**Introduction and Background:**

**Perceptions of AI in General:**

**AI in Studies:**

**AI in Facility Management:**

**Impact of AI in Facility Management:**

**Campus Facilities**:

**AI in Space Optimization:**

**Predictive maintenance:**

**Security and privacy:**

**Conclusion:**

**Call with Snoep, Anne (190715)-20231013\_120235-Meeting Recording- corrected version**

Dominik (Interviewer): I started OK, then at first let me introduce myself.

Anne (Interviewee): I'm Dominik, a second-year data science and artificial intelligence student with my team. We are gathering information through surveys and interviews to contribute to the improvement of facility management studios. Our goal is to show how AI can be integrated into this domain and to understand the point of view of facility management regarding these changes.

Dominik: And at first, I will also ask you to briefly introduce yourself and tell me about your experience in facility management studios.

Anne: Well, I'm actually a fourth-year student now, so I'm writing my thesis and hopefully graduating soon.

Dominik: And your question is how I experience AI in this domain, right.

Anne: My question is now more general, your experience in facility management. You're a fourth-year student, right?

Dominik: And you will graduate this year.

Anne: That's right.

Dominik: Yeah.

Anne: Well, my experience is, I think I had experiences that it's quite a small domain, so there are not that many students. So it's really personal. Also, I really experienced that the link between facility and hotel management is there for the whole four years. So you have classes with hotel and facility together, and sometimes it's more hotel than facility. So if I can get a feedback point, it's like, you know, focus more on facility, right.

Dominik: OK.

Anne: And because I had COVID in between years, so the connection between lecturers is not that great right now. I understand that, especially for the fourth-year students, sometimes they don't even recognize you.

Dominik: Oh, OK, It's really like this.

Anne: Yes. You have like connections with a few lecturers and then you hold on to them.

Dominik: So, oh, OK, I have questions.

Dominik: You just go to the same lecturer of time and maybe I can ask what motivated you to trust this field of studies? Why did you choose facilities?

Anne: Because facility management is in every branch. You can go to healthcare, you can go to real estate, you can go to whatever. Like, yeah, it's OK. It really makes sense. Yeah.

Anne: Yeah.

Dominik: Yeah.

Anne: So it's because it's in every branch. You can also choose in your career, like now I'm going to choose healthcare to just switch it up or OK.

Dominik: Sounds great.

Dominik: And what are the top three most important skills you learned in your facility management studies so far?

Anne: The top is to know. It's to know a bit of everything, just know a little bit of marketing, know a little bit of finance, know a little bit of everything. So I think the top skill is to be interested in everything and communication.

Dominik: OK, OK. But now I can ask a bit about my AI.

Dominik When did you first hear about artificial intelligence, and in a few words, how would you describe your understanding of AI?

Anne: First one, it's when it was all over social media. I think that was one or two years ago, a year and a half. That's when I first heard it. I personally never used it before six months ago, I think, and I use it more as a coach. So if there is not a lecturer right, then I just ask AI. Yeah, it really gives me good answers. So I think my understanding of AI is that you can ask questions and have if you don't understand something and or just to ask to explain something.

Dominik: OK, yeah. AI can pretend a bit of human thinking and help us with some decision making and answer some of our questions.

Dominik: Yeah, that's right.

Dominik And are you afraid of AI?

Anne: Maybe. No, not at all.

Dominik OK, that's good to hear.

Dominik: And in your opinion, where is AI most commonly used nowadays?

Anne: Games, Games maybe?

Dominik: OK or development of films?

Anne: Development.

Dominik: Yeah, maybe self-driving cars also.

Anne: Yeah, I think AI helps with that a lot. Technology, I think just in our phones or something.

Dominik: Yeah.

Dominik: And in your opinion, how can AI technologies be used to improve the overall experience of students on the Buas campus facilities?

Anne: That's a good question.

Dominik: That's a good question.

Anne: Maybe trying to use AI in courses, or, okay, maybe a chatbot instead of a service desk, for it can answer the students' questions.

Dominik: You're thinking about something like this?

Anne: Yes, maybe in SharePoint, you can find something like chats.

Dominik: Okay, then you told me before that you used chatbots, right?

Anne: Yes.

Dominik: And how often do you use them, and what kind of questions or assistance do you seek from them?

