

PIANO NAZIONALE DI RIPRESA E RESILIENZA

Missione 1 - Componente 1 - Asse 1

Sub-Investimento 1.4.2 "Citizen inclusion – miglioramento dell'accessibilità dei servizi pubblici digitali"

PNRR

Missione 1 – Componente 1 – Asse 1

Investimento PNRR

Sub-Investimento 1.4.2 "Citizen inclusion – miglioramento

dell'accessibilità dei servizi pubblici digitali"



CUP	D54F23002080006
Progetto	"CMGE INCLUSION" – Città Metropolitana di Genova
Attività	A4 - Riduzione delle tipologie di errore di accessibilità del servizio istanze online "PRATICO"
Sub-attività	A4.1 Valutazione delle tipologie di errore di accessibilità
Codice deliverable	D.4.1.1
Titolo deliverable	Verifica tecnica di accessibilità ex ante del servizio on line PRATICO
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Data	<i>09/01/2024</i>

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1 Introduzione

Il presente documento illustra i risultati della verifica tecnica di accessibilità ex ante del servizio on line “PRATICO”, oggetto del finanziamento del progetto “CMGE INCLUSION”.

Tale verifica ha la finalità di individuare, per tale servizio, tutte le tipologie di errori di accessibilità prendendo a riferimento i criteri di successo A e AA delle Web Content Accessibility Guidelines WCAG 2.1 (<https://www.w3.org/Translations/WCAG21-it/>).

2 Il portale “PRATICO”

Pratico è il servizio che consente la gestione via internet dei principali processi di autorizzazione della Città Metropolitana di Genova.

Con l’utilizzo di questo servizio, cittadini, professionisti ed imprese possono ricevere informazioni sui procedimenti di competenza metropolitana, scaricare i moduli, conoscere le normative, presentare le istanze online e monitorarne lo stato di avanzamento, dal momento in cui entra nel sistema fino a quando l'autorizzazione, concessione o parere viene completato ed erogato.

Pratico svolge le funzioni primarie di:

- semplificare al massimo i rapporti tra l'ente ed i cittadini, professionisti ed imprese;
- migliorare le interfacce di comunicazione;
- rendere trasparenti le diverse fasi di procedimenti anche complessi.

L’accesso al portale avviene attraverso il seguente URL: <https://pratico.cittametropolitana.genova.it/>

L’intervento PNRR 1.4.2 per la riduzione degli errori prende in considerazione esclusivamente le pagine del servizio successive al pulsante di login, sino alla fine del servizio.

Il portale gestisce più di 60 procedimenti che ricoprono le aree di competenza dell’Ente: Ambiente, Mobilità, Territorio, ecc.). La modalità di presentazione delle istanze è analoga per tutte le tipologie di procedimento e cambia solo per il numero di informazioni richieste. La differenza, ovviamente, si presenta nella gestione di back office delle istanze presentate.

Per tale ragione si è scelto un procedimento a campione e si è effettuata una simulazione di presentazione istanza da parte di un cittadino.

Dall’homepage del portale

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The screenshot shows the PRATICO portal homepage. At the top, there is a header with the City of Genoa logo, the title "PRATICO", and the subtitle "Procedimenti e Istanze Online". Below the header is a colorful illustration of a city skyline. The main content area is divided into two columns. The left column features a section titled "Pratico: procedimenti e istanze online di CMGE" with a sub-image of a spiral notebook and a paragraph explaining the portal's purpose. The right column contains a "Menù principale" (Main Menu) with links to "Uso del Portale", "Le mie Istanze", "Ricerca Procedimenti", "Tempi medi procedimentali", and "Sito Istituzionale". Below the menu is a section titled "I Procedimenti" with links to "Ambiente", "Mobilità", "Territorio", and "Accesso agli atti". At the bottom right, there is a "Ricerca per Tipologia" (Search by Type) section with links to "Autorizzazioni e Concessioni", "SCIA", "Pareri", and "Esami".

PRATICO
Procedimenti e Istanze Online

Home Martedì, 09 Gennaio 2024 22:45

Pratico: procedimenti e istanze online di CMGE

PRATICO ha le funzioni primarie di semplificare al massimo i rapporti tra l'Amministrazione ed i cittadini, professionisti ed imprese; migliorare le interfacce di comunicazione; rendere trasparenti le diverse fasi di procedimenti anche complessi.

Il modello organizzativo adottato è stato studiato sulla base della rilevazione di tutti i procedimenti amministrativi esistenti all'interno della Città Metropolitana e la forte collaborazione tra tecnici, funzionari e dirigenti coinvolti.

Per realizzare questo modo di lavorare l'Amministrazione ha riorganizzato completamente il lavoro degli uffici, informatizzando tutti i procedimenti. Ed è proprio dall'informatizzazione che derivano enormi vantaggi ai cittadini che - da oggi - potranno presentare le istanze online, verificare su internet lo stato di avanzamento della propria pratica/istanza, dal momento in cui entra in PRATICO fino a quando l'autorizzazione, concessione o parere viene completato ed erogato. Inoltre l'Amministrazione ha uniformato la modulistica, rendendola tutta in formato elettronico e scaricabile dal sito.

Da questo portale cittadini, professionisti ed imprese potranno ricevere informazioni sui procedimenti di competenza dell'Ente, scaricare i moduli, conoscere le normative, presentare online le istanze e monitorare le proprie pratiche. Il tutto in piena trasparenza, in sicurezza e senza costi aggiuntivi.

Buona navigazione!

[Leggi tutto](#)

Menù principale

- Uso del Portale
- Le mie Istanze
- Ricerca Procedimenti
- Tempi medi procedimentali
- Sito Istituzionale

I Procedimenti

- Ambiente
- Mobilità
- Territorio
- Accesso agli atti

Ricerca per Tipologia

- Autorizzazioni e Concessioni
- SCIA
- Pareri
- Esami

Selezionando il link **"Ricerca Procedimenti"** nel **Menù principale** della pagina, si è effettuata la ricerca del procedimento **"RICHIESTA DI ACCESSO CIVICO"**. Accedendo a tale procedimento si visualizza una scheda informativa con tutte le indicazioni utili per effettuare l'accesso civico a documenti della Città Metropolitana di Genova.

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The screenshot shows the PRATICO portal homepage for the Municipality of Genoa. The header features the portal's name 'PRATICO' and the subtitle 'Procedimenti e Istanze Online'. Below the header is a navigation bar with a 'Home' link and a timestamp 'Martedì, 09 Gennaio 2024 22:53'. The main content area is divided into two columns. The left column contains a section titled 'PRATICHE ONLINE - moduli attivabili' with a link to 'ISTANZA ONLINE [URP.01]: Modulo per la richiesta di Accesso civico'. Below this is a section titled 'Richiesta di Accesso civico' with a 'Codice procedimento' of 'URP.01'. The right column contains a 'Menù principale' with links to 'Uso del Portale', 'Le mie Istanze', 'Ricerca Procedimenti', 'Tempi medi procedimentali', and 'Sito istituzionale'. Below the menu is a section titled 'I Procedimenti' with links to 'Ambiente', 'Mobilità', 'Territorio', and 'Accesso agli atti'. At the bottom right is a section titled 'Ricerca per Tipologia' with links to 'Autorizzazioni e Concessioni', 'SCIA', 'Pareri', 'Esami', and 'Altri Procedimenti'. The footer includes a link to 'Amministrazione Trasparente' and a small graphic of the Italian flag.

La presentazione dell’istanza avviene accedendo alla sezione “**moduli attivabili**” ad inizio pagina e cliccando sul link presente all’interno del box (nel nostro caso “**ISTANZA ONLINE [URP.01]: Modulo per la richiesta di Accesso civico**”).

Nel momento che clicca su questo link, si viene indirizzati alla pagina di login, per effettuare l’accesso da parte del richiedente.

3 Utilizzo del servizio on line: Presentazione dell’istanza

In questa sezione sono illustrate, in ordine cronologico, le pagine web proposte dal servizio on line che sono oggetto di verifica delle tipologie di errore di accessibilità

3.1 Pagina: SPID/CIE landing page

Dopo aver fatto l’accesso con SPID o CIE e dopo che l’Identity Provider restituisce al portale PRATICO le informazioni di accesso del richiedente che sta effettuando il login, viene presentata una pagina web di riepilogo informazioni che l’utente deve confermare cliccando sul bottone “**CONFERMA**”

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Login Page

Login

 Città Metropolitana di Genova
Accesso ai servizi

Sito istituzionale Info su SPID

Conferma Dati Anagrafici

Cognome

Nome

Codice Fiscale

Indirizzo Mail

Telefono

Indirizzo Residenza

CAP Residenza

Provincia Residenza

Comune Residenza

Conferma

3.2 Pagina: Form di compilazione istanza

Dopo aver confermato i dati personali che vengono inviati al portale PRATICO, viene proposto, all’utente, il form principale dell’istanza dove inserire le informazioni richieste per attivare la pratica.

Sono richieste informazioni anagrafiche del richiedente (nel caso di istanza richiesta per terzi, sono richieste ulteriori informazioni relative al beneficiario persona fisica o persona giuridica) e le informazioni specifiche per la richiesta di Accesso Civico.

Al termine della compilazione è necessario cliccare sul bottone “**Salva**” e successivamente sul bottone “**Attiva Pratica**”.

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Città Metropolitana di Genova

Modulo Standard Escal

Richiesta di Accesso civico

Completare l'anagrafica del Richiedente

La Città metropolitana tratta i Suoi dati personali, quali raccolti con il presente modulo, nel pieno rispetto del Regolamento UE 2016/679 e della normativa nazionale di protezione, al solo scopo e per il solo tempo necessari al perseguimento delle proprie finalità istituzionali. In particolare, per istruire il procedimento amministrativo avviato con la Sua istanza ed adottare il provvedimento conclusivo. Non è richiesto il Suo consenso al trattamento dei dati, in quanto esso è necessario per l'esecuzione di un compito di interesse pubblico o connesso all'esercizio di pubblici poteri di cui è investita la Città metropolitana.

