

Gara a procedura aperta ai sensi dell'art. 71 del D.Lgs. 36/2023 - Accordo Quadro ai sensi dell'art. 59 comma 4 lett. a) D.Lgs. 36/2023 per la fornitura di Servizi SaaS di ITSM per le Pubbliche Amministrazioni ID 2873 - Appendice al CT Listino 2 - ServiceNow

Classificazione Consip: Ambito Pubblico

La "login/utente" tiene conto solo della login/utente operatore (e non quella del richiedente)

FUNZIONALITA' BASE	NOME PRODOTTO	CODICE PRODOTTO	UNITA' DI VENDITA	METRICA	PREZZO UNITARIO	NOTE
#2. Support Ticket Management	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#3. Support Ticket Contest	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#4. Multichannel support	ITSM Professional	PROD17256	1	Convertita utente/mese 1 a 1	109,73 €	include #2, #3, #4, #5, #6, #7, #8, #9, #10, #14, #15, #16, #17, #19, #20, #21, #22, #25, #29, #31, #32, #33, #36, #39, #40, #34
#5. IT Change Enablement	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#6. Metrics Dashboard	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#7. Service Definitions	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#8. Service Level Management	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#9. Technology Asset Inventory	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#10. Virtual Support Agent	ITSM Professional	PROD17256	1	Convertita utente/mese 1 a 1	109,73 €	include #2, #3, #4, #5, #6, #7, #8, #9, #10, #14, #15, #16, #17, #19, #20, #21, #22, #25, #29, #31, #32, #33, #34, #36, #39, #40
#11. Line of Business Workflows - Gestione dei servizi ad altri ambiti	CSM PRO	PROD19279	1	Convertita utente/mese 1 a 1	117,57 €	include #2, #3, #4, #5, #6, #7, #8, #9, #10, #14, #15, #16, #17, #19, #20, #21, #22, #25, #29, #31, #32, #33, #34, #36, #39, #40
#12. Line of Business Workflows - Processi HR	HSRD Enterprise	PROD26869	1	Convertita utente/mese 1 a 1	14,63 €	Anche utente non operatore
#13. Line of Business Workflows - Strutture e gestione legale	AppEngine Enterprise	PROD19351	1	Convertita utente/mese 1 a 1	109,73 €	
#14. Line of Business Engagement	ITSM Professional	PROD17256	1	Convertita utente/mese 1 a 1	109,73 €	include #2, #3, #4, #5, #6, #7, #8, #9, #10, #14, #15, #16, #17, #19, #20, #21, #22, #25, #29, #31, #32, #33, #34, #36, #39, #40
#15. Connectors	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#16. Distributed Environment Administration	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#17. Knowledge Management	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
FUNZIONALITA' AVANZATE	NOME PRODOTTO	CODICE PRODOTTO	UNITA' DI VENDITA	METRICA	PREZZO UNITARIO	NOTE
#19. automated incident response	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#20. observability integration	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#21. release management	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#22. predictive analytics	ITSM Professional	PROD17256	1	Convertita utente/mese 1 a 1	109,73 €	include #2, #3, #4, #5, #6, #7, #8, #9, #10, #14, #15, #16, #17, #19, #20, #21, #22, #25, #29, #31, #32, #33, #34, #36, #39, #40
#23. workforce management	Workforce Optimization for itsm	PROD18591	1	Convertita utente/mese 1 a 1	32,91 €	30% del prezzo di ITSM Pro, va venduto insieme ad ITSM Pro
#24. technology asset discovery	ITOM Visibility	PROD14997	1	Convertita utente/mese 1 a 1	8,78 €	Per unità di vendita si intende il numero di utenti amministratori per singolo sistema gestito, anche se non univoco
#25. service visualization (CMDB)	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #26, #27, #28, #34, #35, #38, #41, #42, #43, #44
#26. AI-enabled agent advisory	ITSM Professional Plus	PROD21190	25	Convertita utente/mese 1 a 1	84,65 €	
#27. AI-enabled knowledge discovery	ITSM Professional Plus	PROD21190	25	Convertita utente/mese 1 a 1	84,65 €	include #26, #27, #28, #34, #35, #38, #41, #42, #43, #44
#28. GenAI for content generation	ITSM Professional Plus	PROD21190	25	Convertita utente/mese 1 a 1	84,65 €	include #26, #27, #28, #34, #35, #38, #41, #42, #43, #44
#29. Graphical process design and orchestration	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31
#30. self-diagnosis and healing	ITOM Professional	PROD14995	1	Convertita utente/mese 1 a 1	17,56 €	
#31. collaborative support hub	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	include #2, #3, #5, #6, #7, #8, #9, #15, #16, #17, #19, #20, #21, #25, #29, #31, #34
#32. technology change automation	ITSM Professional	PROD17256	1	Convertita utente/mese 1 a 1	109,73 €	#19, #20, #21, #22, #25, #29, #31, #32, #33, #34, #36, #39, #40
#33. business value dashboard	ITSM Professional	PROD17256	1	Convertita utente/mese 1 a 1	109,73 €	#19, #20, #21, #22, #25, #29, #31, #32, #33, #34, #36, #39, #40
#34. federated configuration management	ITSM Standard	PROD17243	1	Convertita utente/mese 1 a 1	73,15 €	
#35. operationid assistant	ITSM Professional Plus	PROD21190	25	Convertita utente/mese 1 a 1	84,65 €	include #26, #27, #28, #34, #35, #38, #41, #42, #43, #44
#36. case clustering	ITSM Professional	PROD17256	1	Convertita utente/mese 1 a 1	109,73 €	#19, #20, #21, #22, #25, #29, #31, #32, #33, #34, #36, #39, #40
#37. process mining	ITSM Enterprise	PROD17259	1	Convertita utente/mese 1 a 1	164,59 €	#19, #20, #21, #22, #25, #29, #31, #32, #33, #34, #36, #37, #40
#38. Simple knowledge discovery	ITSM Professional Plus	PROD21190	25	Convertita utente/mese 1 a 1	84,65 €	include #26, #27, #28, #34, #35, #38, #41, #42, #43, #44
#39. Agent Advice	ITSM Professional	PROD17256	1	Convertita utente/mese 1 a 1	109,73 €	#19, #20, #21, #22, #25, #29, #31, #32, #33, #34, #36, #39, #40
#40. Anomaly detection powered by case clustering (with incidents, problems, changes, knowledge articles, configuration items)	ITSM Professional	PROD17256	1	Convertita utente/mese 1 a 1	109,73 €	include #2, #3, #4, #5, #6, #7, #8, #9, #10, #14, #15, #16, #17, #19, #20, #21, #22, #25, #29, #31, #32, #33, #34, #36, #39, #40
#41. Extended knowledge discovery	ITSM Professional Plus	PROD21190	25	Convertita utente/mese 1 a 1	84,65 €	include #26, #27, #28, #34, #35, #38, #41, #42, #43, #44
#42. Extended agent advice	ITSM Professional Plus	PROD21190	25	Convertita utente/mese 1 a 1	84,65 €	include #26, #27, #28, #34, #35, #38, #41, #42, #43, #44
#43. Content generation using generative AI	ITSM Professional Plus	PROD21190	25	Convertita utente/mese 1 a 1	84,65 €	include #26, #27, #28, #34, #35, #38, #41, #42, #43, #44
#44. Natural language case extraction	ITSM Professional Plus	PROD21190	25	Convertita utente/mese 1 a 1	84,65 €	include #26, #27, #28, #34, #35, #38, #41, #42, #43, #44
FUNZIONALITA' AVANZATE	NOME PRODOTTO	CODICE PRODOTTO	UNITA' DI VENDITA	METRICA	PREZZO UNITARIO	NOTE
AI for Line of Business - Processi Amministrativi	CSM PROPLUS	PROD21202	25	Convertita utente/mese 1 a 1	126,97 €	
Generazione Applicazioni via descrizione dichiarativa elaborata da AI	Creator Professional Plus v2 (Now Assist for Creator)	PROD25204	1	Convertita utente/mese 1 a 1	7.053,75 €	
Customer Project Management / Playbooks per la gestione guidata di steps e compiti	SPM Professional	PROD23774	1	Convertita utente/mese 1 a 1	91,44 €	
AI per Project and Portfolio Management	SPM Pro Plus	PROD22884	25	Convertita utente/mese 1 a 1	70,54 €	
Gestione degli incidenti di sicurezza	SIR Professional	PROD16744	1	Convertita utente/mese 1 a 1	2,93 €	
AI per la gestione degli incidenti di sicurezza	SIR Professional PLUS	PROD23697	1	Convertita utente/mese 1 a 1	2,26 €	
Erogazione prestazioni e benefici sociali	PSDS Pro	PROD19290	1	Convertita utente/mese 1 a 1	219,45 €	
Gestione di Casi investigativi	PSDS Pro Plus	PROD21238	25	Convertita utente/mese 1 a 1	169,29 €	
Supporto AI al processamento, alla verifica del contenuto, alla estrazione di info da documenti utilizzati nei processi	AppEngine Enterprise Plus	PROD25883	25	Convertita utente/mese 1 a 1	84,65 €	
Workflow Data Fabric	Workflow Data Fabric Standard	PROD26897	1	Convertita utente/mese 1 a 1	6.095,84 €	
Integrated Risk Management - Light Operator	Integrated Risk Management - Light Operator	PROD23807	1	Convertita utente/mese 1 a 1	54,87 €	
Integrated Risk Management	Integrated Risk Management	PROD23792	1	Convertita utente/mese 1 a 1	182,88 €	
Privacy Management	Privacy Management	PROD23810	1	Convertita utente/mese 1 a 1	91,43 €	
Third-party Risk Management (TPRM)	TPRM	PROD20914	1	Convertita utente/mese 1 a 1	2.926,00 €	