Anne: When I'm stuck, like, for example, I used it yesterday for my thesis. I had this research main research question, and I wanted to know if it's more exploratory or evaluative.

Dominik: And then I just asked AI, like, what do you think?

Anne: And then it gives me reasons why or why not. So it gives me inspiration on where to look. It's like a digital coach for me.

Dominik: How often do you use this chatbot? Like, 2-3 times a week?

Anne: Two or three times a week.

Dominik: Okay. Can you imagine your academic experience now without the help of AI tools or chatbots?

Anne: Yeah, I think it goes a lot faster with the chatbot because without it, I have to go to a lecturer or reach out, and that can take one or two days for them to answer, and maybe not even the answer I want.

Dominik: So, you can ask more. I think it's just a lot faster.

Anne: Yeah, I definitely agree, yeah.

Dominik: And do you have an opportunity to take any courses or attend workshops related to AI, or not yet?

Anne: Well, if it's available for our domain, then I would.

Dominik: Okay, yeah, they're already, maybe it's irrelevant, but for the company I work for, they already do these kinds of workshops for AI, so it's also in commercial already.

Anne: Epic thing.

Dominik: Yeah.

Anne: Okay.

Dominik: As you told me, it's good to have an understanding of everything.

Anne: Yeah, a bit. It's really helpful.

Dominik: Okay.

Dominik: Maybe now we can focus a bit more on facility management. And I can ask in what specific aspects of facility management do you believe AI will play a significant role, for example, energy efficiency or space optimization?

Dominik: Do you have something in mind maybe?

Anne: Well, maybe if you are working with a different branch you didn't work for before, like as facility management facilities are always the same work, but sometimes it has to be customized to the branch. Like if it's in a hospital, that's really different than an airport.

Dominik: Yeah.

Anne: So if you don't understand some terms because you've never heard it before, then you can ask AI.

Anne: So it's important that you have a bit of knowledge of every branch, but you can't know it all. So maybe AI can be a good tool for that.

Dominik: Okay, that's a good idea.

Dominik: Okay. While AI offers many potential benefits, right? Are there any drawbacks or concerns you associate with the use of AI in facility management?

Anne: Well, facility management is really on the trends and developments, and because AI is till 2021, that can be a problem. Many.

Dominik: Okay, okay.

Dominik: In your opinion, should students be actively involved in decisions related to AI implementation in facility management at Buas, or is it more on the government side, and you think students don't have to be involved?

Anne: You can ask for their opinion. It's more like the choices of the school and the government, what they want with it.

Anne: Because, yeah, I can say I want to use a chatbot every time, but I can imagine that the board of examinations is not going to go for it. So, yeah, it's cool to ask opinions, but I think not that big of a role.

Dominik: Okay. And do you think it's really important to use artificial intelligence in facility management, or is it not that necessary?

Anne: I think it's going to be huge, yes. If you have certain projects from companies, then it can be really helpful to use it as a little robot assistant maybe. Yes, I think it can be really valuable.

Dominik: Okay. And how do you think about the integration of AI in the coming years? How will it look like, for example, in the next two years? Do u think it will happen really fast. It's a slow process.

Anne: I think in the next two years, people are understanding how to use it in their work because now they have the understanding that it's taking over all of the work. But that's not true. It's just helping and going faster and doing your work. So I think in the developments, AI becomes smarter, of course, but I think people learn to use it, how to incorporate AI into their work.

Dominik: Okay, okay. Yeah, I agree.

Dominik: Now one of my team members wants to focus on the campus. That's why now I will ask some questions related to this topic.

Dominik: How do you define your present experience with Boras campus facilities, particularly in terms of comfort?

Anne: Well, I never had a problem with it. It's great, maybe some more benches on the outside, but really great. I mean you have two cafeterias, you have enough study places. It's really clear what is a common study place, what is a study place where you have to be quiet. It's nice, but it's also new.

Dominik: Do you have any specific challenges in Boras campus facilities related to accessibility or comfort?

Anne: Well, sometimes when you do a certain domain, because I do facilities, then I'm more in the other buildings. Sometimes when I have a lecture in another building, then it's really searching where to go. So maybe that, but otherwise, I didn't have many challenges. But again, I was, for a year and a half, not at school due to COVID. OK, I understand that. Yeah, I fully understand that.