I Suoi dati personali saranno comunicati ad altre pubbliche amministrazioni o saranno diffusi mediante pubblicazione, solamente ove sia espressamente previsto da una norma di legge. Conserveremo i Suoi dati per il tempo necessario al perseguimento delle finalità istituzionali, nel rispetto della normativa in tema di documentazione amministrativa.

Maggiori e dettagliate informazioni possono essere reperite sul sito web istituzionale, alla pagina raggiungibile all'indirizzo: [privacy policy](#)

DATI DEL RICHIEDENTE

Cognome *

Nome *

Codice Fiscale *

Sesso *

Cittadinanza *

NASCITA

Data di nascita *

GG/MM/AAAA

Stato *

Se stato o ITALIA

Provincia

Comune

Se stato o ITALIA

Luogo

(se cittadino non UE)

Estremi del documento di soggiorno

SCARICA

Rilasciato da

il

GG/MM/AAAA

scadenza

GG/MM/AAAA

RESIDENZA

Via / Piazza *

Indirizzo *

Civico n. *

Inserire un valore numerico. Eventuali lettere inserite nell'indirizzo

Interno

Stato *

Se stato o ITALIA

Provincia

Comune

Cap

Se stato o ITALIA

Luogo

Altre info

Email *

Telefono fisso

PEC (posta elettronica certificata)

Cellulare

Richiesta di Accesso civico

Considerata l'urgenza pubblicazione, ovvero la pubblicazione parziale, del originale documentoinformazionale che, in base alla normativa vigente, deve essere pubblicato nella sezione Amministrazione trasparente della Città Metropolitana di Genova

Richiesta documento XXX

Specificare il documentoinformazionale di cui è stata emessa la pubblicazione obbligatoria

CHEDE

ai sensi e per gli effetti dell'articolo 3 comma 1 del D.Lgs. n. 33/2013 s.m.i., la pubblicazione di quanto indicato e la comunicazione analita costituiscono l'avvicinata pubblicazione, indicando il collegamento ipertestuale al documentoinformazionale oggetto dell'istanza

DICHARA

di voler ricevere le comunicazioni conseguenti a tale richiesta con la seguente modalità

☒ digitale al seguente indirizzo di posta elettronica

☐ cartaceo all'indirizzo di seguito indicato

Selezionare la richiesta desiderata

Ra_res@atnve.it

Inviare l'indirizzo di posta o di posta elettronica al quale si chiede venga inviata il ricorso alla presente istanza

Selezionando la presente il richiedente Dichiara di aver preso visione dell'informazione sul trattamento dei dati personali ai sensi dell'articolo 13 del Regolamento UE 2016/679 – GDPR

Allegati

Selezionare la documentazione a supporto della richiesta

Salvo Altra scelta

Loggia Voto il servizio

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3.3 Pagina: Ricevuta della pratica inviata

L'attivazione della pratica consente al sistema di eseguire una serie di operazioni: protocollazione dell'istanza inviata e creazione di una nuova pratica nel sistema di back office di PRATICO. Tali operazioni vengono confermate all'utente richiedente attraverso una pagina web con i dati di sintesi. Da tale pagina è anche possibile scaricare un PDF con le stesse informazioni.



Città Metropolitana di Genova

Operazione conclusa con successo!
Attivata la pratica numero 1188 / 2023
Protocollo numero 15 / 2023

Profilo UtenteEsci

Richiesta di Accesso civico

Dati identificativi della pratica

Numero Pratica	1188 / 2023
Protocollo	15 / 2023
Scadenza	27/01/2024
Stato corrente	AVVIO
Ricevuta	
Modello compilato	link (si apre in un'altra finestra)

Iter della pratica

28/12/2023 - AVVIO

Elenco PraticheEsci

LegendaVota il servizio!

3.4 Pagina: Elenco pratiche

Dalla pagina precedente, è possibile cliccare sul bottone **"Elenco Pratiche"**, per accedere ad una pagina web con il riassunto delle pratiche che sono ancora in bozza e quelle inviate.

Per ogni pratica inviata è presente lo stato in cui si trova ed un link per scaricare la ricevuta di presentazione.

A questa pagina di riepilogo si può anche accedere attraverso il link **"Le mie Istanze"** del **Menù principale** dell'homepage di PRATICO, dopo aver effettuato il login attraverso SPID/CIE.

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Città Metropolitana di Genova

Profilo Utente

Esci

Elenco Pratiche da Attivare

Pratica	Data Modifica
PROCEDIMENTO TEST - ISTANZE ONLINE	20/07/2021
Autorizzazione per passi carrabili	27/12/2023
Richiesta di Accesso civico	27/12/2023

Indietro

Avanti

Elenco Pratiche Attivate

Pratica	Data Attivazione	Numero / Anno	Protocollo	Stato	
Richiesta di Accesso civico	28/12/2023	1188 / 2023	15 / 2023	AVVIO	
Richiesta di Accesso ai Documenti Amministrativi	10/11/2023	1043 / 2023	63866 / 2023	PRATICA CHIUSA CON ESITO POSITIVO	
PROCEDIMENTO TEST - L241 - SILENZIO ASSENSO	27/12/2021	105 / 2021		PRATICA CHIUSA CON ESITO POSITIVO	
Prova pratica LR10 (Flavio) dopo modifiche del 24/12	27/12/2021	104 / 2021		PRATICA CHIUSA CON ESITO NEGATIVO	
Prova pratica 29quater (Flavio) dopo modifiche del 24/12	27/12/2021	103 / 2021		PRATICA CHIUSA CON ESITO POSITIVO	
Prova di Flavio	22/12/2021	95 / 2021		REGOLARIZZAZIONE PRATICA	
Pratica di test presentata online	19/12/2021	88 / 2021	1235 / 2021	PRATICA CHIUSA NO RISPOSTA	
PROCEDIMENTO TEST - ISTANZE ONLINE	17/12/2021	87 / 2021	45 / 2021	ISTRUTTORIA	
PROCEDIMENTO TEST - L241 - SILENZIO ASSENSO	12/12/2021	86 / 2021		PRATICA CHIUSA CON ESITO POSITIVO	
PROCEDIMENTO TEST - L241 - SILENZIO ASSENSO	16/12/2021	85 / 2021		PRATICA CHIUSA CON ESITO POSITIVO	

Indietro

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Avanti

Legenda

Vota il servizio!

4 Verifica tecnica dell'accessibilità

Per la verifica tecnica dell'accessibilità delle pagine web precedentemente illustrate, è stata utilizzata l'estensione per Google Chrome: **MAUVE++**. Tale estensione effettua una scansione dell'intera pagina verificando la conformità ai criteri di successo "A" e "AA" delle linee guida **WCAG 2.1**.

Il risultato della scansione di ciascuna pagina è riassunto in un report di dettaglio che elenca, per ciascun dei quattro principi di accessibilità (percepibile, utilizzabile, comprensibile e robusto) le tipologie di Errori/Warning relativi ai criteri di successo, con il numero di occorrenze incontrate nella pagina.

Per la finalità di progetto, prendiamo in considerazione solo gli Errori. Di seguito sono elencate, in sintesi, le tipologie di errori riscontrate per l'intero servizio on line di PRATICO. Si rimanda, per il dettaglio di ciascuna pagina, ai report allegati.

I PDF sono valutati con lo strumento **Accessibilità di ADOBE Acrobat Pro**.

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4.1 Tipologie di errori di accessibilità per le pagine web

Si riportano le tipologie di errore, suddivise in base ai quattro principi dell'accessibilità

Principio 1: Percepibile		
<i>Le informazioni e i componenti dell'interfaccia utente devono essere percepibili da tutti gli utenti.</i>		
1.1 Alternative Testuali		
1.1.1 Contenuti non testuali	A	- Tech ARIA6 - Using aria-label to provide labels for objects - Tech H44 - Using label elements to associate text labels with form controls.
1.3 Adattabile		
1.3.1 Informazioni e correlazioni	A	- Tech H44 - Using label elements to associate text labels with form controls. - Tech ARIA16 - Using aria-labelledby to provide a name for user interface controls - Tech H42 - Using h1-h6 to identify headings - Tech H63 - Using the scope attribute to associate header cells and data cells in data tables - Tech G140 - Separating information and structure from presentation to enable different presentations
1.3.5 Identificare lo scopo degli input	AA	Tech H98 - Identify the purpose of inputs using the autocomplete value
1.4 Distinguibile		
1.4.1 Uso del colore	A	Tech F73 - Failure of Success Criterion 1.4.1 due to creating links that are not visually evident without color vision
1.4.3 Contrasto (minimo)	AA	Tech G18 - Ensuring that a contrast ratio of at least 4.5:1 exists between text [and images of text] and background behind the text
1.4.5 Immagini di testo	A	Tech G140 - Separating information and structure from presentation to enable different presentations
1.4.10 Ricalcolo del flusso	AA	Tech C38 - Using CSS width, max-width and flexbox to fit labels and inputs
1.4.11 Contrasto in contenuti non testuali	AA	- Tech F78 - Using an author-supplied, highly visible focus indicator - Tech G195 - Using an author-supplied, highly visible focus indicator

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Principio 2: Utilizzabile <i>Gli utenti devono essere in grado di navigare nel sito e di utilizzare l'interfaccia.</i>		
2.4 Navigabile		
2.4.4 Scopo del collegamento (nel contesto)	A	Tech H30 - Providing link text that describes the purpose of a link for anchor elements
2.4.7 Focus visibile	AA	- Tech F78 - 2.4.7 - Using an author-supplied, highly visible focus indicator - Tech G195-2.4.7 - Using an author-supplied, highly visible focus indicator

Principio 3: Comprensibile <i>Il sito deve essere leggibile e comprensibile, con un'esperienza utente prevedibile.</i>		
3.1 Leggibile		
3.1.1 Lingua della pagina	A	Tech H57 - Using language attributes on the html element
3.2 Prevedibile		
3.2.2 All'input	A	- Tech H32 - Providing submit buttons - Tech H44 - Using label elements to associate text labels with form controls.

