experiences to explore the culture and traditions of the places visited▪ Experiences related to tourists' passions: festivals, concerts, exhibitions, sports...▪ Short trips to escape the routine (weekends in cities of art or places of interest)▪ Experiences or trips with a positive environmental and/or social impact	<p>Interests to be developed:</p> <ul style="list-style-type: none">▪ Smart-working trips, including extended stays▪ Short experiences or visits in time off from work commitments▪ Opportunities to unplug and team-building experiences<ul style="list-style-type: none">▪ Eco-friendly travel

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Content areas & themes

The editorial structure envisages the development of 3 macro content areas: **destinations, activities and services**, which will **then be presented for each thematic area of interest and each identified target group**.

AREA	OBJECTIVE	THEMATIC AREAS
1	DESTINATIONS - WHERE TO GO - <i>locations and settings for a “memorable experience”</i>	<div>Food and Wine </div> <div>Accommodation facilities </div> <div>Travel Business </div> <div>Luxury and fashion </div> <div>Sports Tourism (pro, amateur, club) </div> <div>Guides and Organised Tours (e.g. Guides, Concerts, Events, ...) </div> <div>Study trips </div> <div>Automotive </div> <div>Accessibility Inclusiveness </div> <div>Sea, Mountain and Countryside Experiences (including villages and nature parks) </div> <div>Wellness, Spa, Spa centres </div> <div>Culture and art cities (integration of events, museums, music, theatres,...) </div> <div>Transport </div> <div>Medical tourism </div> <div>Religious tourism </div>
2	ACTIVITIES - WHAT TO DO - <i>itineraries and routes that inspire “moments to be remembered”</i>	
3	TIPS & SERVICES - HOW TO DO IT - <i>“travel planning” support</i>	

Macro Prioritisation Plan 2023-2024

The thematic areas were then prioritised throughout the year, following the **topics most searched for by users in each period** (deduced from a preparatory analysis of **search intelligence and social intelligence**) to which strategic evaluations derived from ongoing dialogues with **interlocutors in the TDH ecosystem were added**. **Each month, regions and partners can prioritise the Priority 1 topics indicated here, or produce content on the other topics, based on their experience and ability. For better indexing of content, it is recommended to produce content in advance, so that publication can take place at the right time.**

	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL
PRIORITY 1	<input type="checkbox"/> Cities of Art <input type="checkbox"/> Sport <input type="checkbox"/> Business travel	<input type="checkbox"/> Food and Wine <input type="checkbox"/> Cities of Art <input type="checkbox"/> Wellness, spa, spa centres	<input type="checkbox"/> Health tourism <input type="checkbox"/> Sport <input type="checkbox"/> Food and Wine	<input type="checkbox"/> Sport <input type="checkbox"/> Study trips <input type="checkbox"/> Culture	<input type="checkbox"/> Sea, mountain, country experiences <input type="checkbox"/> Nautical <input type="checkbox"/> Cities of Art	<input type="checkbox"/> Food and Wine <input type="checkbox"/> Cities of Art <input type="checkbox"/> Wellness, spa, spa centres
PRIORITY 2	<input type="checkbox"/> Food and Wine <input type="checkbox"/> Cities of Art <input type="checkbox"/> Inclusiveness/accessibility <input type="checkbox"/> Accommodation facilities <input type="checkbox"/> Tourist guides <input type="checkbox"/> Health tourism <input type="checkbox"/> Sea, mountain, country experiences <input type="checkbox"/> Natural parks <input type="checkbox"/> Sport <input type="checkbox"/> Automotive <input type="checkbox"/> Nautical <input type="checkbox"/> Luxury <input type="checkbox"/> Fashion <input type="checkbox"/> Business travel <input type="checkbox"/> Religious tourism <input type="checkbox"/> Study trips	<input type="checkbox"/> Food and Wine <input type="checkbox"/> Cities of Art <input type="checkbox"/> Inclusiveness/accessibility <input type="checkbox"/> Accommodation facilities <input type="checkbox"/> Transport <input type="checkbox"/> Health tourism <input type="checkbox"/> Wellness, spas, spa centres <input type="checkbox"/> Natural parks <input type="checkbox"/> Sport <input type="checkbox"/> Automotive <input type="checkbox"/> Nautical <input type="checkbox"/> Luxury <input type="checkbox"/> Fashion <input type="checkbox"/> Business travel <input type="checkbox"/> Religious tourism <input type="checkbox"/> Study trips	<input type="checkbox"/> Sea, mountain, country experiences <input type="checkbox"/> Tourist guides and organised tours <input type="checkbox"/> Inclusiveness/accessibility <input type="checkbox"/> Culture <input type="checkbox"/> Cities of Art <input type="checkbox"/> Health tourism <input type="checkbox"/> Natural parks <input type="checkbox"/> Sport <input type="checkbox"/> Automotive <input type="checkbox"/> Nautical <input type="checkbox"/> Luxury <input type="checkbox"/> Fashion <input type="checkbox"/> Business travel <input type="checkbox"/> Religious tourism <input type="checkbox"/> Study trips	<input type="checkbox"/> Food and Wine <input type="checkbox"/> Cities of Art <input type="checkbox"/> Inclusiveness/accessibility <input type="checkbox"/> Accommodation facilities <input type="checkbox"/> Tourist guides <input type="checkbox"/> Health tourism <input type="checkbox"/> Sea, mountain, country experiences <input type="checkbox"/> Natural parks <input type="checkbox"/> Wellness, spas, spa centres <input type="checkbox"/> Automotive <input type="checkbox"/> Nautical <input type="checkbox"/> Luxury <input type="checkbox"/> Transport <input type="checkbox"/> Business travel <input type="checkbox"/> Religious tourism <input type="checkbox"/> Study trips	<input type="checkbox"/> Food and Wine <input type="checkbox"/> Inclusiveness/accessibility <input type="checkbox"/> Accommodation facilities <input type="checkbox"/> Tourist guides <input type="checkbox"/> Health tourism <input type="checkbox"/> Sea, mountain, country experiences <input type="checkbox"/> Natural parks <input type="checkbox"/> Wellness, spas, spa centres <input type="checkbox"/> Automotive <input type="checkbox"/> Nautical <input type="checkbox"/> Luxury <input type="checkbox"/> Fashion <input type="checkbox"/> Transport <input type="checkbox"/> Culture <input type="checkbox"/> Religious tourism <input type="checkbox"/> Study trips	<input type="checkbox"/> Food and Wine <input type="checkbox"/> Inclusiveness/accessibility <input type="checkbox"/> Accommodation facilities <input type="checkbox"/> Tourist guides <input type="checkbox"/> Health tourism <input type="checkbox"/> Sea, mountain, country experiences <input type="checkbox"/> Natural parks <input type="checkbox"/> Wellness, spas, spa centres <input type="checkbox"/> Automotive <input type="checkbox"/> Nautical <input type="checkbox"/> Luxury <input type="checkbox"/> Fashion <input type="checkbox"/> Transport <input type="checkbox"/> Culture <input type="checkbox"/> Religious tourism <input type="checkbox"/> Study trips



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Focus and priorities for an optimal experience

To ensure the **highest quality** of user experience and content, the following principles must always be kept in mind:



Target audience: **who** we talk to
and **why**



Respect the **Brand Image** and
Tone of Voice



Respect **templates** and special features,
always considering **multi-channel experiences**



Geospatial data



SEO



Inserting **TAGS**

Tone of Voice - introduction

In order to keep the same language throughout the new portal, regions and partners will have to follow the **guidelines** and **tone of voice** for the drafting of new articles:

The **tone of voice** reflects the personality traits of Italia.it, **an Italian friend** that leads the visitor to discover the truest experiences: it is **authentic, fresh and friendly**, but always informed and inspirational for the reader.

The language is **simple and concrete**, never too technical or formal.

The form is **dry and essential**, becoming descriptive if necessary, but without ever being wordy or boring.

Headline texts must be **eye-catching** and concise: it is better to favour numerical lists, short periods, easily readable even by a distracted eye.

Particular attention should be paid to headings, paragraphs, bold type, quotations always using **accessible** and **clear vocabulary**.

Key concepts to remember while writing content:

LIVING ITALIAN

LOCAL LOOK

TERRITORIALITY

AUTHENTICITY

The 4 golden rules of publishing



Capturing attention

It is essential to write headlines that make the content of the article, and especially its consistency, clear from the first distracted glance.



No mincing words

Once you find the right topic, you have to get straight to the point, without big words and rhetoric.



Breaking down text walls

Insert subtitles describing the subject of the paragraph: short but explanatory. Use bold type to highlight keywords. Use the ranking formula whenever possible, which appeals to search engines and facilitates overall reading.



A picture is worth more than a thousand words

Including one for each paragraph will make the impact with the text less challenging and will entice the user to want to find out more about what they see and thus to read on.

Practical examples of tone of voice application

WHAT TO DO



ARTE E CULTURA

Tra musei e bellezze a cielo aperto



I tratturi del Molise



A Torino, nel Museo Nazionale del Cinema, un gioiello dentro l...



5 scoperte avvincenti al Museo della Scienza e della Tecnologi...



7 città d'arte in meno di un'ora di treno da Milano

WHAT TO AVOID



L'ITALIA DEI MUSEI

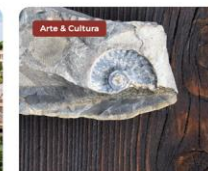
Poli museali, siti archeologici, gallerie d'arte dove immergersi nella bellezza



I tratturi del Molise



Roma: i Fori Imperiali



Monte San Giorgio, per un viaggio nel mondo di 230 milio...



A Torino, nel Museo Nazionale del Cinema, un gioiello dentro l...



