IFMA's Operations and Maintenance Course

Student Guide
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We would like to thank the following dedicated subject matter experts (SMEs) who shared their time, experience and insights during the development of the IFMA FMP Credential Program.

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IFMA Credentials

About IFMA Credentials

Based on the GTJA, we have defined 11 competency areas on which our three world class FM credentials — Facility Management Professional™ (FMP®), Sustainability Facility Professional® (SFP®), and Certified Facility Manager® (CFM®) — are based.

1. The FMP is the foundational credential for FM professionals and industry suppliers looking to increase their depth-of-knowledge on the core FM topics deemed critical by employers.

2. The SFP is the leading credential for all FM and like-minded professionals with an interest in the development of sustainable FM strategies.

3. The CFM is the premier certification for experienced FM professionals. A comprehensive exam assesses knowledge, skills, and proficiency across all FM competency areas.

Facility Management Professional (FMP) Program

IFMA’s Facility Management Professional (FMP) credential is an assessment-based certificate program. This program demonstrates the fundamentals of facility management (FM). Developed from a foundation based on IFMA’s global job task analysis (GJTA), the FMP Credential Program is continuously refreshed to align with current industry standards for FM knowledge, skills and tasks. The knowledge demanded by today’s global employers is taught and tested online or in the classroom.
The four knowledge domains that the FMP Credential Program provides content and assessments on are:

- Operations and maintenance
- Project management
- Finance and business
- Leadership and strategy

This course focuses on operations and maintenance. To receive the FMP credential, successfully complete all four courses (via elearning or instructor-led channels) and final assessments and submit an FMP application to IFMA for approval.

Course Overview

Introductory Activity

Course Audience

This course is designed for persons intending to earn their FMP credential or enhancing their FM industry professional development.
Course Chapters

This course consists of the following chapters:

- Introduction to Operations and Maintenance
- Assess and Inspect Facility Needs
- Manage, Oversee, and Monitor O&M of Building, Systems, and Equipment
- Manage, Oversee, and Monitor Occupant Services
- Select the Best Resources

Course Objectives

After you complete this course, you will be able to:

- Identify the role of operations and maintenance in FM.
- Identify deficiencies in building structures, exteriors, systems, interiors, and grounds and the associated health, safety, security and environmental considerations.
- Describe the elements associated with the acquisition, installation, maintenance, operation, and replacement of assets related to facility management.
- Outline the process for determining and monitoring occupant service performance expectations.
- Outline the processes for developing occupant service specifications, selecting service providers, negotiating service level agreements, monitoring performance, and resolving contract disputes.
Course Introduction

Facility Management (FM)

FM encompasses multiple disciplines which ensure functionality of the built environment, this profession requires a broad range of knowledge and skills.

IFMA conducts a global job task analyses (GJTA) to identify task, knowledge and skill areas that are important for competent performance by facility managers. The GJTA updates the core foundation of competency areas that contain the body of knowledge for FM and FM professionals.

Role of Facility Managers as Related to Operations and Maintenance

According to the IFMA GJTA:

The primary role of facility managers is to manage/oversee an operating facility. To do this, facility managers must have a working knowledge of building systems, structure, interiors and exteriors and grounds so the facility and all of its required systems function efficiently, reliably, safely, securely and in a manner consistent with existing regulations and standards.

In addition, the various aspects of operations and maintenance (O&M) are constantly changing due to wear or deterioration, new regulations or requirements, operational modifications, occupant expectations, and many other individual but interrelated circumstances. Managing a facility means continually managing change.