Principio 4: Robusto <i>I contenuti devono essere compatibili con le tecnologie assistive e abbastanza solidi da rimanere accessibili nel corso del tempo.</i>		
4.1 Compatibile		
4.1.2	A	- Tech ARIA16 - Using aria-labelledby by to provide a name for user interface controls - Tech H44 - Using label elements to associate text labels with form controls.

4.2 Tipologie di errori di accessibilità per i PDF

Si riporta, di seguito, il report prodotto automaticamente da ADOBE Acrobat Pro per il file "Ricevuta.pdf" prodotto dal sistema PRATICO.

Report di dettaglio		
Documento		
Nome regola	Stato	Descrizione
Ordine di lettura logico	Richiede una verifica manuale	La struttura del documento offre un ordine di lettura logico
Titolo	Non riuscito	Il titolo del documento compare nella barra del titolo
Contrasto colore	Richiede una verifica manuale	Il documento presenta contrasto colore appropriato
Contenuto delle pagine		
Nome regola	Stato	Descrizione
Contenuto con tag	Non riuscito	Tutti i contenuti della pagina dispongono di tag
Annotazioni con tag	Non riuscito	Tutte le annotazioni dispongono di tag
Ordine di tabulazione	Non riuscito	L'ordine di tabulazione è coerente con l'ordine della struttura
Testo alternativo		
Nome regola	Stato	Descrizione
Testo alternativo per altri elementi	Non riuscito	Altri elementi che richiedono testo alternativo
Tabelle		
Nome regola	Stato	Descrizione
Intestazioni	Non riuscito	Le tabelle devono avere delle intestazioni

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5 ALLEGATO: Report di dettaglio pagina “SPID/CIE landing page”



ACCESSIBILITY EVALUATION REPORT



GLOSSARY

GUIDELINE SET: set composed of one or more guidelines.

GUIDELINE: it expresses general concepts about the accessibility of Web pages and it is composed of one or more criteria (for example, "Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language").

CRITERION: it specializes concepts from a guideline, focusing on a particular aspect of the Web pages and it is composed of one or more checkpoints, (for example, "All non-text content that is presented to the user has a text alternative that serves the equivalent purpose").

CHECKPOINT: consists of one or more checks and expresses concretely the requirements that must be met by one or more components of a Web page (tags, attributes, CSS properties etc.), such as "Accessibility issue, due to omitting the alt attribute on img elements, area elements, and input elements of type image".

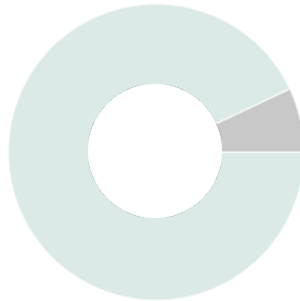


EVALUATION OVERVIEW

BASE URL	https://pratico.cittametropolitana.genova.it/sso/restrict/spidlanding.jsp?profile=sportelloweb&landing=https://pratico.cittametropolitana.genova.it/sportelloweb/istanze/crea?idProcModu=131
CRAWLING PARAMETERS	
Number of pages	1
Depth	1
NUMBER OF EVALUATED WEB PAGES	1
EVALUATION DATE	Dec 27, 2023
MAUVE++ ACCESSIBILITY PERCENTAGE	93%
EVALUATION TIME	2:08

The MAUVE++ accessibility percentage is a measure which indicates how much the website is accessible in terms of the number of checkpoints successfully evaluated over the total number of evaluated checkpoints for which the tool has been able to make a validation. Such a measure is computed over the total of the evaluated web pages.

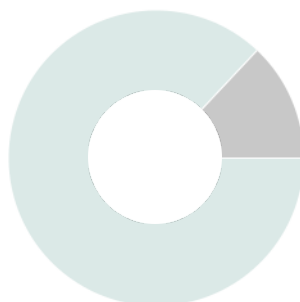
93%



MAUVE++ EVALUATION COMPLETENESS

The MAUVE++ evaluation completeness is a measure which indicates the percentage of evaluated checkpoints for which the tool has been able to make a validation. Such a measure is computed over the total of the evaluated web pages.

87%





EVALUATION OVERVIEW

TOTAL ERRORS

We compute the number of erroneous checkpoints for all the evaluated web pages, the total number of occurrences, and the average number of errors' occurrences per page.

9

TOTAL CHECKPOINT TYPES WITH RESULT "ERROR"

34

TOTAL ERROR OCCURENCIES FOUND

34

AVERAGE ERROR OCCURENCIES PER PAGE

TOTAL WARNINGS

We compute the number of warning checkpoints for all the evaluated web pages, the total number of occurrences, and the average number of warnings' occurrences per page.

5

TOTAL CHECKPOINT TYPES WITH RESULT "WARNING"

47

TOTAL WARNINGS OCCURENCIES FOUND

47

AVERAGE WARNING OCCURENCIES PER PAGE



EVALUATION OVERVIEW

MOST ERRONEUS PAGES

We compute a rank of the most erroneous pages of the website, according to the occurrences of errors found in each evaluated page.

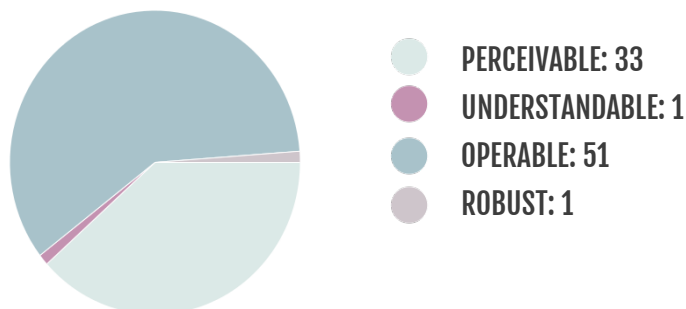
1. <https://pratico.cittametropolitana.genova.it/sso/restrict/spidlanding.jsp?profile=>



PAGES EVALUATION

PAGE URL: <https://pratico.cittametropolitana.genova.it/sso/restrict/spidlanding.js>

ERRORS GROUPED BY PRINCIPLES



E/W	Errors	No. of occurrences
PERCEIVABLE		
E	SC 1.4.11 - Tech F78 Using an author-supplied, highly visible focus indicator	2
E	SC 1.3.5 - Tech H98 Identify the purpose of inputs using the autocomplete value	9
E	SC 1.1.1 - Tech ARIA6 Using aria-label to provide labels for objects	3
E	SC 1.3.1 - Tech H42 Using h1-h6 to identify headings	1
E	SC 1.4.11 - Tech G195 Using an author-supplied, highly visible focus indicator	2
E	SC 1.4.10 - Tech C38 Using CSS width, max-width and flexbox to fit labels and inputs	10
W	SC 1.3.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	5
W	SC 1.4.4 - 1.4.5 - Tech C12-13-14 Using percent, em units or named font sizes	1
UNDERSTANDABLE		



PAGES EVALUATION

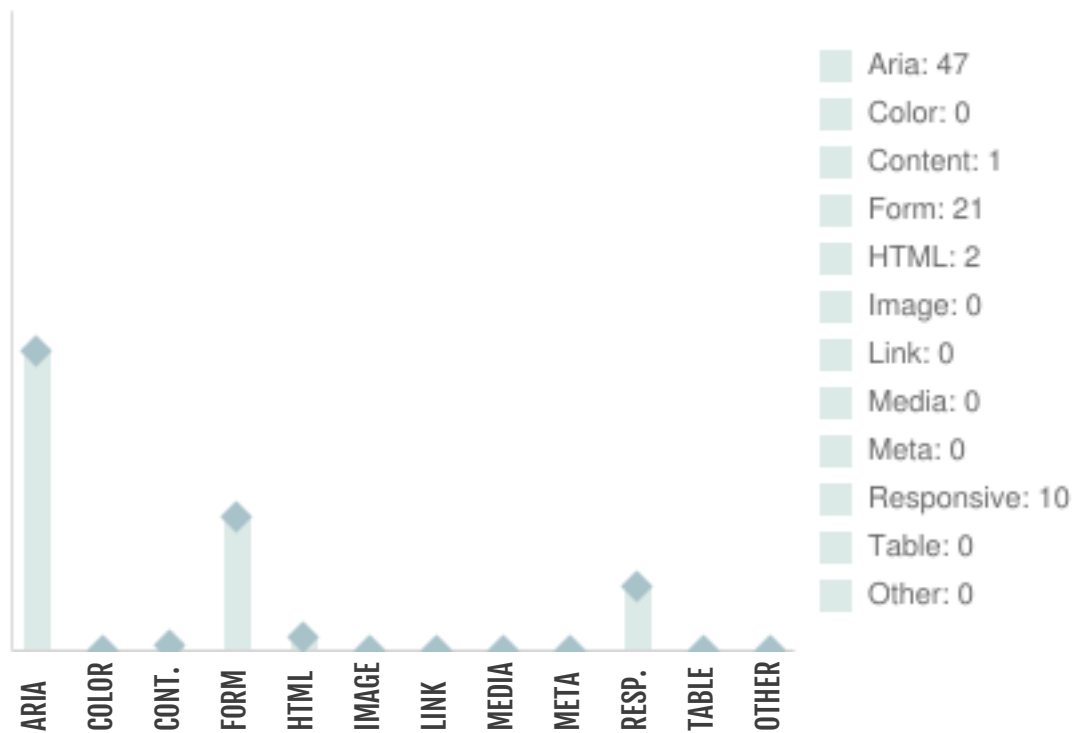
E/W	Errors	No. of occurrences
E	SC 3.1.1 - Tech H57 Using language attributes on the html element	1
OPERABLE		
E	SC 2.4.7 - Tech F78-2.4.7 Using an author-supplied, highly visible focus indicator	3
E	SC 2.4.7 - Tech G195-2.4.7 Using an author-supplied, highly visible focus indicator	3
W	SC 2.5.3 - Tech F96 If on the page are present the tags aria-label or aria-labelledby, check that their content matches the visible name.	38
W	SC 2.4.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	5
W	SC 2.5.2 - Tech F101 Failure of Success Criterion 2.5.2 due to activating a control on the down-event	2
ROBUST		
W	SC 4.1.3 - Tech G199 Use role=status attribute in order to notify the Assistive Technologies that the submission was successful	1



