**Call with Brouwers, Rob-20231026\_103449-Meeting Recording**

0:03  
OK, OK, yeah.

0:10  
So hello, my name is Imani.

0:12  
I'm second year student in Data science and Artificial intelligence and Mighty.

0:17  
And I could gather information through surveys and interview to contribute the improvement of facility management studies.

0:24  
Our aim is to showcase how AI can be integrated into this domain.

0:28  
I understand the perspective of the facility management professional professionals regarding the advancements.

0:38  
So thank you for joining me.

0:39  
And I wanna start, if you could give me a briefly introduction of yourself and tell me like about your experience in facility.

0:49  
Yeah.

0:49  
And what motivated you to pursue this?

0:52  
OK.

0:52  
Yeah, sure.

0:54  
So I graduated actually here at back then NHCV of course and I studied facility management here.

1:01  
That was back in 2011.

1:05  
I graduated and then I started working in the catering industry, which is, yeah, a core facility management business where I worked as a catering manager for, you know, for Sodexo and did that a couple of years.

1:20  
And then I moved to something completely different, start up in the leisure industry where I was the operational manager for a company that, yeah, was working in boat rentals, which was really interesting.

1:39  
And after I worked there for a couple of years, I came back to Buas as a lecturer and I'm now working at Buas for five years.

1:48  
The main course that I teach is it's called MIS Management Information System.

1:53  
So it's of course about what are information systems.

1:57  
But I'm currently changing the course to be less about the system and more about information management.

2:03  
So to give students some awareness on what is data, why is data valuable for organizations?

2:13  
Of course it's very superficial if you compare it to what you are doing.

2:21  
But still I think it's high developed valuable for students to understand, especially in the facility management industry about how IoT is generating these enormous data sets and what you can do with these, with these data sets and what you cannot do with the data sets and just become aware of that side of facility management.

2:48  
Yeah, that's right.

2:49  
And I'm, I'm also involved in the course on sustainability and I'm a graduation coach.

2:55  
So a couple other texts as well.

2:57  
Yeah.

2:57  
So how do you apply these to yourself, like the high, the skills or concept that you own.

3:06  
So it's So what I was trying to ask what are your most important skills or concept that you learn in facility management and how do you apply these to real life situations, the most important concepts from facility management?

3:22  
Yeah, learn and apply.

3:26  
I think the most important concept of facility management, I feel, is that you're allowing people to get the best out of their productive work life, but not necessarily focus on production, on on on productivity, but more on how you make sure that people are happy, healthy when performing their work.

4:04  
Oh yeah.

4:05  
And I think that's the core principle that I try to keep in mind when with whatever I'm doing.

4:14  
Yeah.

4:15  
OK.

4:17  
So I want to go into more of the perception of AI in general.

4:22  
And when did you first hear about our division?

4:26  
You can say it in a few words or describe how you feel about artificial intelligence.

4:32  
I think and I heard about it and I don't know, a long time ago.

4:37  
So I'm really fascinated by artificial challenges.

4:43  
I think I'm, I'm more of the techno optimist spectrum when looking at artificial challenges.

4:50  
Because yeah, if there's doom and darkness ahead of us related to artificial intelligence and then there there's no way to avert it.

5:03  
So I'd rather just stay positive and look at all the upsides that it that it could provide.

5:08  
Yeah, that's true.

5:15  
I mean, I guess that's your notion or fear of it, like being going to the dark side.

5:20  
Or do you have a different, like, fear you associate with AI?

5:34  
Yeah, the fear is perhaps that people might lose critical thinking skills.

5:41  
I think that's my my, my main fear.

5:45  
Yeah, yeah, yeah, come on.

5:57  
Where do you think AI would be most commonly used in today's world?

6:07  
Currently I feel AI is most used in optimizing efficiency and effectiveness and I feel it's shifting towards aiding in decision making as well.

6:30  
And what I hope for the future is that AI will be a tool to stimulate creativity and to to facilitate creativity and to enhance creativity and to help us as humans performed as the one thing that we that, yeah, that we excel at or that makes that that sets us apart that we'll be able to do that even more profoundly and enough to.

7:02  
Yeah.

7:03  
So you'd think it would also help a lot of students here.

7:05  
The experience of students near at Bluas for sure.

7:08  
Yeah.

7:10  
Yeah.

7:11  
I feel any student who does not use the AI tools that are currently available that they are that they're missing out.

7:21  
Yeah that's.

7:22  
I don't mind that all the students use of course we have the the infamous Jet GP.

7:27  
Yeah if they use it.

7:29  
Yeah perfectly fine with it.

7:31  
It's it's not that it.

7:35  
I mean it.

7:36  
I feel I should be changing my education based on jet GPT and not find ways to work around Jet GPT because these kinds of LLMS, they are you to stay in.