MONTAGNA

Tra itinerari, piste da sci, parchi naturali e terme incantate

Scopri di più



MONTAGNA

Scopri gli itinerari più belli per trekking indimenticabili.

Scopri di più



Titles should be **concise**: short periods that **can be read at a glance**.



As the categories are very broad, one has to keep the headlines high and **not go into specifics**.
For example, the MOUNTAIN section contains articles about all the activities one can do there, from skiing to spas to hiking trails, so one must **remain general**.

Essential content characteristics (1/2)

Content must:

Offer **fresh insight** into Italy, providing tips for the **most authentic experiences** in the country



Give **exclusive information** that is not widely known



Address users who don't have the same **level of information** and therefore need **useful and practical information** on travel arrangements (e.g. events, transport, timetables)

Insert:

Related points of interest: always include *related destinations*, linked to the main destination mentioned in the content



Lists: easy to read and memorise

Insight: tips for getting to know the true Italian spirit



Essential content characteristics (2/2)

Content theme

Helpful user information

Historical sites and monuments

- How to **reach** the site
- Explanations on how to **visit** the site
- Possible **guided tours** and **languages** available
- Resources for **booking** the visit

Natural areas, beaches, trekking

- How to reach the site, **means of transport** and **parking**
- **Children- and family-friendly** places
- **Available activities**
- Information on **accessibility** and **bookings**

Specific locations and cities

- How to **get to** and **get around** the location
- Main **points of interest**
- The main **activities** on offer
- Local **Food & Wine highlights**

Information for business trips

- Suggested **activities** as diverse as possible
- Specific information on **how to move** between POI
- **After-work activities**: other places in the city you can visit or places outside the city that are quick to reach, typical places where you can dine if you finish work late, sports activities

Multimedia content (1/2)

The images depict **moments of everyday life**. The treatment is **real**, with close-ups that bring the user closer to Italian **authenticity** and **originality**. The image quality is high (send images horizontally and with the highest resolution available).

Moments are transformed into experiences that stand out in the midst of nature or architectural and artistic riches.

DO NOT DO

- ⊗ No vintage, black and white, grainy or artefactual treatments
- ⊗ No posed subjects, in-camera looks and set subjects.
- ⊗ No busy cities.
No pollution-related elements.
No waste or refuse.
No plastic or derivatives.
- ⊗ No photos that are too bright or dark.
No grainy photos.
No photos with watermarks.



COPYRIGHT

All photographs and videos submitted to accompany the article must be complete with:

- Credits
- Commercial use rights (in the case of time-limited rights, indicate the expiry date)

The Media House reserves the right to replace images that do not comply with the guidelines.



Multimedia content (2/2)



N.B.: Video content shared **must always be complemented by text content**

WHAT TO DO



- Shorts format: 15 mins
- Long format: 60 mins
- Resolution: 1920x1080 (min. 720p)
- Safe area: 1530*860
- Ratio: 16:9
- Sans Serif font (preferably Montserrat)
- NO Voice Over
- Sharp transitions that rhythmically follow the soundscape.
- Size: 300 MB
- Formats: .mp4, WebM



The colours of the shots are **full and saturated**.



The subjects are always photographed in **spontaneous poses**, in the style of **captured moments**.

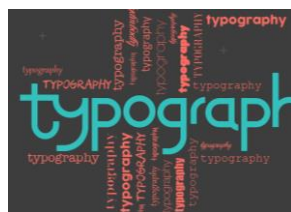
WHAT NOT TO DO



No headline **superimposed** over the main subject.
No unreadable contrasts. frame.



No playful/template transitions.



Avoid combining **too many different fonts.**



No videos that are too bright or dark.
No grainy videos.
No videos with a watermark.



No vintage, black and white, grainy or artificial filters



Subjects **should not be posing**, looking at the camera or look staged.



No busy cities.
No environments related to pollution.
No waste or rubbish.
No plastic or derivatives.



Avoid text that is too large or too small (mobile first).

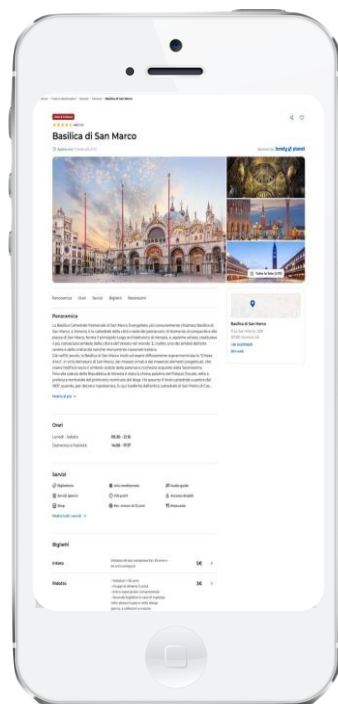


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Types of editorial content



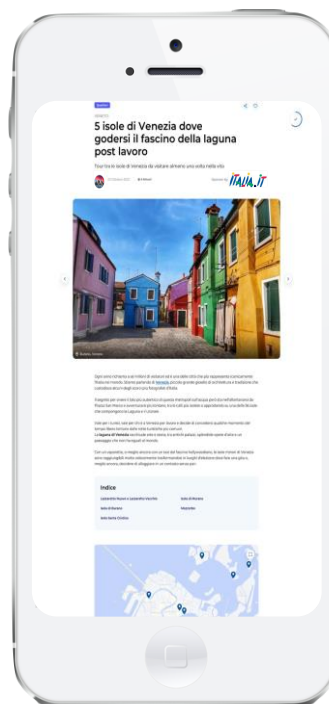
DESTINATION

They mainly deal with destinations within a city or a specific territory (POI). They can cover topics such as: Art and Culture, Nature, Accommodation, Food and Wine, Sport, Shopping, Spirituality, Villages.



ARTICLE/MAGAZINE

This type of article has more of a 'blog' slant, deals with cross-cutting topics and aims to intrigue the reader by illustrating, for example, 'The 10 ideal islands for children'.



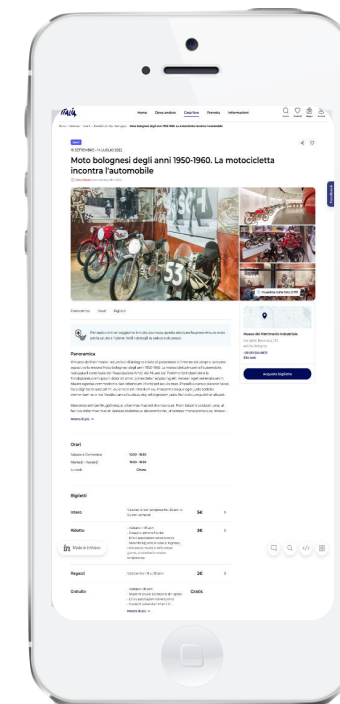
ITINERARIES

Organised in day-by-day stages, these articles propose routes of varying difficulty to the tourist, to be undertaken on foot or by vehicle, and recommend the best places to stop for rest and food.
(Available from August)

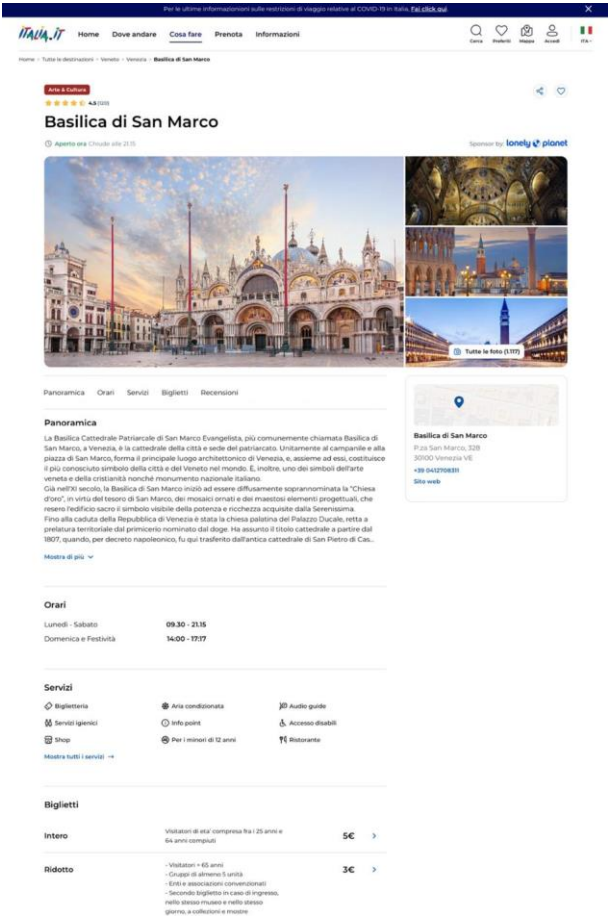


EVENTS

Event-specific articles in which there is a descriptive part and one with service information.



