Adding Value to Facilities Management with Information Technology

This PhD project investigates implementation and use of Information Systems (IS) and Information Technologies (IT) in the Facilities management (FM) business domain. This investigation is relevant because implementation and use of IS/IT in FM has potentials for improvements which can provide additional value to FM and the organisations which FM supports. The empirical data was collected from more than 16 IS implementation and use cases in FM departments within private and public organisations in Denmark, Sweden, Germany and Australia. Data from 5 of the 16 cases are used as main input to the analysis in this study. The cases have revealed a common structure of the elements constituting the IS and the Business Processes (BP) which the IS are intended to support. Based on this structure an IS-BP framework for analysing the interaction between Business Strategy, BP and the IS supporting the BP is proposed. Specific issues are studied concerning the implementation processes, such as IS project scope, and formal control mechanisms used on the organisational IS level and on the IS project level. Also issues related to the change taking place such as the added value of IS implementation are studied. Finally IS strategy as the strategy of the use of IS to support business strategy (BS) is studied.

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