7:48  
Yeah, They are a really valuable asset.

7:50  
So, yeah, I welcome it.

7:54  
Yeah.

7:55  
So you used well, I'm assuming not in your study because when back you were studying, we didn't have really ChatGPT yet as much as right now.

8:02  
But you're still like making use of it as a teacher.

8:06  
Yeah, Yeah, I do.

8:09  
I don't know.

8:11  
I don't use it that much or any AI tool in general.

8:16  
It doesn't have to be a chat, no, I don't use it as much because often I feel that the answers I get are just not profound enough.

8:39  
I do use it to get inspiration.

8:41  
So I'll ask things like can you give me 10 topics related to that are currently valid?

8:51  
Something like that, just just to have a way to get inspiration.

8:55  
But I won't ask, of course, I've tried to ask you can you make exam questions?

8:59  
But in general, I don't really like the questions.

9:02  
Yeah, that that, that that those models come up with.

9:05  
It's more to give you a a basis for you to start instead of like, yeah, giving you the answer.

9:10  
Yeah, OK that's the good way to use it.

9:13  
Yeah, I think so.

9:17  
OK.

9:17  
Have you had opportunities to take courses or attend workshop to radio, to AI or anywhere in facility management or bus?

9:30  
I know that they're now setting up some inspirational sessions for staff as well at Buas.

9:38  
I think next week, Friday, 3rd of November, there's this conference to AI conference here.

9:47  
Yeah.

9:47  
So the the opportunities are coming and yeah, we'll make use of some of those.

9:53  
Yeah.

9:53  
Yeah.

9:54  
Can you envision your academic experience without AI tools?

10:06  
Without.

10:07  
OK, so if I look from an from an educational perspective without AI tools, my education would be focused on transferring content to students and content might be the least relevant aspect of education.

10:37  
So it would take me, it would take me a lot of time to make sure students grasp content without AI.

10:45  
And now that AI, now that those tools are here, of course it's still in their infancy, but yeah, they'll develop so quickly.

10:53  
So it allows me to focus on the more, yeah, let's say higher order thinking skills.

11:07  
So, yeah, it it opens up, it's time to focus on creative thinking and those kind of skills.

11:19  
Yeah, yeah, All right.

11:25  
Now I go more into AI and facility management and what aspects of facility management believe AI will play a significant role.

11:34  
For example, AI contribute to energy efficient in facility management.

11:38  
And so yeah, of course if so I I go to FM conference every now and then and indeed energy efficiency that's always the one that like that's that's the first one on the table.

11:53  
Yeah, definitely that will have an impact.

11:56  
But I'm not sure it's just, I mean I feel that energy will become abundant in a couple of years.

12:17  
So I'm not really that.

12:22  
Yeah, I'm not really in a Hallelujah mood based on the energy efficiency opportunities that AI provides.

12:32  
No, I'm really interested if you talk about facility management in using AI to assist people in making connections, maybe connections between people.

12:51  
So I can imagine that based on on on data, you can train AI to know which person would benefit from working together with a specific set of people.

13:09  
So I can really imagine AI allowing us to see these patterns and connections between ideas and people that we would not be able to do ourselves because yeah, we humans, we do, we we like to stick to what we know and we're a bit hesitant to to try new things.

13:30  
And I think that AI could be a really interesting tool for facility managers, too.

13:36  
Create a work environment in which, yeah, these patterns can be established and cultivated.

13:48  
Yeah.

13:50  
So energy efficiently.

13:51  
Yeah, yeah, sure.

13:54  
But it's not.

13:57  
And it's not the most interesting one.

13:58  
Oh, yeah.

13:59  
No, I was just talking.

14:00  
Yeah.

14:00  
No, exactly.

14:01  
It's, it's completely fine.

14:02  
Yeah.

14:03  
So I'm assuming like you wanted more to be customer service or chat bots so they can like communicate with each other, like the students, for example, can use a customer service or something like that.

14:19  
Yeah, Yeah.

14:20  
I mean, it will only be a matter of years perhaps until most reception services and service desk services I think will be automated.

14:37  
Yeah, definitely.

14:39  
I can see.

14:40  
I can see that happening.

14:42  
Should they, should the students be involved constantly with decision making related with AI or they should like just do it for themselves?

14:55  
So can you can you.

14:56  
All right.

14:56  
Really create?

14:58  
So should the students be actively involved in decision making related to AI implementation?

15:03  
So is it oh, OK related to AI implementation?

15:07  
Yeah.

15:09  
If students are engaged and willing to Yeah, I'm.

15:15  
I'm all for it.

15:16  
Yeah, yeah, yeah.

15:22  
Because one of our biggest concerns is like how are the students or lecturers perceptions on like AI if they're like really OK with it or not like that's like from your experience with your students, do you think they will be fine with it or they have like you know negative attitude towards it.