Dominik: And are there any specific areas or zones in Boras campus facilities, for example, libraries, studio rooms, cafeterias, where you believe AI implementation could have a positive impact on the student's experience?

Anne: In the library, maybe. I think that could be very helpful because you're, you know, like, where are the locations of books or where are you going? I think it could be really helpful for the library because that's always a confusing space. For the rest, I don't know, maybe AI for renting rooms also.

Dominik: Yeah.

Anne: OK.

Dominik: Maybe it can also help. Then, how important is it for Boras to continually invest in the campus for the benefit of students? Do u think the campus is really important or It shouldn’t be the main point for Buas.

Anne: Well, I think it is. I don't know if it's the most important, but it is important because when I visit a school that is not accommodating, then I don't think I have a good time there. I think, maybe it's also because of COVID, right? A bit, yeah.

Dominik: You haven't been there that much?

Anne: No, but the times that I have been there, it's I enjoy the spaces and work.So, I think, it's important how it looks.

Dominik: And, okay, are you happy with how the spaces in Buas are organized?

Anne: For now, yes.

Dominik: And, do you think issues with space optimization could be resolved with AI? Because, in your opinion, Boras is well-organized. But in some cases, do you think AI can help with that?

Anne: Yeah, maybe showing at what times what spaces are busy.

Anne: Can be very helpful.

Dominik: Okay.

Dominik: Do you believe that AI will become the norm in space optimization and planning in the upcoming decades?

Anne: The norm, I don't know, but I believe that it can be very helpful in space management.

Dominik: Okay.

Dominik: Thank you.

Anne: Yeah.

Dominik: Now I have a question about predictive maintenance. How familiar are you with predictive analysis in the context of facility management?

Anne: Very.

Dominik: Okay, that's great. Can you provide some examples of how predictive analysis has been used in facility practices?

Anne: Yeah, sure. For example, if you focus on cleaning, maybe, like cleaning a property, you have inside, but you also have outside. So, if you have windows, they have to be cleaned once every three months. So then you have to calculate on this month and this month this has to be done. You have, I don't know how to say in English, but like mouses, don't worry, don't worry. Yeah, like pests around the building. You want to prevent that. Okay, so once a month you have to check that, and you have the elevators that have to be checked maybe every two months. Then you have the systems that are controlling the temperature, they have to be checked once a month. So that's all a list. And then you have to predict when we have to check that again. If AI can calculate that for us or document that for us, that would be great because most of the time, these lists are very, very long because you don't know how much maintenance everything needs.

Dominik: Can you give me some examples of decisions that were made differently thanks to predictive analysis?

Anne: Well, for example, if you want to renovate something in the building, but it depends on the free and you see that you have a big maintenance coming up, then you can postpone this renovation because then you're like, oh, I'm going to need to have money for this big maintenance thing. So, I'm going to postpone the renovation. It's that kind of decisions.

Dominik: Okay, great. And how do you see the future of predictive analysis in the facility management field?

Anne: I think in the future it will be more important. It will be more important to use this technique. I think it can be more important. For the same example I already mentioned, but also it can be helpful too, because team managers can't always see everything, and sometimes AI can help. Sometimes we can miss that a building is not in great condition. We can miss that because it hasn't had maintenance or anything. AI can warn us like, hey, this construction is not going to hold up anymore. It can prevent a lot of things. So, I think in the future it will be bigger and more important.

Dominik: OK, I understand.

Dominik: Now, a bit about the ethical part. Are there any ethical or privacy concerns that need to be addressed when implementing predictive analysis in facility management?

Anne: No, I think not really. It's not that private. It's just when they tell you when something has to be done. Yes, it's OK. I wouldn't see a problem in it. Actually.

Dominik: OK. Yeah, I also don't see a problem. But some people are worried, that's why I'm asking.

Anne: Yeah.

Dominik: Do you think artificial intelligence can help make our campus safer and more secure?

Anne: Safer. How would you say safer and more secure?

Dominik: I don't know. Maybe some detection system or some sensors connected with cameras?

Anne: Yeah.

Dominik: Do you think it can help or no?

Anne: Yes, it can. Because maybe for evenings or something.