Content type – Destination



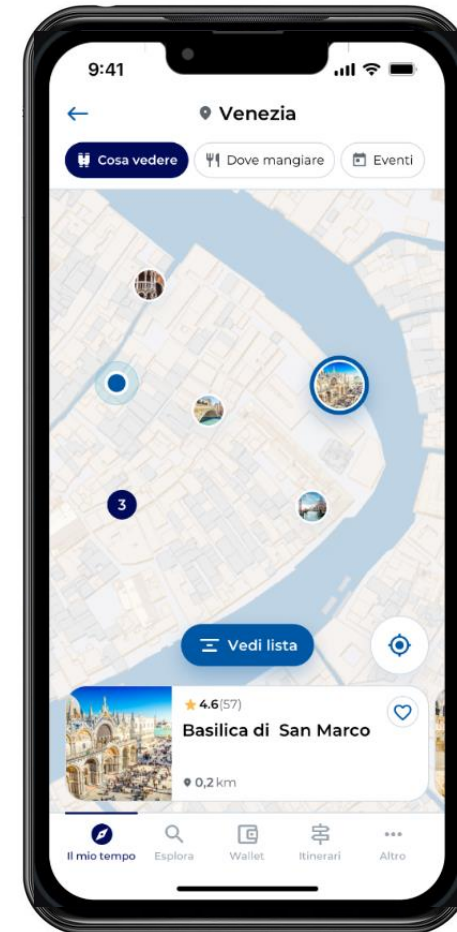
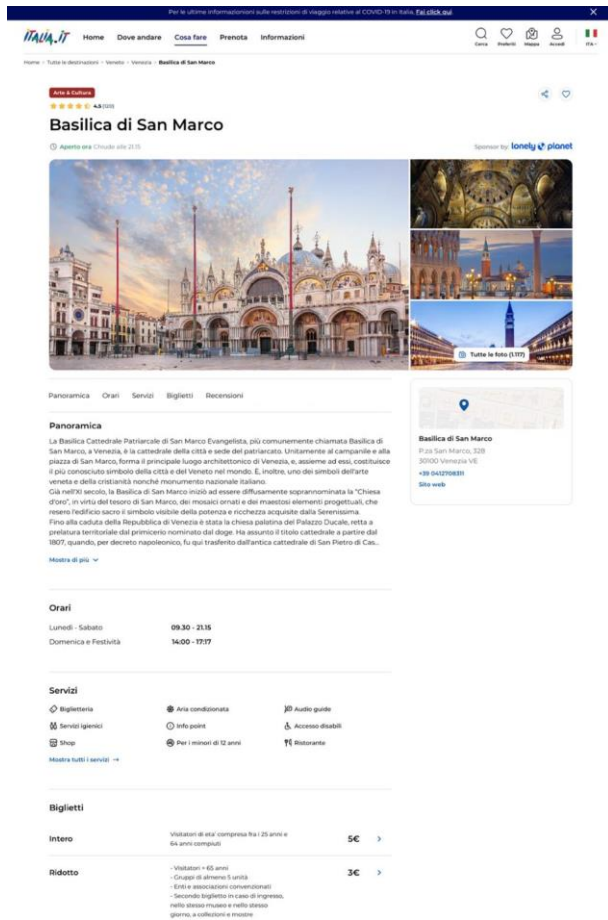
Content Structure		Description
Title *	7–15 words	The Destination content is used to talk about Points of Interest (ex: Piazza Maggiore) and all articles detailing specific locations, such as ski resorts, beaches, rivers, lakes, monuments and museums.
Body of the text *	200 to 400 words	
Image *	2480x1000 (min. 1 max. 10 img)	The locations indicated must be distinct, physical and geolocatable. This type of article provides details on a specific place, giving all the different information (historical, cultural, interesting facts) that the user needs, specifying the services associated with that particular point of interest (e.g. Ticket offices, audio Guides, restaurants, etc.). The same template, with the addition of subject-specific components, will also be used for Where to Sleep , Where to Eat and Experiences . This type of content falls under the Destination section. Here are two examples from Italia.it:
Additional fields	<ul style="list-style-type: none">• Geolocation *• Reviews• Timetables/Tickets• Services• Primary tags*• AEM tags*	
Content Fragment	Destination	<ul style="list-style-type: none">• Palazzo Madama• Colosseum

*** Required fields**

Content layout – Destination



Following the content production **guidelines** for Italia.it is essential to achieve the correct layout for both the **website** and **app version**



Practical examples of tone of voice application - DESTINATION



Piccolo Teatro Strehler

Piccolo Teatro Strehler: when art illuminates the evenings

The history of Milan's Piccolo Teatro Strehler began at the end of the Second World War with the aim of **creating a stable artistic and theatrical space open to everyone** regardless of social class and any financial means.

The Piccolo Teatro was **founded in 1947** by theatre impresario Paolo Grassi, his wife Nina Vinchi and legendary director and artistic director Giorgio Strehler.

Since 1991, it has acquired the title of First Permanent Theatre of Italy and European Theatre.

A theatre “split” into three

The Piccolo, as it is called among the Milanese, is composed of **three halls**: the **Teatro Grassi**, which is its historical seat, in Via Rovello, in the heart of the city; the **Teatro Studio Melato**, named after the unforgettable actress, which focuses on experimentation and also houses the Luca Ronconi Theatre School; and the main seat, the majestic **Teatro Strehler**.

A benchmark for Italian and foreign intellectuals

Why does the Piccolo have this particular name (*piccolo* means “small”)? Due to the **small size of its first venue**, with a stage six metres deep by five and a half metres wide and around 500 seats.

This is not the only reason: it is also a **tribute to the Malyj Theatre in Moscow**, a historic Russian theatre founded in the 19th century, whose name means 'Small', as opposed to the Moscow theatre, Bolshoi, literally Big Theatre.

Between 2008 and 2009, the historical venue in Via Rovello underwent renovations that made the 488-seat hall and the stage more functional.

The title identifies the place

The first paragraph outlines the history of the theatre since its foundation, highlighting the most important events that characterised it.

Curiosities and information are provided that not everyone knows, real tips.

Curiosities and information are provided that not everyone knows, real tips.



The text is divided into paragraphs, each with a title to identify it.
The information is clear, simple, direct and tips are given on the history and interesting aspects of the destination.



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Practical examples of tone of voice application - DESTINATION



The Main Theatre of Naples

In the region of Campania, the theatre par excellence is the San Carlo in Naples: built years ago by King Charles of Bourbon to give the city of Naples a new theatre to represent royal power, as part of the urban renewal of Naples, the San Carlo took the place of the small San Bartolomeo Theatre in a project entrusted to the architect Giovanni Antonio Medrano, Colonel of the Royal Army, and to Angelo Carasale, former director of the San Bartolomeo. Decades after its construction, during the night , a fire ravaged the building, leaving only the perimeter walls and the added body intact: what we can admire today is in fact its reconstruction followed by skilful renovations.

The title does not identify the place, it does not connote it

The name of the theatre is only mentioned in the first line, but no information on the foundation is given, such as the specific date.

The language is not direct, but arty, there are many subordinate clauses .

Tips on the history of the theatre are given but are not contextualised: the user reading them has the feeling of not knowing everything there is to know.

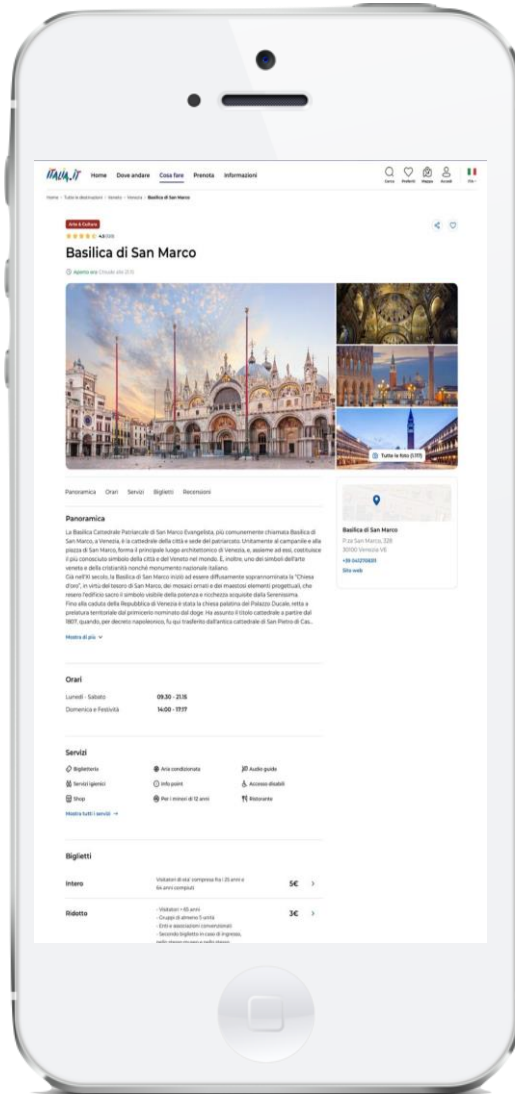


The text is not divided into paragraphs.
There are no bold typeface to help reading, the syntax is not simple and straightforward.
The information is not clear and specific.

Managing Interlinking: DESTINATION



DESTINATION



- Insert a maximum of **4 links per 800 characters** (800 characters correspond to approximately 120-140 words)
- Do not include links to **generic category pages or events**
- Links should **lead to related pages**, such as the city where a monument is located or other related places. The links inserted must not be articles (except for an in-depth study of cities/regions)
- For destinations such as monuments, churches etc., insert the **link to the official source to purchase the entrance ticket**.
- Note: When adding an external link, if the same language version of the linking page is not available (such as German or Spanish), use the English version. If there is no English version, please link to the Italian version.