Business Continuity Management (BCM) - Lite Operator	Business Continuity Management (BCM) - Lite Operator	PROD18127	1	Convertita utente/mese 1 a 1	36,58 €	
Business Continuity Management (BCM)	Business Continuity Management (BCM) PRO	PROD14201	1	Convertita utente/mese 1 a 1	219,45 €	
Vulnerability Response	Vulnerability Response Professional	PROD20825	1	Convertita utente/mese 1 a 1	1,65 €	
Workplace Service Delivery	Workplace Service Delivery Professional	PROD26916	1	Convertita utente/mese 1 a 1	6,58 €	
Software Asset Management	Software Asset Management Professional	PROD15033	1	Convertita utente/mese 1 a 1	6,02 €	
Hardware Asset Management	Hardware Asset Management Professional	PROD23841	1	Convertita utente/mese 1 a 1	4,51 €	
Al per Software Asset Management	Software Asset Management Professional Plus	PROD25449	1	Convertita utente/mese 1 a 1	4,71 €	
Al per Hardware Asset Management	Hardware Asset Management Professional Plus	PROD26247	1	Convertita utente/mese 1 a 1	3,38 €	
Enterprise Asset Management	Enterprise Asset Management Professional	PROD23593	1	Convertita utente/mese 1 a 1	8,78 €	
Field Service Management	Field Service Management Professional	PROD19372	1	Convertita utente/mese 1 a 1	128,02 €	