Dominik: OK. And how do you feel about it that AI will be more responsible for our safety and security? Do you trust AI in this case?

Anne: Yes, but I will make a mix of that maybe because I don't know what the security is at this moment at Buas. I think it's people who are doing that.

Dominik: Yeah.

Anne: Yeah. So, I should do a mix. Maybe it makes sense for the first year or two, like to see how it's going. Then fully trust AI. Like not immediately, but I think, yeah, based on how I know AI, it can be very trustworthy.

Dominik: OK And how do you feel about it that AI will be more responsible for the our safe and our secure. Do you trust AI in this case?

Dominik: Can you describe the role you think teachers, students, and staff should play in decisions related to AI implementation for security and privacy in our institution?

Dominik: Do you think we should decide about it, or it's not our case?

Anne: I think it's the case of the property manager because if I look at the situation now, we are also not asked about the security of the campus. I think you have to be transparent. Like if I ask, yeah, then I get an answer but I don't have to be in the decision-making.

Dominik: I think that's a reasonable approach.

Dominik: I have two questions for the conclusion of our interview. In your opinion, what excites you the most about the potential applications of AI in facility management?

Anne: I think what excites me the most is being more efficient in your work.

Dominik: In what cases, specifically, do you think being more efficient is important?

Anne: Like being more productive. For example, in this interview, if AI can predict when something needs to be done, it's more efficient than having to figure it out myself.

Dominik: Understood. Now, in terms of space optimization, predictive maintenance, and energy efficiency, which aspect do you think is most important to implement AI?

Anne: Predictive maintenance, because from my last internship, I know it's a significant part of the work, and you're left with less time for actual maintenance if you have to spend time calculating when things need to be done.

Dominik: What about energy efficiency? Do you see AI playing a role in reducing energy usage in buildings?

Anne: Definitely. For example, knowing which spaces are not used at certain times, and being able to control lights and temperature, AI can have many applications, especially in sustainability.

Dominik: Yes, the landscape is changing rapidly. Is there anything else you'd like to add regarding your thoughts on AI?

Anne: At the moment, I can't think of anything else. The future of facility management is promising.

Dominik: Did you have a chance to review our survey on this topic?

Anne: No, I haven't seen it.

Dominik: I can send it to you later. Also, if you have any further questions, feel free to reach out. I can provide feedback on your interview as well.

Anne: That sounds great.

Dominik: Thanks again for the interview. It's been really helpful.

Anne: No problem. Thank you for your time.

Dominik: Have a nice day.

Anne: You too. Goodbye.

**Call with Snoep, Anne (190715)-20231013\_120235-Meeting Recording**

0:04  
I started OK, then at first let me introduce myself.

0:14  
I'm Dominik, a second year data science and artificial intelligence student with my team.

0:21  
We are gathering information through surveys and interviews to contribute the improvement of facility management studios.

0:30  
Our goal is to show how AI can be integrated into this domain and to understand the point of view of facility management regarding these changes.

0:43  
OK.

0:43  
And at first I will also ask you to briefly introduce yourself and tell me about your experience in facility management studios.

0:53  
Well, I'm actually A4 tier student now, so I'm writing my thesis and hopefully graduating soon.

1:05  
And your question is how I experience AI in this domain, right.

1:10  
My question is now more general, your experience in facility management.

1:15  
You're a fourth year students, right?

1:18  
And you will graduate in this year.

1:20  
That's right.

1:21  
Yeah.

1:22  
Well, my experience is, I think I had experiences that it's quite a small domain, so there are not that many students.

1:34  
So it's really personal.

1:37  
Also I really experienced that the link between facility and hotel management is there for the whole four years.

1:47  
So you have classes with hotel and facility together and sometimes it's more hotel than facility.

1:55  
So if I can get a feedback point, it's like you know, focus more on facility, right.

2:02  
OK.

2:03  
And because I had a COVID in between years, so it the connection between lecturers is not that great right now.

2:15  
I understand that especially for the forger students, it's sometimes they don't even recognize you.

2:22  
Oh, OK, It's really looks like this.

2:25  
Yes.

2:26  
You have like connections with a few lecturers and then you hold on to them.

2:32  
So, oh, OK, I have questions.

2:34  
You just go to the same lecturer of time and maybe I can ask what motivate you to trust this field of studies?

