

The certification of Computer Aided Facility Management (CAFM) software helps to ensure process quality in Facility Management (FM) and documents compliance with practice-oriented minimum standards of functionality of CAFM products, when they are applied as information technology (IT) support for Facility Management. CAFM product certification is part of the quality assessment initiative of GEFMA. A comparison or rating of CAFM products is not associated with awarding the certificate. The only distinguishing feature is „certificate awarded“ or „certificate not awarded“ in regard to selected Facility Management related processes that are described in so-called criteria checklists. It is the responsibility of the potential user to make a facts-oriented and subject-specific sound selection from the CAFM products offered on the respective marketplace. It should be noted that the certificate does not guarantee the successful implementation of a CAFM system. In this context, the comprehensive range of guidelines concerning CAFM (GEFMA 400 et seq.) in the respective actual version is referred to, in which on one hand the complexity of CAFM is documented and on the other hand a number of additional performance criteria such as conceptual system preparation and assurance of up to date and high quality data, are described.

Preface to the English version

In German language countries the software products, which are certified according to the present guideline are called „CAFM“-Software (Computer Aided Facility Management), whereas the term „IWMS“ (Integrated Workplace Management System) has prevailed in anglo-american countries. In Europe the interpretation of CAFM is almost identical to IWMS. It embraces all processes and technologies that assist in the broad field of Facility Management. Although „CAFM“ is used in the present guideline, both terms are used synonymously during the certification process.

The present English text is a translation from the original German guideline. In case of doubts during the certification process only the original German text is valid.

Content

	Page		Page
1	Scope of application	1	5
2	Definitions and explanations	1	6
3	Contents of the certification.....	1	7
3.1	Criteria for approval	1	8
3.2	Criteria for exclusion	2	Publication and presentation of the results
3.3	Subject of the certification.....	2	3
3.4	Criteria for the certification	2	Quoted standards and other documents.....
4	Certification process.....	2	3
4.1	Application	2	Contact
4.2	Auditors.....	2	3
4.3	Certification procedure.....	2	Annex A: Criteria checklists
4.4	Assessment report.....	2	A1 - A14
4.5	Issuing the certificate	2	

1 Scope of application

This guideline in its respective current version applies basically to all CAFM software providers and their implementation partners/vendors, who want to obtain certification for their software products for the first time or that are already certified and seek to either extent the certificate to cover processes (criteria checklists) that were not previously certified or new versions of their software or that aim to extent the certificate, e.g. after expiration of the 2-year validity period. The guideline also governs the initial certification and recertification of software products with identical content that are offered under different brand names.

In addition, with the criteria checklists as annex, potential CAFM users that are interested in a software product are given an overview, which contents in which format and to which extent are assessed by GEFMA and, in regard to already certified products, which have successfully been assessed. This knowledge is intended to support the evaluation of and the decision for a „suitable“ CAFM

product and it can be a differentiating factor in the selection process.

The guideline is updated regularly to reflect the technological development as well as current findings from surveys conducted among users and providers of CAFM.

2 Definitions and explanations

In regard to definitions and explanations of CAFM, the comprehensive statements in GEFMA guideline 400 et seq. in its respective actual version are referred to.

3 Contents of the certification

3.1 Criteria for approval

As a rule, any software that supports Facility Management functionality can be certified. The software product to be certified must fulfill at least the mandatory criteria checklists described in 3.4.

During the assessment, the software provider or their implementation partners/vendors have to demonstrate an error-free system that is operable and equipped with