Assessing the Added Value of information systems supporting facilities management business processes. - DTU Orbit (04/10/2019)

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Purpose: To present a method for assessing the added value of Information Systems (IS), which are implemented to support the business processes in Facilities Management (FM). Theory: The method is based on a supply chain management model of FM, general value dimensions such as efficiency and effectiveness and the concepts of Value Adding Management (VAM) and Functional Affordances of IS. Design/methodology/approach: From case studies of IS implementation processes in FM in different countries, a general picture of the expressed added value of IS in FM was established. Based on this insight a method for assessing the added value of IS in FM was developed. The proposed method is applied to one of the cases. Findings: The paper analyses how a specific IS supports the management of a specific operational process – cleaning in an airport. The assessment shows that the IS definitely adds value to the cleaning process and because the resulting increase in user experience of the cleaning level is aligned with the strategy of the corporation, the IS also adds value to the primary process of the organisation. The analysis reveals that a well organised management setup is required to gain value from IS. It also illustrates that implementing IS includes both organisational and technological changes and demonstrates that the proposed assessment method is applicable to practice. Originality/value: This is the first paper using a supply chain management model of FM, general value dimensions, VAM and Functional Affordances to access the added value of IS in FM.

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