2:45  
Why you trust facilities?

2:47  
Because facility management is in every branch.

2:52  
You can go to healthcare, you can go to real estate, you can go to whatever.

3:00  
Like, yeah, it's OK.

3:02  
It really makes sense.

3:03  
Yeah.

3:03  
Yeah.

3:03  
So it's because it's in every branch.

3:06  
You can also choose in your career, like now I'm going to choose healthcare to just switch it up or OK Sounds great, right?

3:18  
Sounds great.

3:19  
And what are the top three most important skills you learned in your facility management studies so far?

3:29  
The top is to know.

3:33  
It's to know a bit of everything, just know a little bit of marketing, know a little bit of finance, know a little bit of like everything.

3:44  
So I think the top skill is to be interested in everything and communication.

3:52  
OK, Interesting.

3:53  
OK, OK.

3:55  
But now I can ask a bit about my about AI.

3:59  
When did you first heard about artificial intelligence and in few words how would you describe your understanding of AI?

4:09  
First one, it's when it was all over social media.

4:12  
I think that was one or two years ago, a year and a half.

4:18  
That's when I first heard it.

4:20  
I personally never used it before six months ago I think and I use it more as a coach.

4:33  
So if there is not a lecturer right then I just ask IA yeah, it really gives me good answers.

4:42  
So I think my understanding of AI is that you can ask questions and have if you don't understand something and or just to ask to explain something.

4:57  
OK, OK Yeah.

4:58  
AI can pretend a bit of human thinking and help us with some decision making and answer some our questions.

5:07  
Yeah, that's right.

5:08  
And are you afraid of AI?

5:10  
Maybe.

5:12  
No, not at all.

5:13  
OK, OK, that's good to hear it.

5:18  
And in your opinion, where is AI most commonly used nowadays?

5:31  
Games, Games maybe?

5:33  
OK or development of of films?

5:36  
Development.

5:37  
Yeah, maybe self driving cars also.

5:40  
Yeah, I think AI help with that a lot.

5:44  
Technology I think just in or phones or something.

5:48  
Yeah.

5:49  
And in your opinion, how can AI technologies be used to improve overall experience of students in Boas campus facilities?

6:05  
That's a good question.

6:07  
That's a good question.

6:10  
Maybe try to use AI in courses or OK and maybe chat bot instead of service desk for it can answer the students questions.

6:27  
Your thinking about something like this?

6:30  
Or yes, maybe in SharePoint you can find something you have like chats.

6:38  
OK then you told me before that you used before chat bots, right?

6:43  
And how often you use them and what kind of questions or assistance do you seek for them?

6:51  
When I'm stuck like for example I used it yesterday for my thesis, I had this research main research question and I wanted to know if it's more exploratory or evaluative.

7:05  
And then I just ask AI like what do you think?

7:10  
And then he gives me reasons why or why not so it gives me inspo where to look or it's like an A digital coach for me.

7:22  
Then how often do you use this chat bot like 2 \* a week?

7:27  
Two times a day?

7:28  
Three times a week?

7:30  
Two or three times a week.

7:32  
OK, then I have question if Can you imagine your academic experience now without the help of AI tools or and chat bots?

7:44  
Yeah, I think it it goes a lot faster with the chat bot because without it I have to go to a lecturer or reach out and that can cost like one or two days for them to answer and maybe not even the answer you want it.

8:07  
So you can ask more and I think it's just a lot faster.

8:13  
Yeah, I definitely agree, yeah, yes.

8:17  
And do you have opportunity to take any courses or attend the workshop related to AI or not yet?

8:27  
Well, if it's available for our domain, then I would you would?

8:33  
OK, yeah, they're already, maybe it's irrelevant, but for the company I work for, they already do these kind of workshops for AI, so it's also in commercial already.

8:47  
Epic thing.

8:49  
Yeah.

8:49  
OK.

8:50  
As you told me, it's good to have understanding of everything.

8:54  
Yeah, a bit.

8:55  
It's really helpful.

8:57  
OK.

8:57  
Then maybe now we can focus a bit more on facility management.

9:02  
And I can ask in what specific aspects of facility management do you believe AI will play a significant role, for example, energy efficiency or space optimization?