PAGES EVALUATION

PAGE URL: <https://pratico.cittametropolitana.genova.it/sso/restrict/spidlanding.js>

ERRORS GROUPED BY CATEGORIES



E/W	Errors	No. of occurrences
ARIA		
E	SC 1.1.1 - Tech ARIA6 Using aria-label to provide labels for objects	3
W	SC 2.5.3 - Tech F96 If on the page are present the tags aria-label or aria-labelledby, check that their content matches the visible name.	38
W	SC 1.3.1 - 2.4.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	5



PAGES EVALUATION

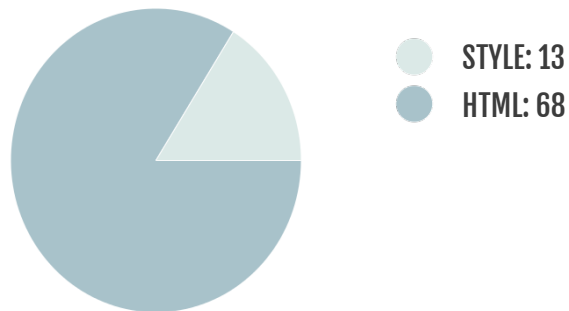
E/W	Errors	No. of occurrences
W	SC 4.1.3 - Tech G199 Use role=status attribute in order to notify the Assistive Technologies that the submission was successful	1
CONTENT		
W	SC 1.4.4 - 1.4.5 - Tech C12-13-14 Using percent, em units or named font sizes	1
FORM		
E	SC 1.4.11 - Tech F78 Using an author-supplied, highly visible focus indicator	2
E	SC 1.3.5 - Tech H98 Identify the purpose of inputs using the autocomplete value	9
E	SC 1.4.11 - Tech G195 Using an author-supplied, highly visible focus indicator	2
E	SC 2.4.7 - Tech F78-2.4.7 Using an author-supplied, highly visible focus indicator	3
E	SC 2.4.7 - Tech G195-2.4.7 Using an author-supplied, highly visible focus indicator	3
W	SC 2.5.2 - Tech F101 Failure of Success Criterion 2.5.2 due to activating a control on the down-event	2
HTML		
E	SC 1.3.1 - Tech H42 Using h1-h6 to identify headings	1
E	SC 3.1.1 - Tech H57 Using language attributes on the html element	1
RESPONSIVE		
E	SC 1.4.10 - Tech C38 Using CSS width, max-width and flexbox to fit labels and inputs	10



PAGES EVALUATION

PAGE URL: <https://pratico.cittametropolitana.genova.it/sso/restrict/spidlanding.js>

ERRORS GROUPED BY HTML VS STYLE



E/W	Errors	No. of occurrences
STYLE		
E	SC 1.4.11 - Tech F78 Using an author-supplied, highly visible focus indicator	2
E	SC 1.4.10 - Tech C38 Using CSS width, max-width and flexbox to fit labels and inputs	10
W	SC 1.4.4 - 1.4.5 - Tech C12-13-14 Using percent, em units or named font sizes	1
HTML		
E	SC 1.3.5 - Tech H98 Identify the purpose of inputs using the autocomplete value	9
E	SC 1.1.1 - Tech ARIA6 Using aria-label to provide labels for objects	3
E	SC 1.3.1 - Tech H42 Using h1-h6 to identify headings	1
E	SC 1.4.11 - Tech G195 Using an author-supplied, highly visible focus indicator	2
E	SC 3.1.1 - Tech H57 Using language attributes on the html element	1



PAGES EVALUATION

E/W	Errors	No. of occurrences
E	SC 2.4.7 - Tech F78-2.4.7 Using an author-supplied, highly visible focus indicator	3
E	SC 2.4.7 - Tech G195-2.4.7 Using an author-supplied, highly visible focus indicator	3
W	SC 2.5.3 - Tech F96 If on the page are present the tags aria-label or aria-labelledby, check that their content matches the visible name.	38
W	SC 1.3.1 - 2.4.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	5
W	SC 4.1.3 - Tech G199 Use role=status attribute in order to notify the Assistive Technologies that the submission was successful	1
W	SC 2.5.2 - Tech F101 Failure of Success Criterion 2.5.2 due to activating a control on the down-event	2

HIIS LAB @ ISTI-CNR

Pisa • Italy

Interest in design and development of interactive software applications has increased considerably over the last few years. The underlying reason for this interest is the need to provide the greatest number of people with access to applications for the largest number of purposes and in the widest number of contexts. Our research activity is in methods and tools to support user interface designers, software developers, and end users in obtaining systems that can be accessed from different contexts of use (devices, users, physical and social environments) in such a way to improve usability, accessibility, and user experience.

The main goal is to propose new solutions in basic and applied research in the field of human-computer interaction, specifically in user interface software and technologies, mainly under the aegis of national and international programmes and private sector R&D contracts. One of the first groups in Italy in the HCI area, we have become well-known at an International level, as demonstrated by participation in numerous European projects and the board of the most important HCI conferences, and publications in the major HCI and software engineering journals and conferences.

The main research areas concern Methods and Tools for the Analysis, Design and Development of Interactive Applications, Intelligent Interfaces, Interfaces for Ubiquitous Applications, MultiModal Interfaces, Accessibility, Usability Engineering and Models for HCI. Such work has led to the development of a numbers of tools and applications, many of which are publicly available for download.

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<http://hiis.isti.cnr.it/lab/home>

PIANO NAZIONALE DI RIPRESA E RESILIENZA

Missione 1 - Componente 1 - Asse 1

Sub-Investimento 1.4.2 “Citizen inclusion – miglioramento dell’accessibilità dei servizi pubblici digitali”

6 ALLEGATO: Report di dettaglio pagina “Form di compilazione istanza”



ACCESSIBILITY EVALUATION REPORT



GLOSSARY

GUIDELINE SET: set composed of one or more guidelines.

GUIDELINE: it expresses general concepts about the accessibility of Web pages and it is composed of one or more criteria (for example, "Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language").

CRITERION: it specializes concepts from a guideline, focusing on a particular aspect of the Web pages and it is composed of one or more checkpoints, (for example, "All non-text content that is presented to the user has a text alternative that serves the equivalent purpose").

CHECKPOINT: consists of one or more checks and expresses concretely the requirements that must be met by one or more components of a Web page (tags, attributes, CSS properties etc.), such as "Accessibility issue, due to omitting the alt attribute on img elements, area elements, and input elements of type image".



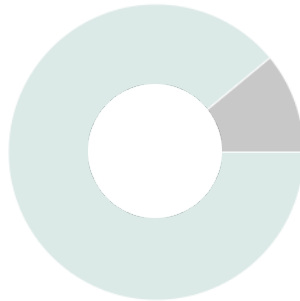
EVALUATION OVERVIEW

BASE URL	https://pratico.cittametropolitana.genova.it/sportelloweb/istanze/modifica/74364
CRAWLING PARAMETERS	
Number of pages	1
Depth	1
NUMBER OF EVALUATED WEB PAGES	1
EVALUATION DATE	Dec 27, 2023
EVALUATION TIME	, 2:58

MAUVE++ ACCESSIBILITY PERCENTAGE

The MAUVE++ accessibility percentage is a measure which indicates how much the website is accessible in terms of the number of checkpoints successfully evaluated over the total number of evaluated checkpoints for which the tool has been able to make a validation. Such a measure is computed over the total of the evaluated web pages.

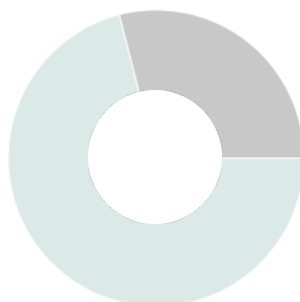
89%



MAUVE++ EVALUATION COMPLETENESS

The MAUVE++ evaluation completeness is a measure which indicates the percentage of evaluated checkpoints for which the tool has been able to make a validation. Such a measure is computed over the total of the evaluated web pages.

71%





EVALUATION OVERVIEW

TOTAL ERRORS

We compute the number of erroneous checkpoints for all the evaluated web pages, the total number of occurrences, and the average number of errors' occurrences per page.

14

TOTAL CHECKPOINT TYPES WITH RESULT "ERROR"

238

TOTAL ERROR OCCURENCIES FOUND

238

AVERAGE ERROR OCCURENCIES PER PAGE

TOTAL WARNINGS

We compute the number of warning checkpoints for all the evaluated web pages, the total number of occurrences, and the average number of warnings' occurrences per page.