Content type – Destination

API compilation guide



GENERAL	DestinatinName <i>(mandatory field)</i>	Name of the point of interest, for which a Place ID will be generated, which can be used for geolocation																		
	Description <i>(mandatory field)</i>	Copy body – 200/400 words - 2 fields: shortDescription (mandatory) longDescription (not mandatory, 5,000 characters)																		
ONLINE CONTACT	PhoneNumber	This field should only be filled in if the contact information is related to the specific point of interest (e.g., yes for a museum or adventure park, no for a neighbourhood)																		
	OpeningHours	Opening hours of the point of interest. If there is no precise information, insert the following sentence: <i>Find out the dates and times of the event on the official website xxx</i>																		
MEDIA	Media/image <i>(mandatory field)</i>	Image size: 2480x1000 (min. 1 max. 10 img) N.B.: it’s important to fill in the URL image field [{ <table><tr><td>imageURL</td><td>[...]</td><td>imageLicense</td><td>[...]</td><td>imageEndDate</td><td>[...]</td></tr><tr><td>imageDescription</td><td>[...]</td><td>imageLicenseURL</td><td>[...]</td><td>imageTitle</td><td>[...]</td></tr><tr><td>imageCredit</td><td>[...]</td><td></td><td></td><td></td><td></td></tr></table>	imageURL	[...]	imageLicense	[...]	imageEndDate	[...]	imageDescription	[...]	imageLicenseURL	[...]	imageTitle	[...]	imageCredit	[...]				
imageURL	[...]	imageLicense	[...]	imageEndDate	[...]															
imageDescription	[...]	imageLicenseURL	[...]	imageTitle	[...]															
imageCredit	[...]																			
LINKED DESTINATION	linkedDestination <i>(mandatory field)</i>	This field should be filled in when references are required to manage interlinking within the copy’s body																		
LIST OF SERVICES	listOfservices	In addition to a listOfservices in the swagger, there is also the + otherServices field, in which services not already on the list can be added																		

Content type – Article/Magazine



Content Structure		Description
Title*	7-15 words	The Article content is used for general topics (What to do in..., 48 hours in..., The best beaches for children).
Subtitle	15-17 words	
Body of the text*	Min. 800 words	
Image*	Image size: 1600x1000 Minimum 1 img per slider + 1 img per paragraph	Topics can be region/city specific, but can also be cross-region or cross-city. The Magazine articles use more of a 'blog' style with catchy, colloquial language. An Italian gives tips and talks about the places of their country.
Additional fields	<ul style="list-style-type: none">Primary tag *OvertitleReading timeSponsorsMap *Destination *Aem tags *Related	The objective is to intercept users' interests (SEO) and direct them to the area. This type of article falls under the Article/Magazine section. Here are two examples from Italia.it: <ul style="list-style-type: none">Easter Sunday and MondayArchipelagos Italy
Content Fragment	Article Paragraphs Destination	*Required fields

Practical examples of tone of voice application:

ARTICLE/MAGAZINE - focus headlines and paragraph



Title: 3 territories where you can get a taste of the Italian passion for wine

Paragraph 1:

FOOD AND WINE

The heroic vineyards of Valtellina

The valley overlooking Sondrio, overlooking the Adda River, is home to the glorious Nebbiolo Chiavennasca vines. **Grapes with great body and character** that unleash their unique flavour thanks to extremely mineral soils, warmed by the summer sun and strengthened by the sudden drops at night. Perched on rock walls, vines grow and are tended here in a heroic manner, between slopes and ditches. **Sassella, Grumello, Inferno** and the king of the valley, **Sforzato**. These are purity wines that have impressed the international palate and interest in recent years. Among the famous wineries, some producers have chosen to **reintroduce ancient and biodynamic methods**, small productions dedicated to true connoisseurs. Boffalora, Terrazzi Alti and Le Strie are some of them, not forgetting Ar.Pe.Pe, whose Sassella 'red rocks' is one of the most awarded wines in the world.

Paragraph 2:

FOOD AND WINE

As if Sassicaia were not enough

Tenuta San Guido is located on the Etruscan coast between Livorno and Grosseto, in the Maremma celebrated in the verses of Giosuè Carducci, and stretches 13 kilometres from the sea to the hills. This is a **'Super Tuscan' wine** producer, but if a glass of an extraordinary wine such as Sassicaia DOC is not enough, here you can find two other industry leaders: the Razza Dormello Olgiata thoroughbred and the Rifugio Faunistico Padule di Bolgheri, first in Italy. Definitely worth a visit.

Paragraph 3:

FOOD AND WINE

From oblivion to prominence: The Susumaniello of Apulia

A sapling-shaped plant with another particular characteristic: that of **producing an inordinate amount of bunches**. Hence the name, which translates into Italian as 'Asinello' (little donkey). A wine that had been forgotten for years and was just a few steps away from extinction has been rescued and, above all, revalued. Once considered a blending wine or even used to divide the rows of wines mistakenly considered more valuable, it is now **one of Puglia's flagships in the world**, and a point of interest for oenologists and sommeliers. Discover Susumaniello in the province of Lecce and Brindisi, amidst olive groves and vineyards overlooking the turquoise sea. Where to start? Masseria 'li Veli' and Tenute Rubino.



The form is dry and essential, it can become descriptive if necessary, but without ever being verbose.
Respect for tone of voice should not penalise the inclusion of keywords necessary for indexing (SEO).



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Practical examples of tone of voice application - ARTICLE/MAGAZINE - focus paragraphs



RELAXATION AND WELL-BEING

A wild oasis in the heart of Salento.

The **Ionian coast, which runs from Santa Maria di Leuca to Taranto**, laps beaches and hidden coves. To find a place that takes your breath away, far from the mass tourism of Salento, the must stop is **Porto Selvaggio Natural Park**.

Between the elegant town of Santa Caterina and the picturesque Sant'Isidoro, a dirt road starts among Mediterranean conifers that reveal, like a curtain, the fiord of Porto Selvaggio. **Prickly pears, wild rosemary and cicada concerts** frame this enchanted place. Its crystal-clear waters are filled with delicious urchins as well as protected fish species. A snorkelling paradise, this bay offers the chance to relax on the white sand or enjoy adrenaline-fuelled dives from the rocks. At the end of the day, the sunset aperitif at the historic 'Fico D'India' in Torre Uluzzo has been a tradition for all locals for years. And soon it will be for you too.

- The title in a few words and with simplicity entices one to read, because it promises fresh, interesting content and not common tourist information.
- Let us make it clear that we are not talking about a classic and therefore super-crowded tourist destination.
- Concrete information is given on how to reach a place/attraction.
- The tale of the place makes you want to go there.
- All the activities that can be done there are described.
- They are given the kind of expert advice that a local friend would give.



Information is offered that is unknown to most, but rooted in culture and that only those who know a place well can give.

From the title to the conclusion, the reader clearly understands that he or she is about to access information that is not touristy, that he or she is 'unlocking' an experience to which a visitor would not normally have access.

The language is informed but also simple and friendly.

Practical examples of tone of voice application - ARTICLE/MAGAZINE - focus paragraphs



PATH OF THE FRANCISCAN PROTOMARTYRS

Have you ever heard of the '**Land of the Protomartyrs**'? A small corner of the world nestled between the Sacred Valley of Rieti and the Umbrian Latium mountains, where **St Francis** lived for a long time. You can follow in his footsteps, discovering him slowly by walking the **Franciscan Protomartyr's Way**. It begins and ends in the enchanting **Terni**, the city between the waters, the ancient Roman Interamna, but also the city of art rebuilt after the destruction of the Second World War. In **six stages**, the route passes through the cities that gave birth to the martyrs Berardo, Adiuto, Accursio, Pietro and Ottone, sent to Spain by Francis to evangelise the lands of the Saracens.

Rediscover a taste for adventure, and with your backpack you can admire delightful urban centres, mysterious abbeys and spectacular natural sites while feeling part of nature and rediscovering yourself.

Do you want to become a true pilgrim? Then, before you leave, we advise you to apply for the **Credential**, a personal 'passport' that is stamped in the places of hospitality. If you finish the walk, you can obtain the prestigious **Pilgrim's Certificate** at **St. Anthony's Church**.

A word of advice: don't make your backpack heavy, remember that you will always carry the weight. Lightweight boots are ideal for walking many kilometres. So, are you ready to go? Your journey into the divine begins now.

It is a long period in which various information is given .
It would be good to divide the text into paragraphs, spacing them out so as not to give the idea of a wall of text.

Do not use advertising language, the tone of voice should be that of a local friend giving directions and advice, in simple, natural and direct language.

The paragraph lends itself to becoming the finale.

The 'buddy' tends not to use rhetorical questions, because they make the language unnatural.

Move the paragraph on the taste for adventure and backpacking to the end, reformulated to enhance the Live Italian concept.
E.g., "The backpacking trip is made even more memorable by the Italian culture, landscapes and hospitality, which allow you to go from the enchantment of an abbey to that of a lasagna and end with a breathtaking panorama. Always feeling at home."



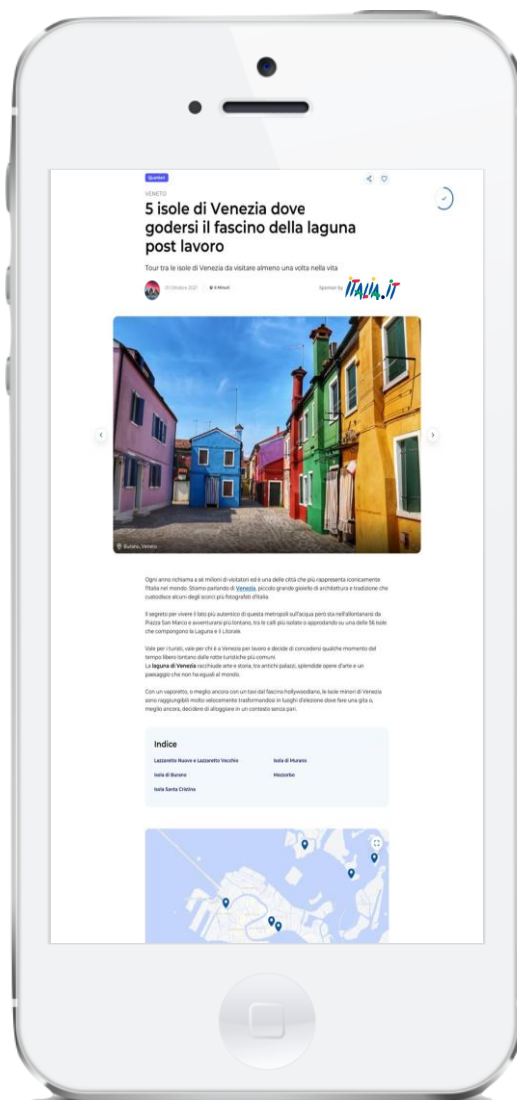
It lingers in long periods, full of redundant information, with stereotyped language.