9:18  
Do we have something in mind maybe.

9:22  
Well, maybe if you are working with a different branch you didn't work for before, like as facility managed facilities are always the same work, but sometimes it have to be customized to the branch like if it's in hospital that's really different than an airport.

9:41  
Yeah.

9:42  
So if you don't understand some some terms because you never heard heard it before, then you can ask AI.

9:53  
So it's important that you have a bit of knowledge of every branch, but you can't know it all.

10:00  
So maybe AI can be a good tool for that.

10:05  
OK, that's a good idea.

10:07  
OK.

10:08  
And while AI offers many potential benefits, right?

10:12  
Are there any drawbacks or concerns you associate with use of AI in facility management?

10:21  
Well, facility management is really on the trends and developments and because AI is till 2021, that can be a problem.

10:31  
Mandy.

10:34  
OK, OK.

10:37  
And in your opinion, should students be actively involved in decisions related to AI implementation in facility management at the Boras or it's more on government side and think students don't have to be involved.

11:01  
You can ask for their opinion that it's more like the choices of school and the government, what they want with it.

11:10  
Because yeah, I can say I want to use chat bot every time, but I can imagine that the board of examinations is like not going.

11:19  
So yeah, it's cool to ask opinions, but I think not that big of a rule.

11:27  
OK And do you think it's really important to use artificial intelligence in the facility facility management or it's not that necessary?

11:41  
I think it's going to be huge, yes.

11:43  
If you have certains projects from companies then it can be really helpful as to use it as a little robot assistant maybe yes, I think it's can be really valuable.

12:03  
OK And how what do you think about disintegration of AI in the coming years?

12:11  
How it will looks like for example in the next two years?

12:16  
I think it will happen really fast or it's slow process.

12:20  
I think in the next two years, people are understanding on how to use it in work because now they have the understanding that it's taking all of the work.

12:33  
But that's not true.

12:34  
It's just helping and going faster and doing your work.

12:38  
So I think in the developments, yeah, AI becomes smarter, of course, but I think people learn to use it, how to incorporate AI into their work week maybe.

12:55  
OK, OK.

12:57  
Yeah, I agree.

12:59  
OK.

13:00  
Now one of my team members wants to focus on campus.

13:06  
That's why.

13:07  
Now I will ask some questions related to this topic.

13:11  
OK How do you define your present experience with Boas campus facilities, particularly in terms of comfort?

13:22  
Well, I never had a problem with it.

13:24  
It's great, maybe some more benches on the outside, but really great.

13:29  
I mean you'll have two caterings, you'll have enough study places.

13:36  
It's really clear what is a common study place, what is a study place that you have to be quiet.

13:42  
It's it's nice, but it's also new.

13:46  
So I think, OK, have you account or maybe some specific challenge in challenge in Boas campus facilities related to accessibility on confidence?

14:00  
Well, sometimes when you do a certain domain because I do facilities then I'm more in the other buildings.

14:09  
Sometimes when I have a lecture in another building then it's really searching where to go.

14:16  
So maybe that, but otherwise and didn't have much challenges.

14:22  
But again, I was for a year or half not at school due to, yeah, OK, I understand that.

14:30  
Yeah, I fully understand that.

14:32  
And are there any specific areas or zones in Boas campus facilities, for example, libraries, studio rooms, cafeterias, where you believe AI implementation could have positive impact of the students experience in the library, the library maybe that that could be very helpful because you're you're just maybe like where are the locations of books that are going?

15:05  
Oh OK, Or the just general questions maybe I think it's gonna be really helpful for the library because that's always in that confusing space.

15:17  
OK for a rest, I don't know maybe AI for renting rooms also.

15:25  
Yeah.

15:26  
OK.

15:26  
Maybe it can also help.

15:28  
Then how how important is for BOS to continually invest in the campus for the benefits of students?

15:36  
I think campus is really important or it shouldn't be the main point for the boss.

15:43  
Well, I think it is.

15:45  
I don't know if it's the most important, but it is important because when I visit a school that is not accommodating me, then I don't think I have a good time there.

15:58  
I think yeah maybe it's also because of COVID right a bit yeah.

16:06  
You you aren't be there you you aren't be there that much time right.

16:10  
No.

16:11  
But the times that I have been there it's it's I enjoy the the spaces and work OK.

