



The 23<sup>rd</sup> International Asset Facility and Maintenance Management Conference

# DRIVING FACILITY MANAGEMENT EFFICIENCY THROUGH SMART INFORMATION MANAGEMENT

## DATA AS THE NEW FUEL



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# DIGITAL TRANSFORMATION (MANTRA): THEN AND NOW...

*"We started by digitalising drawings;  
today, we digitalise decisions."*



# AGENDA



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**INTRODUCTION**

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**THE CONTEXT**

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**DATA EVOLUTION**

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**DATA GOVERNANCE**

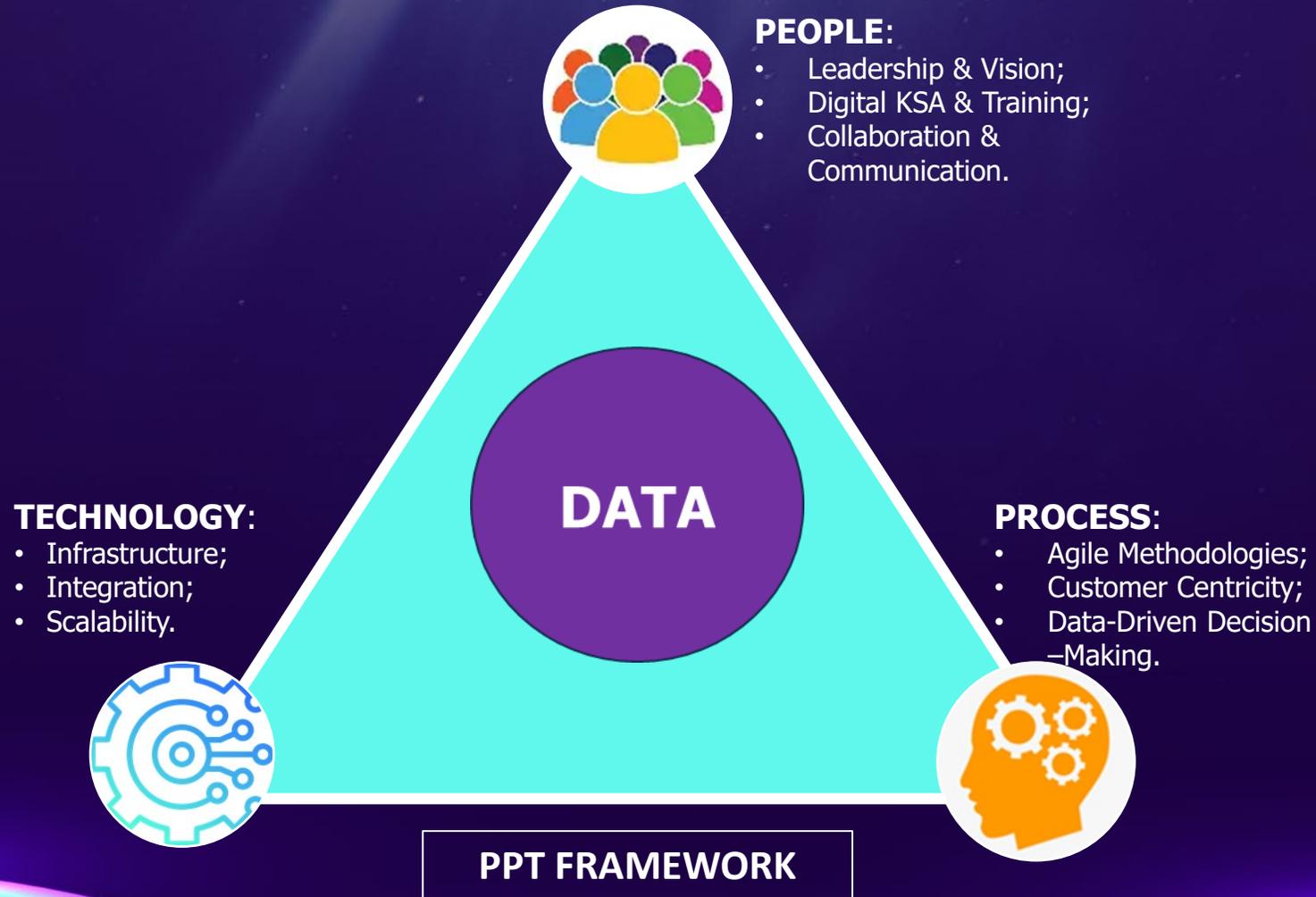
**5**

**CDE and ALIM, THE ENABLERS**

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**FUELING THE DIGITAL TWIN  