8

TOTAL CHECKPOINT TYPES WITH RESULT "WARNING"

613

TOTAL WARNINGS OCCURENCIES FOUND

613

AVERAGE WARNING OCCURENCIES PER PAGE



EVALUATION OVERVIEW

MOST ERRONEUS PAGES

We compute a rank of the most erroneous pages of the website, according to the occurrences of errors found in each evaluated page.

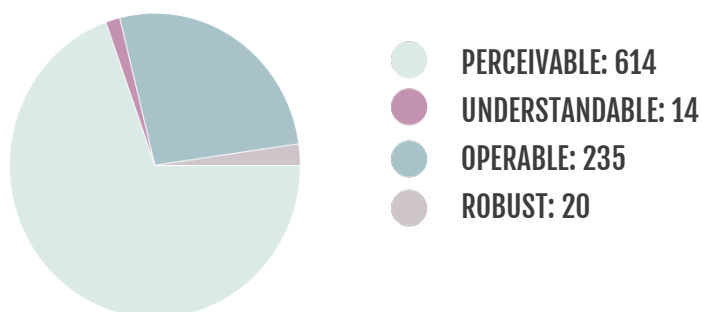
1. <https://pratico.cittametropolitana.genova.it/sportelloweb/istanze/modifica/74364>



PAGES EVALUATION

PAGE URL: <https://pratico.cittametropolitana.genova.it/sportelloweb/istanze/mod>

ERRORS GROUPED BY PRINCIPLES



E/W	Errors	No. of occurrences
PERCEIVABLE		
E	SC 1.4.1 - Tech F73 Failure of Success Criterion 1.4.1 due to creating links that are not visually evident without color vision	2
E	SC 1.3.1 - Tech H63 Using the scope attribute to associate header cells and data cells in data tables	20
E	SC 1.4.11 - Tech F78 Using an author-supplied, highly visible focus indicator	35
E	SC 1.3.5 - Tech H98 Identify the purpose of inputs using the autocomplete value	29
E	SC 1.3.1 - 1.4.5 - Tech G140 Separating information and structure from presentation to enable different presentations	1
E	SC 1.3.1 - Tech H42 Using h1-h6 to identify headings	2
E	SC 1.4.11 - Tech G195 Using an author-supplied, highly visible focus indicator	35
E	SC 1.4.10 - Tech C38 Using CSS width, max-width and flexbox to fit labels and inputs	2
E	SC 1.1.1 - 1.3.1 - Tech H44 Using label elements to associate text labels with form controls.	14



PAGES EVALUATION

E/W	Errors	No. of occurrences
E	SC 1.3.1 - Tech ARIA16 Using aria-labelledby to provide a name for user interface controls	1
E	SC 1.4.3 - Tech G18 Ensuring that a contrast ratio of at least 4.5:1 exists between text (and images of text) and background behind the text	26
W	SC 1.4.12 - Tech C21 Specifying line spacing in CSS	259
W	SC 1.3.1 - Tech H73 Using the summary attribute of the table element to give an overview of data tables	2
W	SC 1.4.4 - 1.4.12 - Tech C28 Specifying the size of text containers using em units	164
W	SC 1.3.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	3
W	SC 1.4.4 - 1.4.5 - Tech C12-13-14 Using percent, em units or named font sizes	19
UNDERSTANDABLE		
E	SC 3.3.2 - Tech H44 Using label elements to associate text labels with form controls.	14
OPERABLE		
E	SC 2.4.4 - Tech H30 Providing link text that describes the purpose of a link for anchor elements	1
E	SC 2.4.7 - Tech F78-2.4.7 Using an author-supplied, highly visible focus indicator	35
E	SC 2.4.7 - Tech G195-2.4.7 Using an author-supplied, highly visible focus indicator	35
W	SC 2.5.3 - Tech F96 If on the page are present the tags aria-label or aria-labelledby, check that their content matches the visible name.	161
W	SC 2.4.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	3
ROBUST		
E	SC 4.1.2 - Tech H44 Using label elements to associate text labels with form controls.	14
E	SC 4.1.2 - Tech ARIA16 Using aria-labelledby to provide a name for user interface controls	1



PAGES EVALUATION

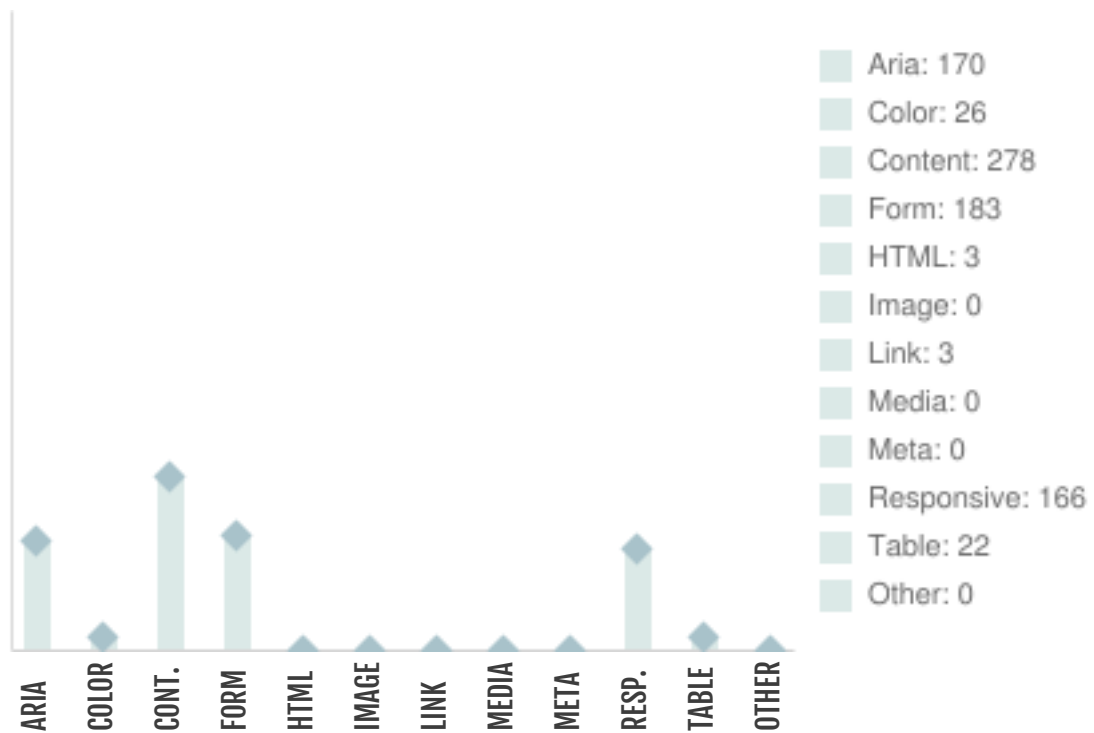
E/W	Errors	No. of occurrences
W	SC 4.1.2 - Tech ARIA5 Using WAI-ARIA state and property attributes to expose the state of a user interface component	1
W	SC 4.1.3 - Tech G199 Use role=status attribute in order to notify the Assistive Technologies that the submission was successful	4



PAGES EVALUATION

PAGE URL: <https://pratico.cittametropolitana.genova.it/sportelloweb/istanze/mod>

ERRORS GROUPED BY CATEGORIES



E/W	Errors	No. of occurrences
ARIA		
E	SC 1.3.1 - 4.1.2 - Tech ARIA16 Using aria-labelledby to provide a name for user interface controls	1
W	SC 2.5.3 - Tech F96 If on the page are present the tags aria-label or aria-labelledby, check that their content matches the visible name.	161
W	SC 4.1.2 - Tech ARIA5 Using WAI-ARIA state and property attributes to expose the state of a user interface component	1



PAGES EVALUATION

E/W	Errors	No. of occurrences
W	SC 1.3.1 - 2.4.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	3
W	SC 4.1.3 - Tech G199 Use role=status attribute in order to notify the Assistive Technologies that the submission was successful	4
COLOR		
E	SC 1.4.3 - Tech G18 Ensuring that a contrast ratio of at least 4.5:1 exists between text (and images of text) and background behind the text	26
CONTENT		
W	SC 1.4.12 - Tech C21 Specifying line spacing in CSS	259
W	SC 1.4.4 - 1.4.5 - Tech C12-13-14 Using percent, em units or named font sizes	19
FORM		
E	SC 1.4.11 - Tech F78 Using an author-supplied, highly visible focus indicator	35
E	SC 1.3.5 - Tech H98 Identify the purpose of inputs using the autocomplete value	29
E	SC 1.4.11 - Tech G195 Using an author-supplied, highly visible focus indicator	35
E	SC 1.1.1 - 1.3.1 - 3.3.2 - 4.1.2 - Tech H44 Using label elements to associate text labels with form controls.	14
E	SC 2.4.7 - Tech F78-2.4.7 Using an author-supplied, highly visible focus indicator	35
E	SC 2.4.7 - Tech G195-2.4.7 Using an author-supplied, highly visible focus indicator	35
HTML		
E	SC 1.3.1 - 1.4.5 - Tech G140 Separating information and structure from presentation to enable different presentations	1
E	SC 1.3.1 - Tech H42 Using h1-h6 to identify headings	2
LINK		
E	SC 1.4.1 - Tech F73 Failure of Success Criterion 1.4.1 due to creating links that are not visually evident without color vision	2