The real 'live Italian' tip is missing: the informed and ready-to-follow advice

Managing Interlinking: ARTICLE/MAGAZINE



ARTICLE/MAGAZINE



- **Do not** insert links in the **opening lines**
- Insert links that are of **real use** to the reader, i.e., **content of interest (in-depth articles)** that is relevant to the topics covered in the article and consistent with what the user might want to explore further
- In the **body of the text**, **do not include links to generic category pages** (e.g. <https://www.italia.it/it/italia/cosa-fare/spiritualita>; and to **'destination' pages** (e.g. <https://www.italia.it/it/lazio/roma/villa-adriana-roma>), the main destinations will be on the map and the detailed ones in the related content of each paragraph.
(hint: to find out the number of characters, you can use Microsoft Word's 'word count' tool to verify the number of characters including spaces)
- Each paragraph must have a **maximum of 4 links** per 800 characters (800 characters correspond to approximately 120-140 words)
(hint: to find out the number of characters, you can use Microsoft Word's 'word count' tool to verify the number of characters including spaces)
- **Do not** insert links to event pages
- **Links to external sources should be limited** as much as possible. External links may only be used if they provide information that is highly relevant to the user and if they refer to information that is not available on the website. If there is not **one or more internal pages** (of the POI type) **cited in the paragraph** to be linked with teaser cards, **the body of the text must link to one or more external authoritative sources providing relevant information on the destinations described**. These external links must be mapped out, so they can be promptly replaced as soon as missing POI are added to the website. If external links are not available in the same language version as the linking page (such as German or Spanish), the English version must be used. In case there is no English version, please link to the Italian version.

Content type – Article/Magazine

API compilation guide



GENERAL	<div>title</div> <div>(mandatory field)</div>	7–15 words																		
	<div>subtitle</div>	15–17 words																		
	<div>description</div> <div>(mandatory field)</div>	Brief introduction summarising the topics covered in the various paragraphs																		
MEDIA	<div>heroImage</div> <div>(mandatory field)</div>	Image size: 1600x1000 (1)																		
PARAGRAPHS OF THE ARTICLE <div>(max. 800 words description + paragraphs)</div>	<div>paragraphTitle</div> <div>(mandatory field)</div>	Paragraph title																		
	<div>Media/image</div> <div>(mandatory field)</div>	<div>Image size: 1600x1000 (1 per paragraph)</div> <div>N.B.: it's important to fill in the URL image field [{</div> <table><tr><td>imageURL</td><td>[...]</td><td>imageLicense</td><td>[...]</td><td>imageEndDate</td><td>[...]</td></tr><tr><td>imageDescription</td><td>[...]</td><td>imageLicenseURL</td><td>[...]</td><td>imageTitle</td><td>[...]</td></tr><tr><td>imageCredit</td><td>[...]</td><td></td><td></td><td></td><td></td></tr></table>	imageURL	[...]	imageLicense	[...]	imageEndDate	[...]	imageDescription	[...]	imageLicenseURL	[...]	imageTitle	[...]	imageCredit	[...]				
	imageURL	[...]	imageLicense	[...]	imageEndDate	[...]														
imageDescription	[...]	imageLicenseURL	[...]	imageTitle	[...]															
imageCredit	[...]																			
<div>paragraphText</div> <div>(mandatory field)</div>	Body of the text of each paragraph																			
LINKED DESTINATION	<div>linkedDestination</div> <div>(mandatory field)</div>	Enter the referenced destinations in this field if the article covers one or more destinations																		

Content type – Itineraries



Content Structure		Description
Supertitle	Max. 4 words	
Title*	7-15 words, it must be made clear that it's an itinerary	
Body of text stops*	200 to 400 words	The Itinerary content is used to detail the many Italian routes with stages that visitors can travel by foot, car, bicycle, motorbike or boat.
Image*	1600x1000	The article is divided into paragraphs, each one representing a stage/stop on the itinerary. The difference between an itinerary and an excursion lies in the length of the journey: one or more days for itinerary, a range of hours for excursion.
Additional fields	<ul style="list-style-type: none">Type*Duration*Difficulty*Number of stages/stops*Map*Destination stages/stops*Distance between stopsPrimary tags*AEMtags*SponsorsRelated	Each article must detail the route and specify the length, duration and features of each stage/stop. N.B.: The itinerary must be divided into 'days', indicating the stages/stops associated with each day. Each stage/stop must also correspond to a <i>destination</i> , which will also be the title of that stop. This type of article falls under the section Itinerary . Below is an example: Polignano a mare
Content Fragment	Itinerary Stages/Stops Destination *Required fields	

Practical examples of tone of voice application – ITINERARIES



10,000-step itinerary for exploring the centre of Naples

1. The Promenade and Villa Comunale: among the most beautiful views in the world

The long Naples promenade begins at what can deservedly be considered a **must-visit place in Naples**: the **Lungomare**. When strolling along it in the morning, or better still even earlier, you will be treated to some of the most fascinating scenery you can imagine.

You can enjoy this **3-kilometre walk at a fast pace**, stretching from **Mergellina** to Via **Nazario Sauro**, admiring Vesuvius in all its glory, as it overlooks the gulf. After coming across the magnificence that is Castel dell'Ovo, which seems almost to float on the islet of Megaride, you can catch a glimpse of Capri and the hills of Posillipo. As you walk along the famous **Via Caracciolo**, which flanks the **Villa Comunale** park and the **Riviera di Chiaia**, you can breathe in the sea breeze and the fresh air of a green space that reaches as far as **Piazza Vittoria**. Vomero Hill stands in the background.

After so much aerobic exercise, you will need to replenish your energy. Along the bustling **Via Partenope** you can stop for a drink, choosing from the many bars and clubs that bring the street to life, or tuck into a more satisfying pizza (Sorbillo's pizza is top notch).

On the **Mergellina** side, you can stay at one of the many chalets. Finally, behind the Castle, you will find traditional fish restaurants in the **Borgo Marinari**. The choice is yours.

The title of the article identifies the place

The title of the first paragraph indicates the first stage of the itinerary

Precise advice is given on when to begin the walk: with specific indications of the kilometres to be covered and how to travel them.
The list of stages is specific and detailed

Interesting information and useful tips that not everyone knows are provided



The route to cover is described in a detailed and specific way, with details of the journey, enhanced with tips and advice.

Each point of interest along every stage is indicated in bold to make them more visible.



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Practical examples of tone of voice application - ITINERARIES



Cycling and ebiking: spoilt for choice

Valle D'Aosta, an ideal destination for those who love outdoor sports, from trekking to two-wheelers. With its 1,000 km of itineraries between unpaved paths or asphalted roads, cycling in the Aosta Valley is a guarantee for those who love to ride with stunning views of lakes, torrents, waterfalls and small villages where they can stop for refreshments with excellent local products. You can choose bolder mountain biking routes or opt for ebike routes by selecting the route best suited to your training level.

1. A ring from La Thuile for 75 km of beauty

Start from La Thuile if you feel trained and ready to tackle 75 km of beauty. Pass Colle Piccolo San Bernardo and La Rosaiera: a mixed route that also includes unpaved sections and technical passages.

The title does not identify the place, it is too generic

The place is only presented in the first paragraph, where the bicycle and ebike routes are also introduced. However, total km available in the region are included, but not the total of the individual route that can be taken.

The first stage is described in brief, without presenting tips and advice useful to a user who has never tackled the route.



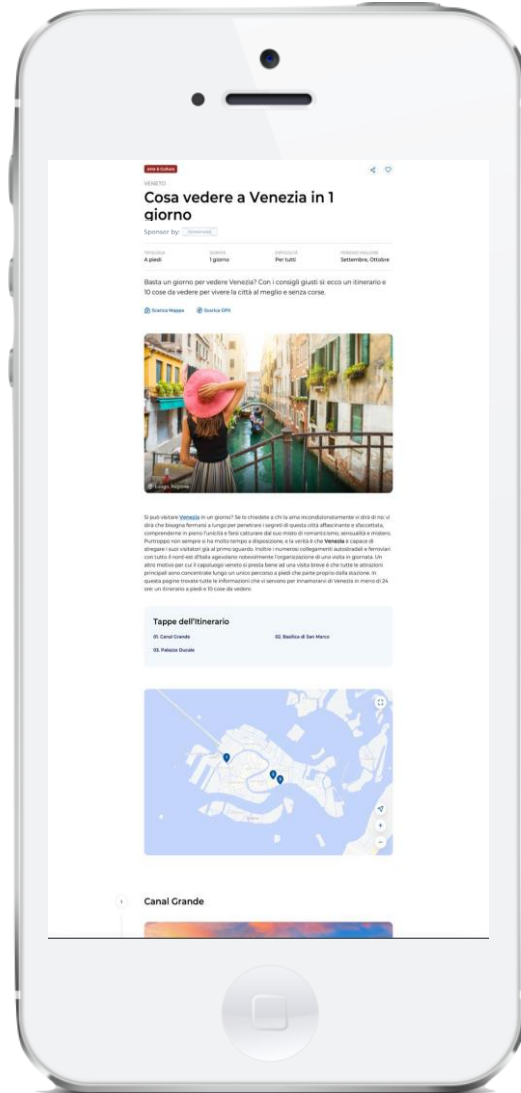
The route to be covered is not described, it is only briefly introduced. There are no tips and advice, and the stages to be covered are not described.



