Information Technology in Facilities Management - A Literature Review

Purpose: The aim of this paper is to present the state of the art of research in Information Technology (IT) in Facilities Management (FM).

Background: Initial studies indicate that investments into IT in FM often do not add the expected value, neither to the FM department itself nor to the organisation supported by the FM department. A basis for further research into this complex and inter-disciplinary area is therefore needed. This literature review will contribute to this basis.

Approach, Theory/Methodology: Based on a Systematic Literature Review (SLR) method, journal articles, with a focus on IT in FM were found. Relevant articles were organized in categories according to focus on 1. technology, 2. IT layer, 3. FM process, 4. theory and research method applied, and 5. type of findings. Finally research gaps were identified. Results and practical implications: There seems to be a general belief in technology combinations as a way to speed up the rather slow IT diffusion process in FM. It is documented that current research into IT in FM has an unbalanced focus on few specific technologies, IT layers and FM processes, and that further research should focus more on the IT implementation process and use. Knowledge from implementation and use could be fed back into (and strengthen) conceptualization and development, thereby adding more value to FM.

Research limitations: The review is limited to the period 2008-2013. Only the search engine Scopus is used.

Originality/value: This is the first review paper focusing on IT in general in FM, giving an overview of the area and delivering a basis for further research.