15:45  
Yeah.

15:45  
So this, this is this is purely based on intuition.

15:48  
Yeah.

15:49  
So, but I'm I would think that students are not really hesitant in using AI.

15:59  
No.

16:01  
I think they can see the benefit of having this resource available to ease their education focus in labs.

16:24  
Sorry, I'm gonna go more into the campus facilities.

16:32  
How would you define your present experience at Blue as campus facilities, particularly in terms of comfort and convenience?

16:45  
The campus facilities, yeah, I think they're fine.

16:54  
I mean I I like the the, the mapping system.

17:00  
I think that's pretty helpful.

17:08  
I think the the self-service desk could use some freshing up.

17:15  
The search functions are not really working.

17:19  
We're not really intuitive, I should say, and pretty good can can can you give some examples of campus facilities which more like, you know, the the lounging area maybe or like in the classrooms and the students or even like the canteen, for example.

17:51  
Yeah.

17:51  
Well, I think, I think they're they're fine.

17:54  
I do and I don't have a really specific problem with them.

17:59  
You know, I mean there's there's there, there there's the alt malfunctioning of smart screens.

18:08  
Oh yeah, yeah, that that that happens.

18:12  
And so you didn't really have any specific challenges you had to deal with.

18:18  
It was or inconvenience at all.

18:21  
Well, there's there is, there is often a lack of space and yeah, that can be frustrating, but I completely understand that, especially also from an event background in an office.

18:37  
Employees always complain that on Tuesday and Thursday they have no meeting rooms available.

18:43  
And then on Monday and Friday, 80% of the office is empty.

18:48  
So yeah, you cannot build an office based on the.

18:56  
Yeah on on 2 segments of Thursday and Tuesday.

19:01  
So yeah, I'm, I'm fine with that.

19:06  
I mean, there's a, there's a logical explanation why on those days there's lack of space.

19:11  
So yeah, dude, thank you.

19:14  
AI can improve that, Like space optimization?

19:18  
Yeah, it could definitely improve, I think.

19:20  
Yeah, probably.

19:25  
Because I know for example, some classes are scheduled for two hours and then they take only 1 1/2 or even one hour.

19:33  
And if all of that could be updated real could could be updated real time, that would really help.

19:41  
And I can also imagine that having an AI assisting with planning could also help with really optimizing rooms based on the maximum number.

19:58  
And I can also imagine that if you talk about assisting AI, assisting in this in in decision making, I can imagine that an AI could give some.

20:15  
Could give some suggestions.

20:17  
For example, and maybe you should split these larger classrooms into smaller ones.

20:24  
And because that would say because that that would really help in your space optimization.

20:29  
Yeah, that's true.

20:30  
So those kinds of those kinds of applications, definitely, yeah.

20:34  
It could definitely be a norm if you can get in like better like optimization for rooms, Yeah, yeah.

20:42  
How familiar are you with predictive analysis in the context of facility management?

20:52  
Yeah.

20:53  
Again, I think this also relates to occupancy of of a building and maybe maybe you don't need an AI using predictive analysis.

21:04  
I mean, you can just go back and see which obvious days, busiest months, etcetera, etcetera.

21:09  
But predictively, yeah, recognizing patterns and predicting based on those patterns, yeah, facility management, yeah, I think you can apply to many sort of management disciplines like like catering, indeed, energy efficiency, maintenance, I was going to say that so for predictive maintenance would be really valuable for for facility management.

22:00  
I also know that I've also heard people talking about putting a lot of the physical equipment on the blockchain, which would make, which would also be really interesting to track where our and that's also from from sustainable perspective to to really track where our research is coming from.

22:28  
What are they doing at the moment?

22:32  
Yeah.

22:32  
And AI would be logical and compliments only.

22:39  
Yeah, I think we have to They're they're waiting to answer room.

22:44  
So.

22:44  
Oh, they are.

22:45  
Yeah.

22:45  
So sorry.

22:46  
But yeah.

22:47  
No, that's no problem.

22:48  
OK.

22:50  
But the rest of the part had security and privacy.

22:52  
But it's.

22:53  
Yeah, I think that's that's that's that's really an intense one.

22:57  
Yeah, that's too intense.

22:58  
But that's fine though.

23:00  
No, but the the only thing about security and privacy is I have little knowledge about it, but it's it's a huge, huge, huge.

23:09  
Yeah.

23:10  
Yeah.

23:11  
And yeah, yeah.

23:15  
But I'm also not able to give you menu everything that's that's particularly fine.

23:22  
OK, then.

23:22  
Yeah.

23:22  
Thank you.

23:23  
We'll leave it at that.

23:23  
Yeah, for sure.