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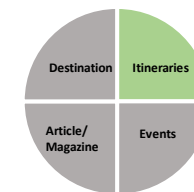
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- The Anchor Text used, of a maximum of 3–4 words, must be telling and evocative compared to the content linked
- The Destinations shown in the cards at the end of each paragraph must refer exclusively to the places mentioned in the title of individual stops. The main stop must be one per paragraph and visible on the map.
- A maximum number of **4 links per 800 characters** (800 characters correspond to approximately 120–140 words) may be inserted in each paragraph.
- The links to be included should refer to relevant destinations, mentioned in the paragraph, for the user.
In order of priority, you should link:
 1. HUB page, if it's a city with HUB pages
 2. Pages with Article template, if they exist and are relevant to the destination in question
 3. Pages with the Destination template
- **Links to external sources should be limited** as much as possible. External links may only be used if they provide information that is highly relevant to the user and if they refer to information that is not available on the website. If **external links are not available in the same language version** as the linking page (such as German or Spanish), use the English version. In case there is no English version, please link to the Italian version.

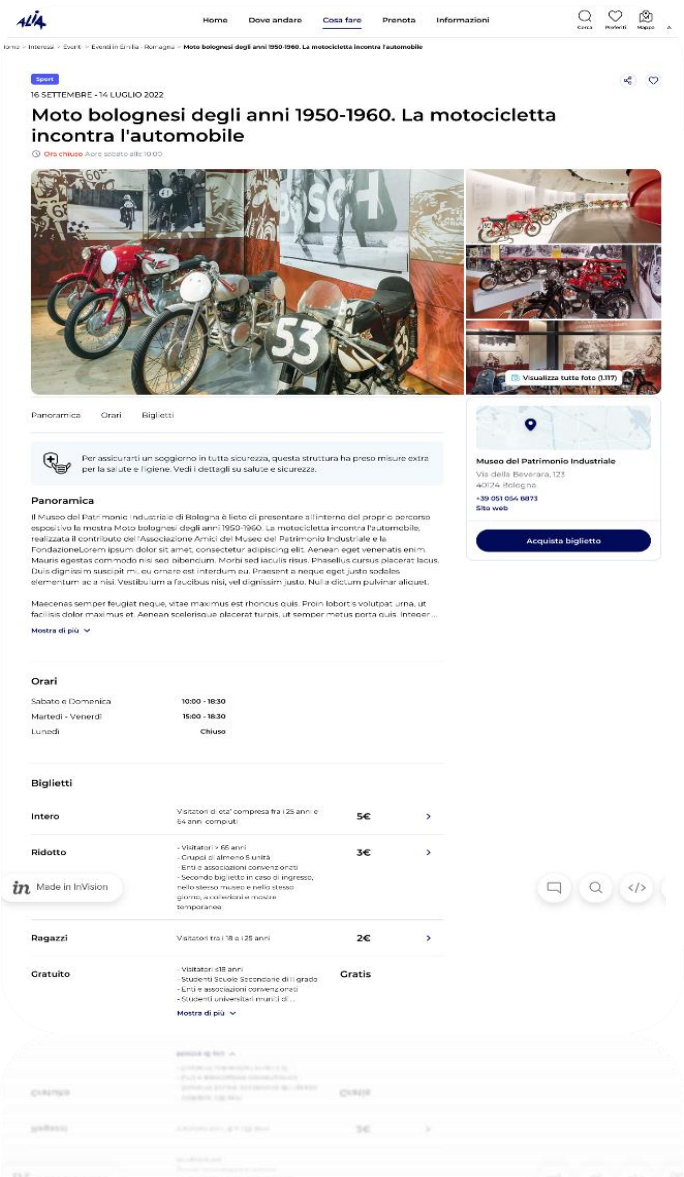
Content type – Itineraries

API compilation guide



GENERAL	title <i>(mandatory field)</i>	7–15 words
	subtitle	//
	description <i>(mandatory field)</i>	Brief introduction providing a short description of the route
	difficulty <i>(mandatory field)</i>	Enter the difficulty of the route (Easy, Medium, Hard)
	duration <i>(mandatory field)</i>	Enter the duration of the itinerary (specify stops divided by days)
	primaryTag <i>(mandatory field)</i>	Always insert primary tag 'Route'
	numberstops <i>(mandatory field)</i>	Enter the number of stops on the route
	type <i>(mandatory field)</i>	Specify the type of route (walking, car, bike, etc.)
MEDIA	heroImage <i>(mandatory field)</i>	Image size: 1600x1000(1 img per paragraph)
STAGES/STOPS (max. 800 words description + paragraphs)	parTitle <i>(mandatory field)</i>	Stage/Stop name
	media/image <i>(mandatory field)</i>	Image size: 1600x1000(1 img per paragraph)
	text <i>(mandatory field)</i>	Indicate the route, describing its surroundings
LINKED DESTINATION	linkedDestination <i>(mandatory field)</i>	Use this field to indicate the destinations of each stage/stop of the route

Content type – Events



Content Structure		Description
Title*	7-15 words	The Events template is used to describe the main events taking place throughout Italy, including cultural events, sports events, trade fairs, etc.
Body of the text*	200 to 400 words	
Image*	2480x1000	
Additional fields	<ul style="list-style-type: none">Dates: start and end*Schedule*TicketsGeocalisationPrimary tag*Aemtags*	In addition to a descriptive section detailing the event (Festival, Exhibition, Concert, Sports event, Parade) specific information regarding hours, ticket price and location should also be included. For the <i>Destination</i> associated with the event, all relevant information about the venue should be included (e.g., services, timetable, address, etc.), following the guidelines of the Destination template.
Content Fragment	Event Destination	If you wish to include the link through which the ticket can be purchased, the link will be assessed on a case-by-case basis according to their usefulness for the end user.
		This type of article falls under the section Events .
		Here are two examples from Italia.it:
		<ul style="list-style-type: none">Salone del MobileMantua 2023

*Required fields



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Practical examples of tone of voice application - EVENT



MATTERHORN CERVINO SPEED OPENING

On **5 and 6 November 2022**, the alpine skiers will compete in the four downhill races in Zermatt/Cervinia, the opening stages of the speed sport season. The first absolute novelty is the **involvement of two nations**, but the organisers have more surprises in store.

For the first time in a Ski World Cup race, **spectators will be able to see two-thirds of the descent**, including the border crossing, from the finish area. The first part of the race, which runs from the start between the arrivals of the two Plateau Rosa ski lifts to the Italian border, can be followed from the ski slope. In addition, a Public Viewing Zone in Testa Grigia is planned.

The different ticket categories for the 'Matterhorn Cervino Speed Opening' events will be sold in **advance online on a 'first come, first served'** basis. Based on the capacity of the lifts and of the finish area, the maximum number of spectators was limited to 6,000 per race.

The title identifies the event

The intro gives practical information on dates and outlines the event

The special features of the event are highlighted, to indicate which are the highlights and what not to miss. The information is precise and uncluttered.

Practical information on how to participate in the event is provided.



Clear and simple information is provided about the event, highlighting what makes it special and what makes it stand out.

Practical information cannot be lacking to enable everyone to participate:
The language is informed, simple and friendly.

Practical examples of tone of voice application - EVENT



VAN GOGH: AN ARTIST, A GENIUS, A MAN

If it is possible to trace the life of a man through what he has left for posterity, this is even more true if that man is Vincent Van Gogh.

An exhibition, perhaps the most eagerly awaited exhibition of the year, tells us about the life of the great painter from his works. Born in Holland on 30 March 1853, Vincent van Gogh was an artist of extreme sensitivity and a tormented life: famous are his fits of madness, his long stays in the psychiatric hospital of Saint Paul in Provence, the episode of the severed ear, as well as the epilogue of his life, which ended on 29 July 1890, at the age of only thirty-seven, by suicide with a pistol shot to the chest in the fields of Auvers.

From his passionate relationship with the dark landscapes of his youth, to his devoted study of the land and its workers, we find figures living in harsh conditions, such as sowers, potato gatherers, weavers, woodcutters, women intent on domestic tasks or fatigued from carrying sacks of coal or digging the ground – attitudes of awkward gentleness, expressive faces, with fatigue understood as their inescapable destiny.

The exhibition in Rome, through no less than 50 works from a prestigious museum, aims to show Van Gogh's greatness and intense relationship with truth.

The title does not identify the event

The intro does not give any practical information about the dates on which the event will be held.

The paragraph focuses on the author giving important information about him, but the language does not reflect the TOV: sentences are long and articulate, not straight to the point.

Again, the language does not reflect the TOV: sentences are long and articulate, not straight to the point.

No specific information is provided, so the user's perception is of high-level, non-precise and detailed information.