PAGES EVALUATION

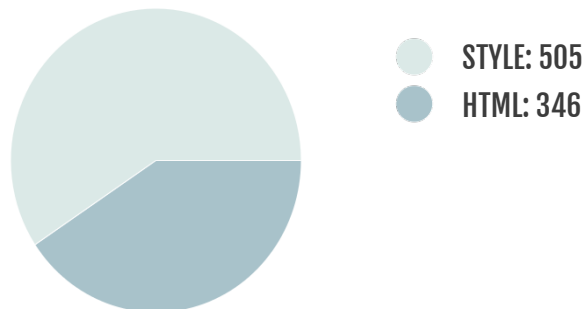
E/W	Errors	No. of occurrences
E	SC 2.4.4 - Tech H30 Providing link text that describes the purpose of a link for anchor elements	1
RESPONSIVE		
E	SC 1.4.10 - Tech C38 Using CSS width, max-width and flexbox to fit labels and inputs	2
W	SC 1.4.4 - 1.4.12 - Tech C28 Specifying the size of text containers using em units	164
TABLE		
E	SC 1.3.1 - Tech H63 Using the scope attribute to associate header cells and data cells in data tables	20
W	SC 1.3.1 - Tech H73 Using the summary attribute of the table element to give an overview of data tables	2



PAGES EVALUATION

PAGE URL: <https://pratico.cittametropolitana.genova.it/sportelloweb/istanze/mod>

ERRORS GROUPED BY HTML VS STYLE



E/W	Errors	No. of occurrences
STYLE		
E	SC 1.4.11 - Tech F78 Using an author-supplied, highly visible focus indicator	35
E	SC 1.4.10 - Tech C38 Using CSS width, max-width and flexbox to fit labels and inputs	2
E	SC 1.4.3 - Tech G18 Ensuring that a contrast ratio of at least 4.5:1 exists between text (and images of text) and background behind the text	26
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W	SC 1.4.4 - 1.4.12 - Tech C28 Specifying the size of text containers using em units	164
W	SC 1.4.4 - 1.4.5 - Tech C12-13-14 Using percent, em units or named font sizes	19
HTML		
E	SC 1.4.1 - Tech F73 Failure of Success Criterion 1.4.1 due to creating links that are not visually evident without color vision	2
E	SC 2.4.4 - Tech H30 Providing link text that describes the purpose of a link for anchor elements	1



PAGES EVALUATION

E/W	Errors	No. of occurrences
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E	SC 1.4.11 - Tech G195 Using an author-supplied, highly visible focus indicator	35
E	SC 1.1.1 - 1.3.1 - 3.3.2 - 4.1.2 - Tech H44 Using label elements to associate text labels with form controls.	14
E	SC 1.3.1 - 4.1.2 - Tech ARIA16 Using aria-labelledby to provide a name for user interface controls	1
E	SC 2.4.7 - Tech F78-2.4.7 Using an author-supplied, highly visible focus indicator	35
E	SC 2.4.7 - Tech G195-2.4.7 Using an author-supplied, highly visible focus indicator	35
W	SC 2.5.3 - Tech F96 If on the page are present the tags aria-label or aria-labelledby, check that their content matches the visible name.	161
W	SC 1.3.1 - Tech H73 Using the summary attribute of the table element to give an overview of data tables	2
W	SC 4.1.2 - Tech ARIA5 Using WAI-ARIA state and property attributes to expose the state of a user interface component	1
W	SC 1.3.1 - 2.4.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	3
W	SC 4.1.3 - Tech G199 Use role=status attribute in order to notify the Assistive Technologies that the submission was successful	4

HIIS LAB @ ISTI-CNR

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The main research areas concern Methods and Tools for the Analysis, Design and Development of Interactive Applications, Intelligent Interfaces, Interfaces for Ubiquitous Applications, MultiModal Interfaces, Accessibility, Usability Engineering and Models for HCI. Such work has led to the development of a numbers of tools and applications, many of which are publicly available for download.

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<http://hiis.isti.cnr.it/lab/home>

PIANO NAZIONALE DI RIPRESA E RESILIENZA

Missione 1 - Componente 1 - Asse 1

Sub-Investimento 1.4.2 “Citizen inclusion – miglioramento dell’accessibilità dei servizi pubblici digitali”

7 ALLEGATO: Report di dettaglio pagina “Ricevuta della pratica inviata”



ACCESSIBILITY EVALUATION REPORT



GLOSSARY

GUIDELINE SET: set composed of one or more guidelines.

GUIDELINE: it expresses general concepts about the accessibility of Web pages and it is composed of one or more criteria (for example, "Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language").

CRITERION: it specializes concepts from a guideline, focusing on a particular aspect of the Web pages and it is composed of one or more checkpoints, (for example, "All non-text content that is presented to the user has a text alternative that serves the equivalent purpose").

CHECKPOINT: consists of one or more checks and expresses concretely the requirements that must be met by one or more components of a Web page (tags, attributes, CSS properties etc.), such as "Accessibility issue, due to omitting the alt attribute on img elements, area elements, and input elements of type image".



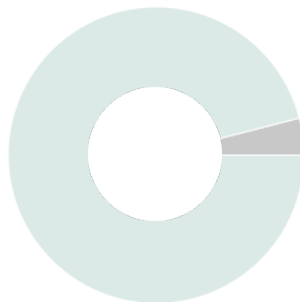
EVALUATION OVERVIEW

BASE URL	https://pratico.cittametropolitana.genova.it/sportelloweb/pratiche/statoPratica/133074
CRAWLING PARAMETERS	
Number of pages	1
Depth	1
NUMBER OF EVALUATED WEB PAGES	1
EVALUATION DATE	Dec 28, 2023
EVALUATION TIME	, 8:35

MAUVE++ ACCESSIBILITY PERCENTAGE

The MAUVE++ accessibility percentage is a measure which indicates how much the website is accessible in terms of the number of checkpoints successfully evaluated over the total number of evaluated checkpoints for which the tool has been able to make a validation. Such a measure is computed over the total of the evaluated web pages.

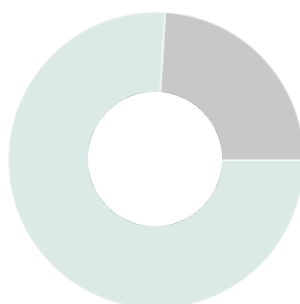
96%



MAUVE++ EVALUATION COMPLETENESS

The MAUVE++ evaluation completeness is a measure which indicates the percentage of evaluated checkpoints for which the tool has been able to make a validation. Such a measure is computed over the total of the evaluated web pages.

76%





EVALUATION OVERVIEW

TOTAL ERRORS

We compute the number of erroneous checkpoints for all the evaluated web pages, the total number of occurrences, and the average number of errors' occurrences per page.

5

TOTAL CHECKPOINT TYPES WITH RESULT "ERROR"

8

TOTAL ERROR OCCURENCIES FOUND

8

AVERAGE ERROR OCCURENCIES PER PAGE

TOTAL WARNINGS

We compute the number of warning checkpoints for all the evaluated web pages, the total number of occurrences, and the average number of warnings' occurrences per page.

6

TOTAL CHECKPOINT TYPES WITH RESULT "WARNING"

59

TOTAL WARNINGS OCCURENCIES FOUND

59

AVERAGE WARNING OCCURENCIES PER PAGE



EVALUATION OVERVIEW

MOST ERRONEUS PAGES

We compute a rank of the most erroneous pages of the website, according to the occurrences of errors found in each evaluated page.

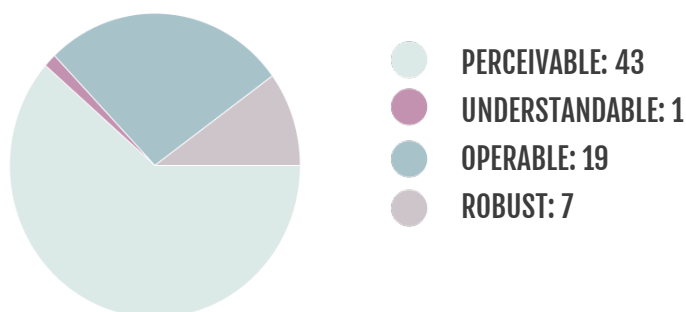
1. <https://pratico.cittametropolitana.genova.it/sportelloweb/pratiche/statoPratica/1>



PAGES EVALUATION

PAGE URL: <https://pratico.cittametropolitana.genova.it/sportelloweb/pratiche/sta>

ERRORS GROUPED BY PRINCIPLES



E/W	Errors	No. of occurrences
PERCEIVABLE		
E	SC 1.4.1 - Tech F73 Failure of Success Criterion 1.4.1 due to creating links that are not visually evident without color vision	2
E	SC 1.3.1 - Tech H42 Using h1-h6 to identify headings	2
E	SC 1.4.10 - Tech C38 Using CSS width, max-width and flexbox to fit labels and inputs	2
W	SC 1.4.12 - Tech C21 Specifying line spacing in CSS	27
W	SC 1.3.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	3
W	SC 1.4.4 - 1.4.5 - Tech C12-13-14 Using percent, em units or named font sizes	7
UNDERSTANDABLE		
E	SC 3.2.2 - Tech H32 Providing submit buttons	1
OPERABLE		
E	SC 2.4.4 - Tech H30 Providing link text that describes the purpose of a link for anchor elements	1



