Appendix B - Maintenance Process redesign modelled in BPMN

Public Authorities

Building Companies and possible external technicians

Employees

Assignees

Municipalities and other authorities (for example firefighters etc.)

Preventive maintenance

- Predictive maintenance
- Condition based maintenance
- Cyclic maintenance

Emergency Maintenance

- Self-maintenance

Case Base Reasoning

- Identify current problem situation
- Search past cases similar to the new one
- Retrieve most similar case to solve problem
- Evaluate the proposed solution
- Revise the case

Solved Case and Proposition of Economic and Technical Solution

Work Realization

- Building Companies and possible external technicians
- Public Authorities

IFC Protocol

Alert (Face To Face, electronic means, Paper or Call)

Request for self-works

Transmission of projects - Request of authorizations

Works assignments

Delivery of project/works

Authorizations

Request for authorizations