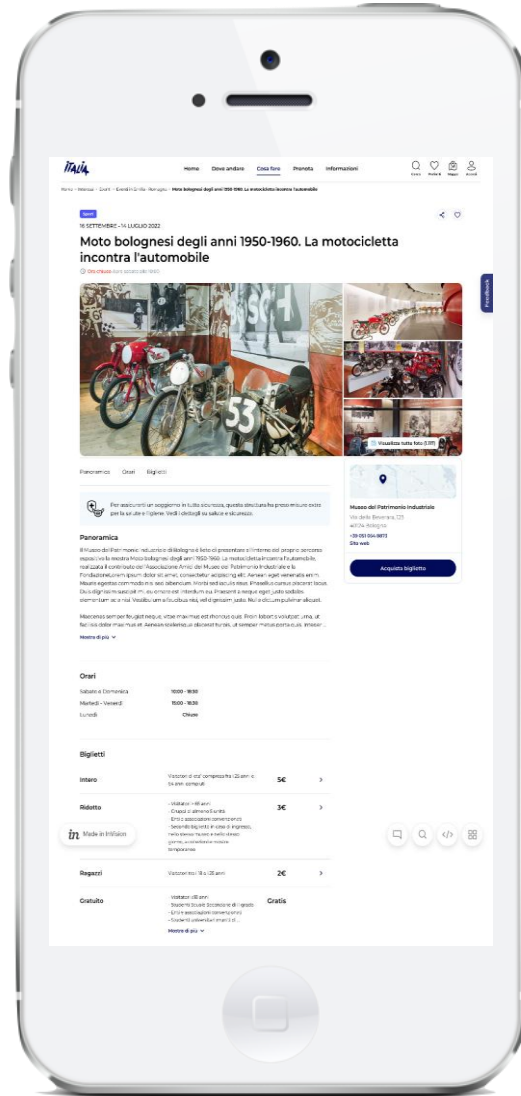
The information provided is not precise: it lacks the practical and fundamental clues to contextualise the event, such as the dates and location.

While practical information cannot be lacking, the language used also does not reflect the TOV: sentences are long and complex, not simple and direct.
In addition, there is no bold typeface, which is useful to simplify reading.

Managing Interlinking: EVENTS



EVENTS



- Insert a maximum of **4 links per 800 characters** (800 characters correspond to approximately 120-140 words)
- The links to be included should refer to relevant destinations, mentioned in the paragraph, for the user.
They may be linked, in order of priority:
 1. HUB page, if the city where the event is held has one
 2. Pages with content Article, if they exist and are relevant to the destination in question
 3. Pages with Destination content
- **Do not** insert links to **generic** category pages
- In event pages, the **link** to the **official event website** must be included;
- The recommended wording to use for external links is as follows:
 - for **tickets**: “For event information and ticket costs, [visit the official website](#)”
 - for **schedules**: “To find out more about the event’s schedule, [visit the official website](#)”

If the external link is not available in the same language version as the linking page (such as German or Spanish), the English version must be used. In case there is no English version, please link to the Italian version.

Content type – Events

API compilation guide



GENERAL	title <i>(mandatory field)</i>	7–15 words
	description <i>(mandatory field)</i>	Body of text - 200 to 400 words
	startDate <i>(mandatory field)</i>	Event start date YYYY-MM-DD
	endDate <i>(mandatory field)</i>	Event end date YYYY-MM-DD
	openingHours <i>(mandatory field)</i>	Event opening/closing times If there is no precise information, insert the following sentence <i>Find out the dates and times of the event on the official website xxx</i>
	price <i>(mandatory field)</i>	Costs and ticket info If there is no precise information, insert the following sentence: <i>For event information and ticket costs, visit the official website:</i>
MEDIA	media/image <i>(mandatory field)</i>	Image size: 2480x1000 (min 1 max 4 img) mediaURLstring indicates the audio/video url isExternalboolean indicates whether it is an audio/video from external sources. YouTube example mediaDescriptionstring indicates the description of the audio/video mediaCreditstring indicates audio/video credits mediaLicensestring Licence code for audio/video use mediaLicenseURLstring URL of the audio/video licence mediaTypestring indicates whether it is an Audio or Video mediaEndDatestring(\$date) Media validity date mediaTitlestring Media title
LINKED DESTINATION	linkedDestination <i>(mandatory field)</i>	Select the place/city where the event takes place. If not present in the CMS, create new destination
LIST OF SERVICE	listOfServices	In addition to a listOfservices in the swagger, there is also the + otherServices field, in which already on the list

AGENDA

1

Introduction to the Tourism Digital Hub

2

Content areas and types

3

Editorial Guidelines

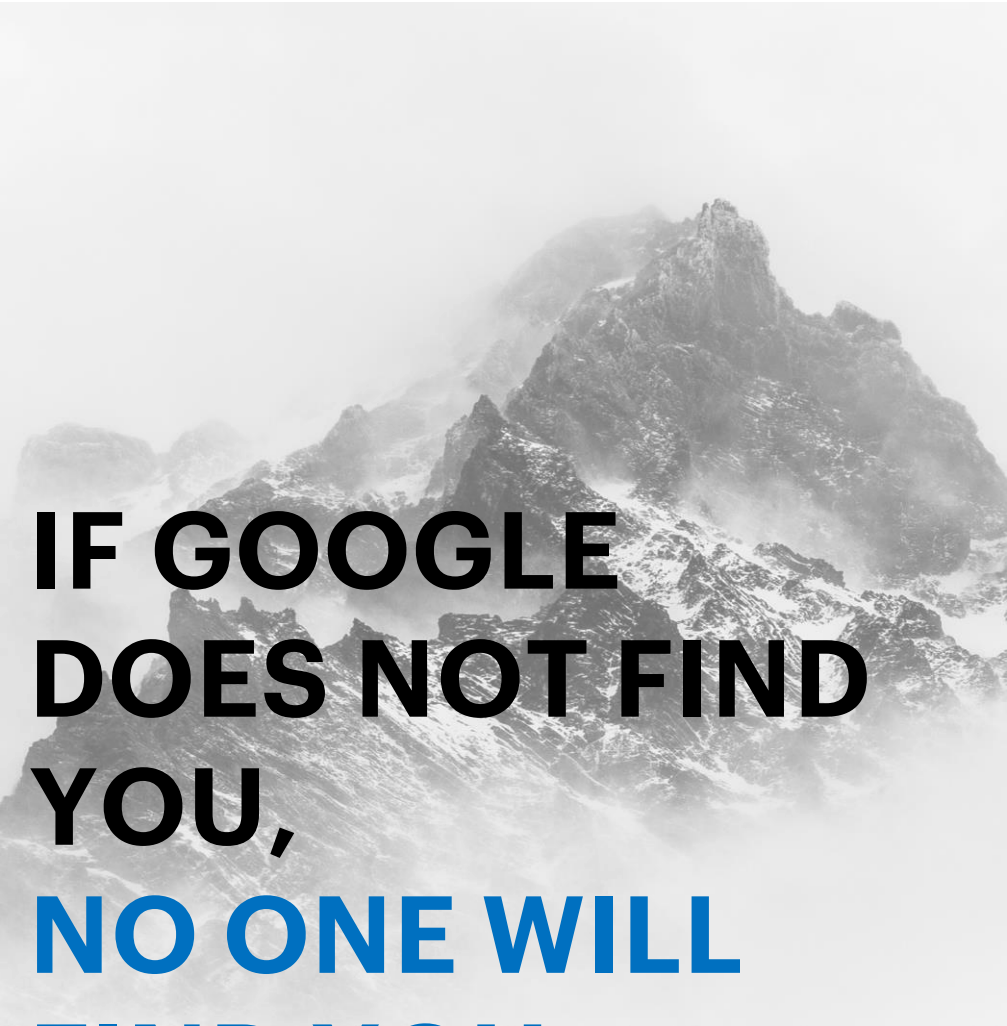
4

SEO Guidelines

5

Data transmission via TDH022

What is SEO for?



**IF GOOGLE
DOES NOT FIND
YOU,
NO ONE WILL
FIND YOU**

SEO is designed to **maximise** the **visibility** of a **website** on search engines, so it can be **positioned on the first page** for the **terms most searched for, in the tourism context**, by users.

What are the objectives of performing SEO?

- ✓ **Technical optimisation**
 - Making it possible to find, scan and index website pages
- ✓ **Search Intelligence**
 - Identifying the issues of greatest interest to users
 - Evaluating website performance
- ✓ **Semantic and editorial optimisation**
 - Define the topics to be covered in the editorial plan on the basis of users' interests. This step is crucial for producing quality content that can be rewarded by Google.

SEO section dedicated to publishing partners



SEO Guidelines
Publishing partners

The next slides are **dedicated to editorial partners** and aim to give operational (SEO) guidance on recommended optimisation to be used during content production, prior to data transmission via TDH022

On-page optimisation consists mainly of two areas:

- Optimising the **HTML code** and **structure** of a site.
- Optimising the **text** and **image content** of a site.

What are the main objectives of these activities?

Positioning for relevant keywords

By inserting keywords frequently searched for by users in our target group, we can convert our work into clicks and site visits.

Otherwise, our pages will not appear in the SERP of users who are searching for us.

Increase the 'Click-through-rate'

The Google results page provides users with a preview of our page.

Media House will optimise them from a technical and editorial point of view to invite the user to click on our page.

Keep users on the website

One of the metrics used by Google to define the quality of a page is the **user dwell time on the site**. If this value is high, it means that we have **content deemed useful or interesting** by the user. Otherwise, this metric will help Google exclude useless or problematic sites.

Generate relevant content

If a piece of content is of quality or high value to users, it will be **shared** by other **sites and/or social networks**, improving their ranking and attracting more traffic.

SEO: checklist to follow for text production

1.

Present the topic of the text into 2-3 target keywords

Present the topic of the text into **2-3 main target keywords** that correspond to the **potential search intentions** that the copy produced might intercept (free tools to use are recommended in the next slides)

2.

Insert target keywords in the text

Enter the **target keyword** considered to be the main one in the **title of the article** and the other **keywords** in the first paragraph, in **bold**.
The **Media House will finalise and revise the SEO optimisation** of the text.

3.