PAGES EVALUATION

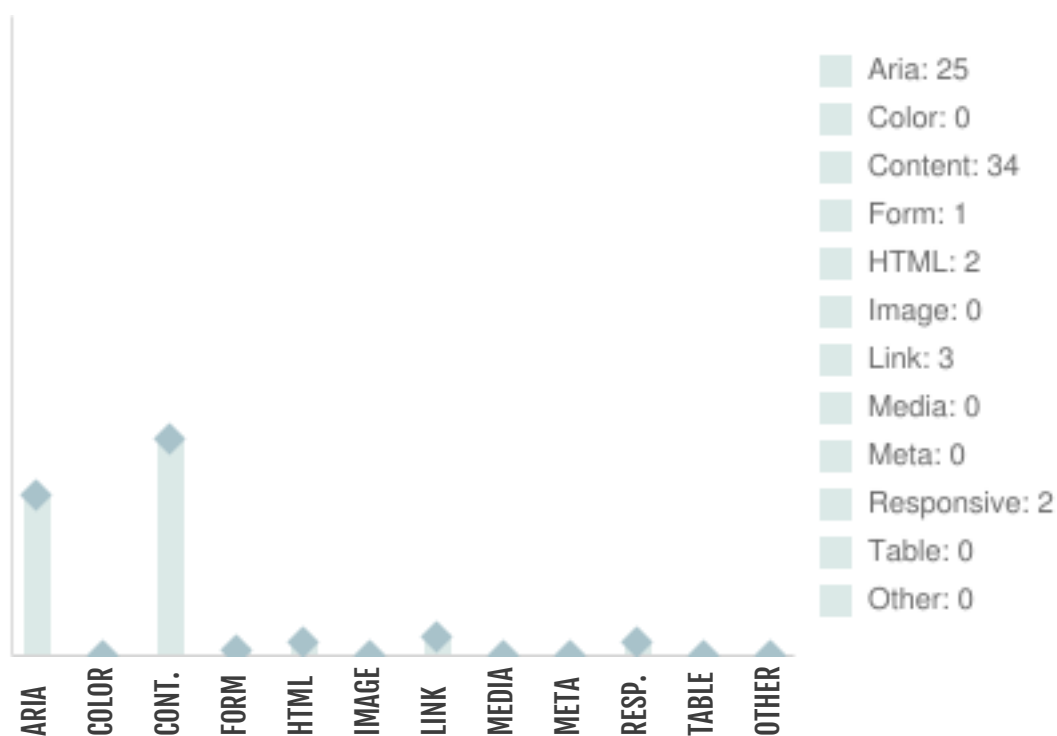
E/W	Errors	No. of occurrences
W	SC 2.5.3 - Tech F96 If on the page are present the tags aria-label or aria-labelledby, check that their content matches the visible name.	15
W	SC 2.4.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	3
ROBUST		
W	SC 4.1.2 - Tech ARIA5 Using WAI-ARIA state and property attributes to expose the state of a user interface component	2
W	SC 4.1.3 - Tech G199 Use role=status attribute in order to notify the Assistive Technologies that the submission was successful	5



PAGES EVALUATION

PAGE URL: <https://pratico.cittametropolitana.genova.it/sportelloweb/pratiche/sta>

ERRORS GROUPED BY CATEGORIES



E/W	Errors	No. of occurrences
ARIA		
W	SC 2.5.3 - Tech F96 If on the page are present the tags aria-label or aria-labelledby, check that their content matches the visible name.	15
W	SC 4.1.2 - Tech ARIA5 Using WAI-ARIA state and property attributes to expose the state of a user interface component	2
W	SC 1.3.1 - 2.4.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	3



PAGES EVALUATION

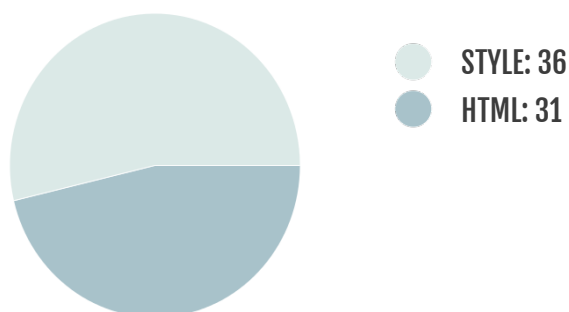
E/W	Errors	No. of occurrences
W	SC 4.1.3 - Tech G199 Use role=status attribute in order to notify the Assistive Technologies that the submission was successful	5
CONTENT		
W	SC 1.4.12 - Tech C21 Specifying line spacing in CSS	27
W	SC 1.4.4 - 1.4.5 - Tech C12-13-14 Using percent, em units or named font sizes	7
FORM		
E	SC 3.2.2 - Tech H32 Providing submit buttons	1
HTML		
E	SC 1.3.1 - Tech H42 Using h1-h6 to identify headings	2
LINK		
E	SC 1.4.1 - Tech F73 Failure of Success Criterion 1.4.1 due to creating links that are not visually evident without color vision	2
E	SC 2.4.4 - Tech H30 Providing link text that describes the purpose of a link for anchor elements	1
RESPONSIVE		
E	SC 1.4.10 - Tech C38 Using CSS width, max-width and flexbox to fit labels and inputs	2



PAGES EVALUATION

PAGE URL: <https://pratico.cittametropolitana.genova.it/sportelloweb/pratiche/sta>

ERRORS GROUPED BY HTML VS STYLE



E/W	Errors	No. of occurrences
STYLE		
E	SC 1.4.10 - Tech C38 Using CSS width, max-width and flexbox to fit labels and inputs	2
W	SC 1.4.12 - Tech C21 Specifying line spacing in CSS	27
W	SC 1.4.4 - 1.4.5 - Tech C12-13-14 Using percent, em units or named font sizes	7
HTML		
E	SC 1.4.1 - Tech F73 Failure of Success Criterion 1.4.1 due to creating links that are not visually evident without color vision	2
E	SC 2.4.4 - Tech H30 Providing link text that describes the purpose of a link for anchor elements	1
E	SC 3.2.2 - Tech H32 Providing submit buttons	1
E	SC 1.3.1 - Tech H42 Using h1-h6 to identify headings	2
W	SC 2.5.3 - Tech F96 If on the page are present the tags aria-label or aria-labelledby, check that their content matches the visible name.	15
W	SC 4.1.2 - Tech ARIA5 Using WAI-ARIA state and property attributes to expose the state of a user interface component	2



PAGES EVALUATION

E/W	Errors	No. of occurrences
W	SC 1.3.1 - 2.4.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	3
W	SC 4.1.3 - Tech G199 Use role=status attribute in order to notify the Assistive Technologies that the submission was successful	5

HIIS LAB @ ISTI-CNR

Pisa • Italy

Interest in design and development of interactive software applications has increased considerably over the last few years. The underlying reason for this interest is the need to provide the greatest number of people with access to applications for the largest number of purposes and in the widest number of contexts. Our research activity is in methods and tools to support user interface designers, software developers, and end users in obtaining systems that can be accessed from different contexts of use (devices, users, physical and social environments) in such a way to improve usability, accessibility, and user experience.

The main goal is to propose new solutions in basic and applied research in the field of human-computer interaction, specifically in user interface software and technologies, mainly under the aegis of national and international programmes and private sector R&D contracts. One of the first groups in Italy in the HCI area, we have become well-known at an International level, as demonstrated by participation in numerous European projects and the board of the most important HCI conferences, and publications in the major HCI and software engineering journals and conferences.

The main research areas concern Methods and Tools for the Analysis, Design and Development of Interactive Applications, Intelligent Interfaces, Interfaces for Ubiquitous Applications, MultiModal Interfaces, Accessibility, Usability Engineering and Models for HCI. Such work has led to the development of a numbers of tools and applications, many of which are publicly available for download.

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PIANO NAZIONALE DI RIPRESA E RESILIENZA

Missione 1 - Componente 1 - Asse 1

Sub-Investimento 1.4.2 “Citizen inclusion – miglioramento dell’accessibilità dei servizi pubblici digitali”

8 ALLEGATO: Report di dettaglio pagina “Elenco pratiche”



ACCESSIBILITY EVALUATION REPORT



GLOSSARY

GUIDELINE SET: set composed of one or more guidelines.

GUIDELINE: it expresses general concepts about the accessibility of Web pages and it is composed of one or more criteria (for example, "Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language").

CRITERION: it specializes concepts from a guideline, focusing on a particular aspect of the Web pages and it is composed of one or more checkpoints, (for example, "All non-text content that is presented to the user has a text alternative that serves the equivalent purpose").

CHECKPOINT: consists of one or more checks and expresses concretely the requirements that must be met by one or more components of a Web page (tags, attributes, CSS properties etc.), such as "Accessibility issue, due to omitting the alt attribute on img elements, area elements, and input elements of type image".



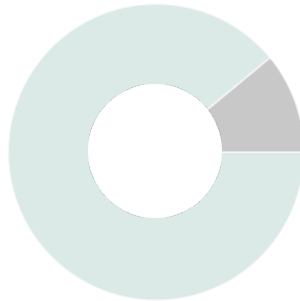
EVALUATION OVERVIEW

BASE URL	https://pratico.cittametropolitana.genova.it/sportelloweb/istanze/lista
CRAWLING PARAMETERS	
Number of pages	1
Depth	1
NUMBER OF EVALUATED WEB PAGES	1
EVALUATION DATE	Dec 28, 2023
EVALUATION TIME	, 8:41

MAUVE++ ACCESSIBILITY PERCENTAGE

The MAUVE++ accessibility percentage is a measure which indicates how much the website is accessible in terms of the number of checkpoints successfully evaluated over the total number of evaluated checkpoints for which the tool has been able to make a validation. Such a measure is computed over the total of the evaluated web pages.

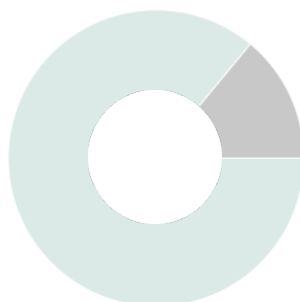
89%



MAUVE++ EVALUATION COMPLETENESS

The MAUVE++ evaluation completeness is a measure which indicates the percentage of evaluated checkpoints for which the tool has been able to make a validation. Such a measure is computed over the total of the evaluated web pages.

86%





EVALUATION OVERVIEW

TOTAL ERRORS

We compute the number of erroneous checkpoints for all the evaluated web pages, the total number of occurrences, and the average number of errors' occurrences per page.

