

Preface of the publisher

17. Journal for Facility Management: Science meets Practice

During the last months, I have visited several important business conferences. They focused on innovation, digitalisation, sustainability, networking and cooperation. Most of the presentations were looking for solutions for the following challenges:

- How sustainability does pays off?
- How to retrieve employees?
- How to foster innovation?

I got many innovative ideas for my research and teaching, but I also recognized that, the colleagues did not mention real estate and facility management in any way in their presentations. When I approached them, or mentioned in the discussion possibilities of RE/FM, they were not aware of the possibilities.

It seems that our community was not successful to spread the information how we can enable core business. Real Estate and Facility Management is not to optimise single services, it is about the support of the core business by defining the demand of infrastructure and services and sourcing it. It is not about fulfilling the services. It is about enabling the core business to adapt to the changes due to digitalisation by providing optimal workplaces. Workplace management is to empower employees, foster communication and therefore innovation.

The article of this issue gives an insight how RE/FM can succeed in this strategic area:

- Facility Management in Small and Medium-Sized Enterprises: Importance, demand, willingness to outsource and supply - quantitative study
- MultiMapping and urban FM
- Facility Services: Impact of new technologies
- Digitalization & Facility Management: Energy Flexibility of Existing Buildings

The first paper deals with the paradoxon that especially the smallest companies want to outsource the whole facility services. In their growing phase, they would like to get a full serviced work environment to concentrate on their core business. But the facility service providers consider this market as not large/profitable enough. Need technologies may provide new approaches.

The second paper discusses a more active role of Facility Management (FM) to participate in the development of urban area with aim to build competitive and healthy surroundings with a high quality for residence, business and spare time. An active role of FM is seen as co-creating

the place together with estate owners or users in many perspectives, such as creating better environment or better services (exp. assistance/services for elderly people), to contribute to a desirable urban area throughout its whole lifecycle.

The third paper deals with the impact of new technologies on the facility operation. Studies estimate that in general 47% of all jobs will be automated due to digitalization. FS will be more affected as it consists of more routine tasks. Based on literature review the paper present the relevant emerging technologies like IoT, AI, ML and their technical and economic feasibility in the Facility service industry.

As future energy systems will require buildings to be able to manage their energy demand and generation in dynamic ways, the fourth paper presents technical implementation of such energy flexibility in existing buildings. The objective of this paper is to sketch a digital perspective of energy flexibility in existing buildings and city quarters based on on-going work in different research approaches. The research results show that buildings can support future energy systems not only in the optimization of grid utilization, but also in reaching national carbon dioxide goals. The suggested solutions can be used directly by practitioners.

At this point, I want to thank all international researchers, who sent us numerous abstracts and papers for the double blind review. The decline rate kept high with more than 50%. The high quality research handed in enabled us to increase the quality of the IFM journal over the last years. Thanks for your help and we are looking forward for your support. I also want to thank the members of the editorial and the scientific board for their terrific work. They supported me in reviewing first the abstracts and then the full papers and gave a lot of input to the authors.

The high decline rate, the high reputed members of the editorial and the scientific board and the supporting universities ensure that the articles are not only having a high scientifically quality, but also that practitioners can put them into practice easily.

I also want to thank my team, especially Lisa Grasl MA und DI Christine Hax. Without their personal engagement, the journal would not be available in this high quality.

I wish you all the best from Vienna, an enjoyable reading, a lot of input for your research and/or for your daily work. I look forward to a lot of new abstracts and papers for the next call for papers for the 11th IFM congress 2018.

Yours

Alexander Redlein

Head of Editorial Board

To my family Barbara, Caroline Sidonie und Alexander David