Building Services Management and Maintenance Course

5 – 9 April 2027
Milan

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Training Center

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Building Services Management and Maintenance Course

Ref: 959_173155 **Date:** 5 – 9 April 2027 **Location:** Milan **Fees:** 5700 Euro

Overview

Building Services Management and Maintenance Course is a 1-week course for facilities managers, building services engineers, maintenance leaders, property operations teams, service-contract managers, and workplace managers who leave with a Building Services Management Plan. Participants connect service strategy, safety interfaces, maintenance, contractor control, energy performance, fault response, occupant service, and lifecycle decisions across HVAC, electrical, water, fire protection, vertical transport, and control systems. Agile Leaders Training Center delivers this course on building services management and maintenance.

Who Should Attend

- Teams responsible for coordinating technical building operations and service continuity.
- Functions responsible for maintenance strategies, work orders, asset condition, and system reliability.
- Leaders responsible for service contracts, supplier performance, and technical assurance.
- Professionals responsible for energy, water, safety, and occupant-service performance.
- Teams responsible for lifecycle planning, renewal priorities, and facilities budgets.

The course assumes participants already oversee building systems or technical service providers and leaves out detailed equipment design, controls programming, and trade-level repair procedures.

Departments and Industries

The course supports technical facilities operations across commercial property, healthcare, hospitality, education, manufacturing, and public-service environments.

- Facilities and workplace operations
- Engineering and maintenance
- Property and asset management
- Procurement and service-contract management
- Energy, sustainability, and safety

Learning Objectives

By the end of this course, participants will be able to:

- Analyze building service requirements and operational risks.
- Build planned, condition-based, and reactive maintenance strategies.
- Use performance measures to evaluate service quality and resource use.
- Diagnose faults and prioritize incident response.
- Evaluate contractor controls and lifecycle choices.
- Build a Building Services Management Plan.

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Course Agenda

Day 1: Service Strategy and System Context

- Building Services Scope and Dependency Map
- HVAC, Electrical, Water, Fire, and Lift Interface Matrix
- Stakeholder Needs and Service-Level Definition Canvas
- Statutory Duty and Safety Interface Register
- ISO 41001 Facility Management Alignment Map

Day 2: Maintenance and Work Control

- Asset Criticality and Consequence Matrix
- Planned, Condition-Based, and Reactive Strategy Selector
- Maintenance Task and Frequency Review Sheet
- Permit, Isolation, and Safe Work Control Checklist
- Work Order Priority and Backlog Control Board

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Day 3: Performance and Contractor Control

- Service Performance Indicator Tree
- Energy and Water Variance Dashboard
- Contract Scope and Responsibility Matrix
- Supplier Performance Review Scorecard
- Quality Inspection and Defect Closure Log

Day 4: Faults, Occupants, and Lifecycle Decisions

- Fault Escalation and Incident Command Flow
- Root Cause Analysis Evidence Map
- Occupant Impact and Communication Matrix
- Asset Condition and Remaining-Life Assessment
- Renewal Priority and Lifecycle Cost Decision Grid

Day 5: Building Services Management Practice

- Suggested Exercise: System Dependency Risk Review
- Suggested Exercise: Maintenance Strategy Selection
- Suggested Exercise: Contractor Performance Intervention
- Suggested Exercise: Fault and Occupant Response Simulation
- Capstone Exercise: Building Services Management Plan

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Practical Exercises

The course uses suggested activities to connect technical systems, service controls, and management decisions.

- Suggested activity: map dependencies among HVAC, power, water, fire protection, lifts, and controls for a mixed-use property.
- Suggested activity: select maintenance strategies for assets with different criticality, condition, and failure consequences.
- Suggested activity: review a supplier scorecard and plan corrective action for recurring service failures.
- Suggested activity: manage a technical incident while protecting safety, continuity, evidence, and occupant communication.

FAQs

Who suits building services management and maintenance training, and what does it assume?

Facilities, engineering, maintenance, property operations, service-contract, and workplace teams suit the training. It assumes practical exposure to building systems or technical suppliers and does not teach detailed design or trade-level repair.

How does building services management differ from BMS controls training?

Building services management coordinates people, assets, contracts, maintenance, safety, performance, incidents, and lifecycle decisions across many systems; BMS controls training concentrates on monitoring, control logic, alarms, and system configuration.

How should building services maintenance priorities be set?

Maintenance priorities should reflect safety, service continuity, asset criticality, condition, failure consequence, statutory duties, occupant impact, resource availability, and the evidence captured in work-management records.

Which measures support building services performance management?

Useful measures connect reliability, response, backlog, defects, energy, water, contractor delivery, occupant impact, and lifecycle risk to defined service outcomes rather than counting activity alone.

Conclusion

Participants take back a Building Services Management Plan linking system dependencies, risks, maintenance strategies, work controls, measures, contractors, incident response, occupant communication, and lifecycle priorities. The plan makes technical service decisions visible and reviewable. It supports coordinated action across facilities, engineering, procurement, and property teams.