16:21  
So I think it, I think it's important how it looks.

16:26  
And OK, then are you happy with how the space in Boas are organized?

16:35  
For now, yes.

16:38  
Now yes.

16:39  
And OK.

16:43  
Do you think issues with space optimization could be resolved with AI?

16:48  
Because yeah, Boas is well organized in your opinion.

16:52  
But in some cases, do you think AI can help with that?

16:57  
Yeah, maybe showing at what times what spaces are busy.

17:03  
OK, can be very helpful.

17:05  
OK.

17:07  
And do you believe that AI will became the norm in space optimization and planning in the upcoming upcoming decades?

17:18  
The norm, I don't know, but I I believe that it can be very helpful in space management.

17:26  
OK.

17:27  
OK.

17:28  
Thank you.

17:28  
Yeah.

17:29  
Now I have a question about predictive maintenance.

17:33  
How familiar are you with predictive analysis in the context of facility management?

17:39  
Very.

17:39  
OK.

17:40  
That's great.

17:46  
Yeah, in adaptive, it's now.

17:48  
So if I go to my previous internship now, we just had these documents where we, how do you say it in English, where we document which maintenance is when and we calculated how many time there is for the next maintenance.

18:09  
So it's really time consuming I would say.

18:12  
I think if that's if AI can help that would be that would be great because most of the times these lists are very, very long because you don't know how much maintenance everything has.

18:29  
Can you provide me give me some examples on how predictive families has been used in facility practices?

18:38  
Yeah, sure.

18:39  
Because if you focus on cleaning, maybe, yeah, cleaning of a property you you have inside, but you all also have outside.

18:51  
So if you have windows, it has to be done one time per three months.

18:58  
So then you have to calculate on this month and this month this has to be done.

19:03  
You have, I don't know how to say English, but like mouses, don't worry, don't worry.

19:11  
Yeah, like mouse is around the building.

19:15  
You want to prevent that.

19:17  
OK, so once in one month you have to check that and you have the elevators that have to be checked in maybe every two months.

19:29  
Then you have the systems that is controlling the temperature have to be checked for once a month.

19:36  
So that is all a list.

19:39  
And then you have to predict that's when we have to check that again, that's when we have to check that again.

19:47  
If AI can calculate that for us or documents that for us, we that would be great because then you have less time working on that.

19:59  
OK.

19:59  
I'm not sure if now it's possible in the future, I think it for free, it will be possible then.

20:04  
Yeah, OK.

20:04  
I will know that it's good to focus on that.

20:09  
OK.

20:10  
And how this predictive analysis influence decision making curve process within your facility management programme?

20:21  
Well, if you know when something has to be done, you can, you can do your budgeting different because if you know when something has to be done, you can calculate, oh, then I can spend money on this and spend money on debts.

20:40  
OK.

20:41  
Can you provide maybe some examples of decisions that were made differently thanks to predictive analysis?

20:48  
Well, for example, you want to renovate something in the building, so maybe depends free and you see that you have a big maintenance coming up.

21:00  
Then you can postpone this renovation because then you're like, oh, I'm going to need to have money for this big maintenance thing.

21:11  
So I'm going to postpone renovation.

21:14  
It's like that kind of decisions.

21:17  
OK, great.

21:18  
And how do you see the future of predictive analysis in the facility management field?

21:24  
I think in the future it will be more important or less important to use this technique or what do you think?

21:33  
I think it can be more important for the same example I already mentioned, but also it can be helpful too also because so the team managers can't always see anything and sometimes AI can help like sometimes we can miss that a building is that construction is not that great.

22:04  
We can miss that because it hasn't had maintenance or anything.

22:08  
AI can warn us like hey, this construction is not going to hold up anymore.

22:14  
It can prevent a lot of a lot of things.

22:18  
So I think in the future it will be bigger and important.

22:27  
OK, OK, I understand.

22:29  
OK, Now a bit about ethical part.

22:31  
Are there any ethical or privacy considers that need to be addressed when we are implementing predictive analysis in facility management?

22:46  
No, I think not really.

22:50  
It's not that, not that privacy much.

22:53  
It's just when they tell you when something has to be done.

22:57  
Yes, it's OK.

22:59  
I wouldn't see a problem in it.