8

TOTAL CHECKPOINT TYPES WITH RESULT "ERROR"

53

TOTAL ERROR OCCURENCIES FOUND

53

AVERAGE ERROR OCCURENCIES PER PAGE

TOTAL WARNINGS

We compute the number of warning checkpoints for all the evaluated web pages, the total number of occurrences, and the average number of warnings' occurrences per page.

7

TOTAL CHECKPOINT TYPES WITH RESULT "WARNING"

81

TOTAL WARNINGS OCCURENCIES FOUND

81

AVERAGE WARNING OCCURENCIES PER PAGE



EVALUATION OVERVIEW

MOST ERRONEUS PAGES

We compute a rank of the most erroneous pages of the website, according to the occurrences of errors found in each evaluated page.

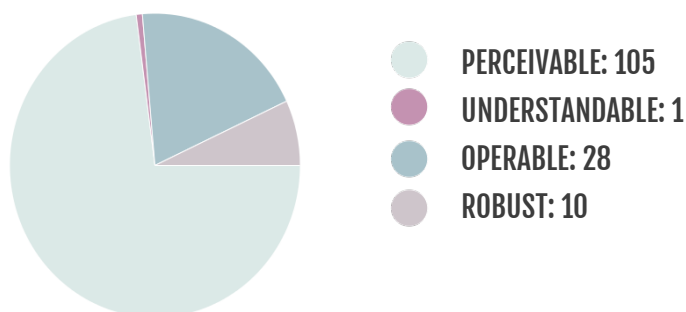
1. <https://pratico.cittametropolitana.genova.it/sportelloweb/istanze/lista>



PAGES EVALUATION

PAGE URL: <https://pratico.cittametropolitana.genova.it/sportelloweb/istanze/lista>

ERRORS GROUPED BY PRINCIPLES



E/W	Errors	No. of occurrences
PERCEIVABLE		
E	SC 1.4.1 - Tech F73 Failure of Success Criterion 1.4.1 due to creating links that are not visually evident without color vision	28
E	SC 1.3.1 - Tech H63 Using the scope attribute to associate header cells and data cells in data tables	8
E	SC 1.3.1 - Tech H42 Using h1-h6 to identify headings	2
E	SC 1.4.10 - Tech C38 Using CSS width, max-width and flexbox to fit labels and inputs	1
E	SC 1.3.1 - Tech ARIA16 Using aria-labelledby to provide a name for user interface controls	4
E	SC 1.4.3 - Tech G18 Ensuring that a contrast ratio of at least 4.5:1 exists between text (and images of text) and background behind the text	3
W	SC 1.4.12 - Tech C21 Specifying line spacing in CSS	46
W	SC 1.3.1 - Tech H73 Using the summary attribute of the table element to give an overview of data tables	2
W	SC 1.3.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	6



PAGES EVALUATION

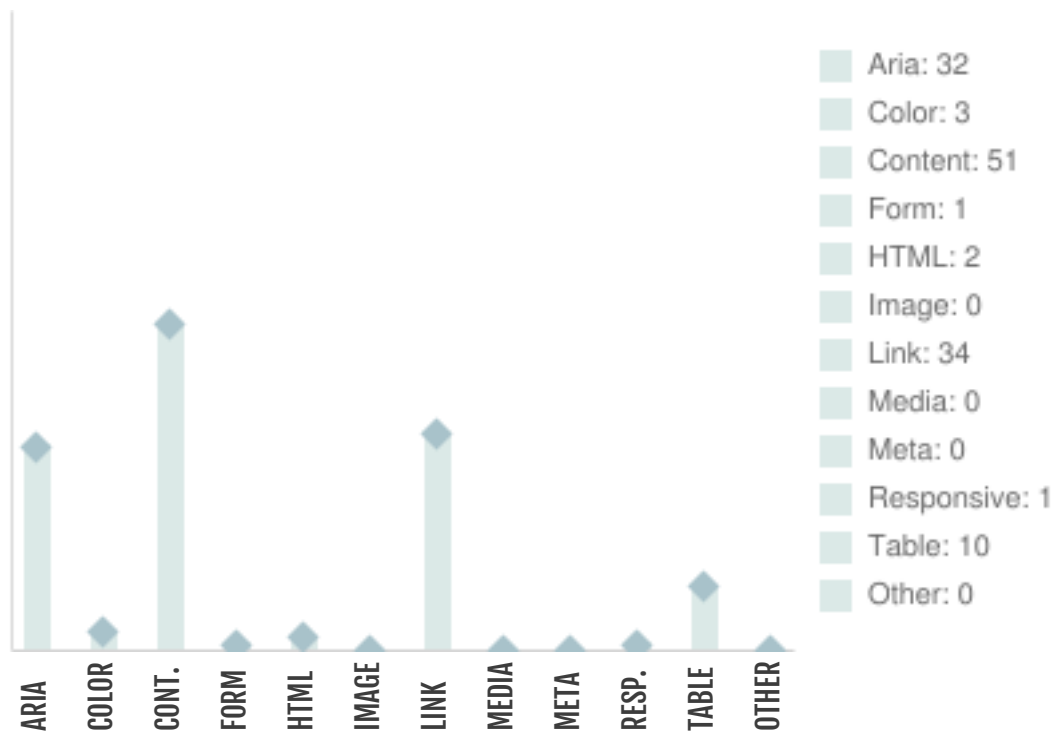
E/W	Errors	No. of occurrences
W	SC 1.4.4 - 1.4.5 - Tech C12-13-14 Using percent, em units or named font sizes	5
UNDERSTANDABLE		
E	SC 3.2.2 - Tech H32 Providing submit buttons	1
OPERABLE		
E	SC 2.4.4 - Tech H30 Providing link text that describes the purpose of a link for anchor elements	6
W	SC 2.5.3 - Tech F96 If on the page are present the tags aria-label or aria-labelledby, check that their content matches the visible name.	16
W	SC 2.4.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	6
ROBUST		
E	SC 4.1.2 - Tech ARIA16 Using aria-labelledby to provide a name for user interface controls	4
W	SC 4.1.2 - Tech ARIA5 Using WAI-ARIA state and property attributes to expose the state of a user interface component	4
W	SC 4.1.3 - Tech G199 Use role=status attribute in order to notify the Assistive Technologies that the submission was successful	2



PAGES EVALUATION

PAGE URL: <https://pratico.cittametropolitana.genova.it/sportelloweb/istanze/lista>

ERRORS GROUPED BY CATEGORIES



E/W	Errors	No. of occurrences
ARIA		
E	SC 1.3.1 - 4.1.2 - Tech ARIA16 Using aria-labelledby to provide a name for user interface controls	4
W	SC 2.5.3 - Tech F96 If on the page are present the tags aria-label or aria-labelledby, check that their content matches the visible name.	16
W	SC 4.1.2 - Tech ARIA5 Using WAI-ARIA state and property attributes to expose the state of a user interface component	4



PAGES EVALUATION

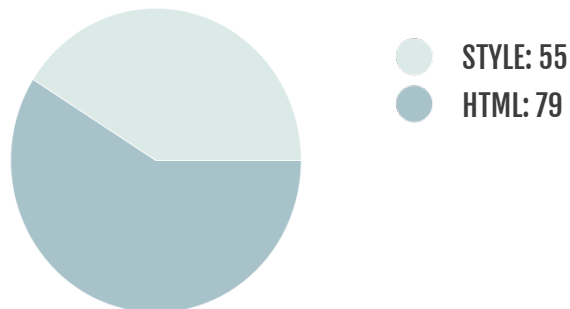
E/W	Errors	No. of occurrences
W	SC 1.3.1 - 2.4.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	6
W	SC 4.1.3 - Tech G199 Use role=status attribute in order to notify the Assistive Technologies that the submission was successful	2
COLOR		
E	SC 1.4.3 - Tech G18 Ensuring that a contrast ratio of at least 4.5:1 exists between text (and images of text) and background behind the text	3
CONTENT		
W	SC 1.4.12 - Tech C21 Specifying line spacing in CSS	46
W	SC 1.4.4 - 1.4.5 - Tech C12-13-14 Using percent, em units or named font sizes	5
FORM		
E	SC 3.2.2 - Tech H32 Providing submit buttons	1
HTML		
E	SC 1.3.1 - Tech H42 Using h1-h6 to identify headings	2
LINK		
E	SC 1.4.1 - Tech F73 Failure of Success Criterion 1.4.1 due to creating links that are not visually evident without color vision	28
E	SC 2.4.4 - Tech H30 Providing link text that describes the purpose of a link for anchor elements	6
RESPONSIVE		
E	SC 1.4.10 - Tech C38 Using CSS width, max-width and flexbox to fit labels and inputs	1
TABLE		
E	SC 1.3.1 - Tech H63 Using the scope attribute to associate header cells and data cells in data tables	8
W	SC 1.3.1 - Tech H73 Using the summary attribute of the table element to give an overview of data tables	2



PAGES EVALUATION

PAGE URL: <https://pratico.cittametropolitana.genova.it/sportelloweb/istanze/lista>

ERRORS GROUPED BY HTML VS STYLE



E/W	Errors	No. of occurrences
STYLE		
E	SC 1.4.10 - Tech C38 Using CSS width, max-width and flexbox to fit labels and inputs	1
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W	SC 1.4.4 - 1.4.5 - Tech C12-13-14 Using percent, em units or named font sizes	5
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E	SC 2.4.4 - Tech H30 Providing link text that describes the purpose of a link for anchor elements	6
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W	SC 4.1.2 - Tech ARIA5 Using WAI-ARIA state and property attributes to expose the state of a user interface component	4
W	SC 1.3.1 - 2.4.1 - Tech ARIA11 Using ARIA landmarks to identify regions of a page	6
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