

Course No. 1675

Smart Facilities Management & Digital Transformation

**PUBLIC ASSET & FACILITIES MANAGEMENT
GOVERNMENT & PUBLIC SECTOR**

DURATION

5 Days

LOCATION

Milan, Italy

DELIVERY

Classroom

DATES

25 – 29 Jan 2027



Scheduled Event Details

CITY	Milan, Italy
DATE	25 – 29 Jan 2027
DELIVERY TYPE	Classroom
COURSE FEE	€6,000

Course Overview

The Smart Facilities Management & Digital Transformation Training Course provides a strategic and practical framework for transforming traditional facilities management into a digitally enabled, data-driven, and performance-focused function. The course explores how smart technologies, connected assets, automation, data analytics, and integrated digital platforms can improve facility performance, operational efficiency, service quality, asset reliability, and decision-making.

Modern facilities are increasingly complex, requiring organizations to manage buildings, infrastructure, equipment, energy systems, security, maintenance, occupants, contractors, and operational services through integrated approaches. This course examines how digital transformation can connect these functions and create greater visibility across facility operations while supporting proactive maintenance, resource optimization, risk management, and improved user experience.

The program covers key areas of smart facilities management, including connected facilities, Internet of Things applications, building management systems, computerized maintenance management systems, digital asset management, predictive maintenance, energy management, occupancy analytics, automation, digital twins, and data-driven performance management. Participants will examine how these technologies can be selected and integrated according to organizational objectives, facility requirements, and operational maturity.

A strong focus is placed on developing practical digital transformation strategies rather than adopting technology without a clear business purpose. Participants will learn how to assess current facilities management capabilities, identify digital maturity gaps, prioritize technology initiatives, establish performance indicators, improve data governance, and manage organizational change associated with digital transformation.

Through practical exercises, case studies, technology assessment activities, digital transformation scenarios, and implementation workshops, participants will develop the ability to design a practical roadmap for smart facilities management. The Smart Facilities Management & Digital Transformation Training Course is suitable for organizations seeking to improve facility performance, optimize maintenance and resources, strengthen asset management, and establish more intelligent and sustainable facilities operations.

Objectives

- Analyze the principles of smart facilities management and digital transformation and their relevance to modern facility operations.
- Assess existing facilities management processes, systems, assets, and data capabilities to identify digital transformation opportunities.
- Evaluate smart technologies and determine their suitability for different facility management requirements.
- Apply Internet of Things concepts to asset monitoring, building operations, maintenance, energy management, and facility services.
- Develop practical approaches for integrating building management systems, maintenance platforms, asset management systems, and operational data.
- Evaluate predictive and condition-based maintenance approaches and their potential contribution to asset reliability.
- Analyze facility data and performance information to support evidence-based operational and management decisions.
- Assess the potential applications of digital twins, automation, artificial intelligence, and advanced analytics in facilities management.
- Develop performance indicators for measuring facility efficiency, asset performance, service quality, energy use, and digital transformation progress.
- Strengthen data governance, cybersecurity awareness, interoperability, and information management within smart facilities.
- Design a practical digital transformation roadmap aligned with organizational objectives, facility priorities, and available resources.
- Develop an implementation action plan for smart facilities management by the end of the course.

Who Should Attend

This training course is designed for facilities managers, asset managers, property managers, maintenance managers, engineering managers, operations managers, building services professionals, infrastructure managers, energy managers, and professionals responsible for the performance and reliability of buildings and facilities.

The program is particularly relevant to professionals working in government entities, ministries, municipalities, public-sector organizations, banks, hospitals, universities, airports, transportation organizations, oil and gas companies, energy organizations, industrial facilities, commercial properties, and large corporations. It is also suitable for professionals involved in digital transformation, information technology, engineering, sustainability, procurement, and smart infrastructure initiatives.

The course will also benefit executives, department heads, project managers, decision makers, and transformation leaders responsible for facilities strategy, asset performance, operational efficiency, service delivery, technology investment, and organizational modernization. Participants will gain practical approaches for connecting digital technologies with measurable facilities management and business outcomes.

Learning Outcomes

- Explain the principles, technologies, and business drivers of smart facilities management.
- Assess the digital maturity of facilities management processes, systems, assets, and information.
- Identify suitable opportunities for applying connected technologies and automation within facilities.
- Evaluate Internet of Things applications for real-time monitoring and facility performance management.
- Integrate operational, maintenance, asset, and building management information into a coordinated digital environment.
- Apply predictive and condition-based maintenance concepts to improve asset reliability and maintenance planning.
- Analyze facility performance data to identify trends, inefficiencies, risks, and improvement opportunities.

- Evaluate applications of digital twins, automation, artificial intelligence, and advanced analytics for facility operations.
- Develop meaningful performance indicators for facility, asset, maintenance, energy, and service performance.
- Identify key requirements for data governance, system integration, interoperability, and cybersecurity awareness.
- Assess technology investments based on operational requirements, expected value, implementation complexity, and organizational readiness.
- Develop a practical smart facilities management digital transformation roadmap with defined priorities and implementation actions.

Course Outline

DAY 01

Smart Facilities Management & Digital Transformation Foundations

- Evolution of traditional facilities management toward smart and digitally enabled operations
- Strategic role of facilities management in organizational performance and service delivery
- Digital maturity assessment for facilities, assets, systems, and operational processes
- Smart facility architecture, connected systems, data flows, and technology ecosystems

PRACTICAL APPLICATION

Assess the digital maturity of a facility and identify priority areas for digital transformation

DAY 02

Connected Facilities, Internet of Things & Integrated Systems

- Internet of Things applications in buildings and facility operations
- Sensors, connected assets, real-time monitoring, and remote asset management
- Building management systems and integrated facility management platforms
- Integration of maintenance, asset management, energy, security, and operational systems

DAY 02 — CONTINUED

PRACTICAL APPLICATION

Design a connected facility concept and identify the systems, data, sensors, and integration requirements

DAY 03**Smart Maintenance, Asset Performance & Data Analytics**

- Digital maintenance management and computerized maintenance management systems
- Predictive maintenance, condition monitoring, and asset health assessment
- Asset performance management and reliability-focused decision-making
- Facility data analytics, dashboards, trends, alerts, and performance monitoring

PRACTICAL APPLICATION

Analyze facility and asset data to identify maintenance priorities, performance gaps, and optimization opportunities

DAY 04**Digital Twins, Automation, Energy & Intelligent Operations**

- Digital twin concepts and applications in facilities management
- Automation and intelligent control of facility systems and services
- Smart energy management and resource optimization
- Occupancy analytics, space utilization, and intelligent facility services

PRACTICAL APPLICATION

Develop a smart facility scenario using digital technologies to improve operational efficiency, asset performance, and resource utilization

DAY 05**Digital Transformation Strategy, Governance & Implementation**

- Developing a smart facilities management strategy and transformation roadmap
- Data governance, information management, interoperability, and cybersecurity considerations
- Performance indicators, benefits realization, and measurement of digital transformation outcomes
- Change management, workforce capabilities, technology adoption, and implementation priorities

FINAL WORKSHOP

Develop a comprehensive Smart Facilities Management & Digital Transformation roadmap covering current-state assessment, strategic priorities, technology initiatives, performance indicators, governance requirements, implementation phases, and action priorities

Register or Request More Information

Course page: <https://quest-training.com/courses/smart-facilities-management-digital-transformation>

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