DO NOT propose content copied and/or duplicated from third-party sites or other online sources

Duplicate/copied content can cause **penalisation by Google**.
Not submitting texts with these characteristics to the Media House is recommended.
The Media House will carry out checks on the freshness and originality of the texts received.

SEO How to use keywords within the content



HOW TO OPTIMISE CONTENT

- Choose the main keyword and secondary keywords related to the content topic and place them within the text and headlines in a natural way within the discourse.
- The main title must effectively describe the content of the page.
- The main title of the content must contain the main keyword for which you want to position the page in search engines.
- Subdivide the text into paragraphs and insert secondary keywords where possible within the paragraph headings.

DO NOT DO



Avoid keyword stuffing, i.e. the practice of numerous repeating a target keyword throughout the text to make it seem relevant.

Main Title with **KEYWORD1**

Lorem ipsum dolor sit amet, **KEYWORD1** consectetur adipiscing elit. Praesent sed nisi ipsum. Suspendisse condimentum malesuada lacus, ut consectetur eros fringilla sed. Etiam posuere mi in tellus blandit ultricies. Nothing is easy. Curabitur efficitur dictum dui, eu elementum nibh consequat non. Vivamus **KEYWORD1** scelerisque erat at elit feugiat interdum. Sed interdum [link](#) met pharetra facilisis. Morbi blandit tempus lorem a hendrerit. In condimentum in quam vel egestas. Cras tincidunt iaculis lorem a vehicula. Sed nec neque sem. Nulla **KEYWORD1** convallis sed ante vitae porta.



Subtitle with **KEYWORD2**

Nulla eget auctor eros. Nunc **KEYWORD2** molestie eleifend eros vel cursus. Duis quis risus mi. Quisque varius vulputate lobortis. Sed efficitur eros leo, non interdum purus semper eu. Sed sit amet quam eget sapien porttitor tincidunt eget at est. Cras quis sapien quam. Sed **KEYWORD2** sed ultricies diam, ut feugiat felis. Fusce dignissim elit id tellus viverra, a posuere eros ornare. Vestibulum condimentum est sed **KEYWORD1** sollicitudin commodo. Fusce id mauris turpis.

Subtitle with **KEYWORD3**

Nulla eget **KEYWORD3** auctor eros. Nunc molestie eleifend eros vel cursus. Duis quis risus mi. Quisque varius vulputate lobortis. Sed efficitur eros leo, non interdum purus semper eu. Sed sit amet quam eget sapien **KEYWORD1** porttitor tincidunt eget at est. Cras quis [link](#). Sed sed ultricies diam, ut feugiat felis. Fusce dignissim elit id tellus viverra, a posuere eros ornare. Vestibulum condimentum est sed **KEYWORD1** sollicitudin commodo. Fusce id mauris turpis.



SEO Recommended free tools for keyword selection



Google Trends Explore

● milano
Search term

Google Trends shows the popularity of a topic over time and can be used to understand the time of peak interest and related searches

Link to the tool:
<https://trends.google.it/>

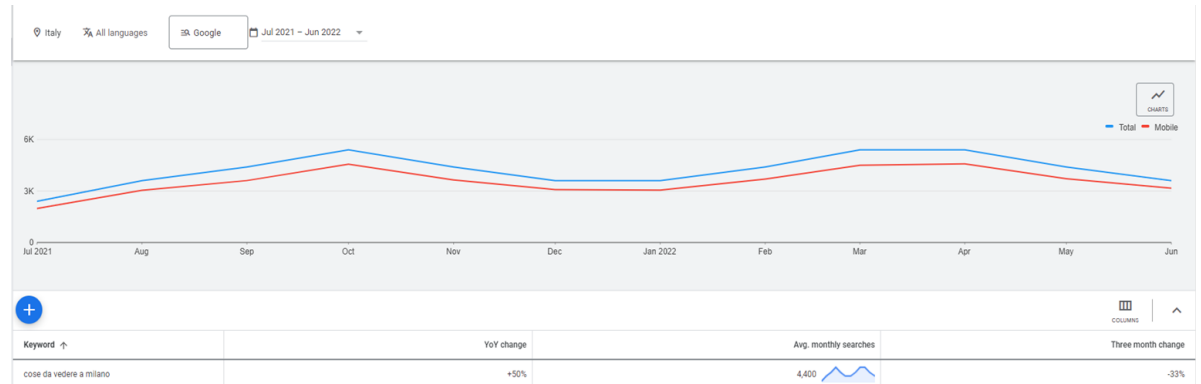
Interest over time ?



Google Keyword planner shows average monthly search volumes and new related keywords.

(usable with activation of a free Google ads account)

Link to the tool: https://ads.google.com/intl/it_it/home/tools/keyword-planner/



AGENDA

1

Introduction to the Tourism Digital Hub

2

Content areas and types

3

Editorial Guidelines

4

SEO Guidelines

5

Data transmission via TDH022

Key Role of Partners and Regions

The Project Partners and the Regions, with their knowledge of the territory, key attractions, historical and cultural peculiarities, and the local population have a key role in this plan, they will be one of the main sources of content to meet the needs of the identified targets.

EDITORIAL COLLABORATION



The contribution from Partners and Regions will play an important role in **producing articles** that will expand the content already present on **Italia.it**, delving **deeper into the characteristics that make our territory unique**.



GUIDELINES

To develop a coordinated image of the Italy Brand and optimise the contribution of each partner, the **editorial group Media House** provides **content templates and editorial guidelines** that each article produced must follow, such as topics to be covered, Tone Of Voice, length of texts, quantity and quality of images and templates to be used.

OPEN API TDH022



Articles in the **websites of individual regions and partners** will be **automatically injected** by a third party in the GTW API, integrated with AEM. The exchange of materials will thus be made possible thanks to this new function, creating a continuously updated ecosystem.

Data and content transmission via the TDH022



Registration

1

The user, responsible for a particular Region or Partner, registers on the API Catalogue on TDH and subscribes to the APIs of interest



Authentication

2

The user authenticates via certificates to make the API call



API call

3

The user values, by means of an API call*, the fields of the swagger (indicated in the previous slides - template) used for the transmission of data/content from the regions or partners to the TDH



Data Reception and Content

4

The TDH receives data/content transmitted by the regions or partners



Upload to CMS

5

The data/content received from the regions and partners is uploaded to CMS. The content will then be moderated and published by the Media House.



**More details in technical documents
An attendant will be available to handle requests for assistance.*

Partner Content Sharing Process

The main way of sharing through **TDH022** is by drafting editorial content ***created ad hoc*** for Italia.it ***and sent electronically***

Sending published content

Sharing editorial content ***already published*** on the Partner's website, for which ***curation*** will be provided by the Media House.

Since this method increases review time, priority will be given to the publication of content drafted ad hoc for Italia.it.

Ad hoc content drafting

Sharing editorial content ***drafted ad hoc*** in line with the editorial plan of Italia.it, for which no curation will be carried out by the Media House. This method allows partners to gain greater visibility by sharing content on Italia.it social media channels



REMEMBER!

- Content **sharing** must be done **via API** (TDH interoperability protocol).
- Content to be published will be **selected** based on the **themes** set out in the monthly editorial plans to ensure it's coherent and organic, with precedence given to content drafted *ad hoc*;
- **External links** should be used **sparingly**: to specific pages such as event registration, which are essential to access a service.
- **Content** must be submitted exclusively in **Italian**.
- For both content that is drafted ad hoc and already published, the words **'Powered by'** and the Partner logo must be inserted
- Content created for Italia.it will also be visible on the **Mobile App**

Displaying Partner logos

For all template types (*destination – article – itinerary – event*), it will be possible to insert the words **Powered by** with the **logo**

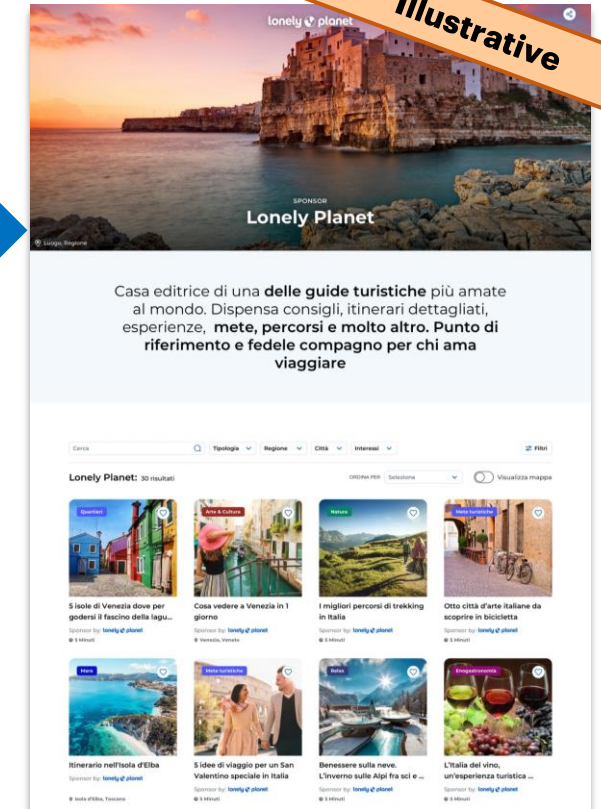
Aperto ora Chiude alle 21.15

Sponsor by: 

Technical Requirements

- Logo dimensions: **120*40** - **SVG** format
- Sharing the logo in digital format, both positive and negative

By clicking on the Partner's logo, the user will be redirected to a **dedicated partner page**, featuring all content compiled in cooperation with the Partner.



Partner Page



Thank you



Finanziato
dall'Unione europea
NextGenerationEU



MINISTERO
DEL TURISMO
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