23:01  
In actually.

23:02  
OK Yeah.

23:03  
I also don't see the problem.

23:05  
But some people are worried.

23:06  
That's why I'm asking.

23:09  
Yeah.

23:10  
Do you think artificial intelligence can help make our campus safer and more secure?

23:21  
Safer.

23:21  
How would you say safer and more secure?

23:25  
I don't know.

23:25  
Maybe some detection system or some sensors connected with cameras?

23:35  
Yeah.

23:35  
Do you think it can help?

23:37  
Or coming?

23:40  
Yes, you can, because maybe 4 evenings or something.

23:46  
OK And how do you feel about it that AI will be more responsible for the our safe and our secure.

23:54  
Do you trust AI in this case?

23:58  
Yes, but I will make a mix of that maybe because you, I don't know what the security is at this moment at the Ross.

24:08  
I think it's people who are doing that.

24:11  
Yeah, I should do a mix.

24:14  
Maybe it makes for for the first year or two like to see how it's going to then fully trust AI.

24:25  
Like not immediately, but I think, yeah, if how I know AI, it can be very trash for.

24:33  
I mean, why not?

24:37  
OK, yeah, I agree the mix will be the best for me as well.

24:42  
Then I will definitely agree on that and can you describe the role you think teachers, students and staff should play in decisions related to AI implementation for the security and privacy in our institution.

24:59  
Do you think we should decide about it or it's not our case?

25:06  
I think it's the case of the property manager and because if I look at situation now, we are also not asked about the security of the campus.

25:24  
I think you have to be transparent, like if I ask, yeah, then I get an answer but I don't have to be in the decision making.

25:31  
I think, OK.

25:33  
OK, OK, OK.

25:37  
Then now I have two questions for the conclusion for our interview.

25:42  
And in your opinion, what excites you the most about the potential applications of AI in facility management?

25:52  
I think what excites me the most is to be more efficient in your work.

26:00  
OK.

26:01  
In in what cases especially maybe be more efficient, like more productive, like if for example that we have this interview, like if they can predict when something has to be done, you're it's more efficient, then I have to come up with it myself.

26:23  
OK, OK.

26:24  
And in what aspects, for example, the space optimization, this predictive maintenance or energy efficiency, on which aspect you think it will be the most important to implement this AI, predictive maintenance, predictive maintenance and why?

26:46  
Because I know that's for my last internship.

26:49  
That's a big part, really big part of the work and it's you get get left with less time with actually doing the maintenance and OK stuff that you that can be more important than calculating when something has to be done.

27:14  
OK And what about energy efficiency?

27:17  
Do you see do you think AI can help with reducing use of energy in the building?

27:25  
They think it's also possible definitely if you know which spaces are not used in certain times of today, when should the light be on.

27:36  
So you can detect with AION which space is used and turn off and on the lights or temperature regulation in the building it's can So so many options also in CSR like a sustainability, it's can be, can be great.

28:00  
Yeah, I think in the next year of the situation will change a lot and yeah, it's really hard to predict because two years ago we wouldn't even able to predict chat bot or something like this.

28:12  
And now we have yeah chat bot GDP which can answer almost every questions.

28:20  
And is there anything else you would like to add regarding your thoughts on AI?

28:25  
And is the role of the future of facility management not things that come to mind right now, I think, OK.

28:39  
Did did you saw also our survey about this topic?

28:45  
No, no.

28:46  
Then maybe I can send to you later or I think some of you might or should send and yeah, thank you on this interview.

28:57  
Maybe in the future if I will have any more questions I will try to.

29:02  
If you finish the report, I can also share, share it if you if you want and some feedback about the interview, because to be honest, it was my first interview which I ever had.

29:15  
Was it OK?

29:16  
It was OK.

29:17  
Yes, I should Now we were 1/2 hour.

29:25  
Maybe just take 45 minutes.

29:30  
No, half hour.

29:31  
It's it's OK For half hour.

29:33  
It's OK.

29:33  
Yeah.

29:33  
But really thank you for this interview.

29:35  
I also really liked your answers and it really helped me with my scientific report.

29:43  
OK then.

29:44  
Thank you very much.

29:45  
Have a nice day.

29:47  
Bye.

29:47  
Bye.