WITH DATA**

# THE KEY ELEMENTS TO MAKE YOUR BUSINESS EFFICIENT AND SMARTER.



# TRANSFORMING DATA INTO WISDOM FOR STRATEGIC IMPACT



## WISDOM (Human Decision)

- Judgment aligned with objectives, risk and values;
  - Balances performance, cost, safety and sustainability;
  - Decides what should be done;
- Core principle of Industry 5.0 & FM 5.0.

## KNOWLEDGE (Performance Insight)

- Patterns, trends and cause–effect relationships;
- Predictive and diagnostic understanding;
- Supports optimisation and proactive actions;
- Enables “what is happening and why”.

## INFORMATION (Refined Fuel)

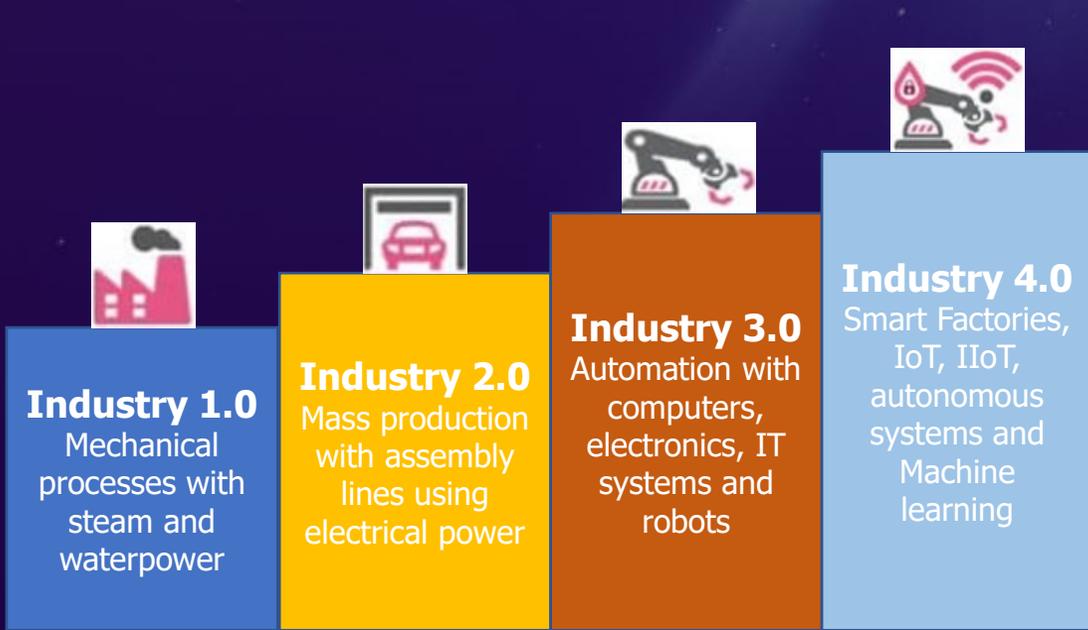
- Structured, cleaned and contextualised data;
- Linked to assets, location and time;
- Reduced noise and duplication;
- Ready for operational use.

## DATA (Raw Fuel)

- Sensors, drawings, documents, logs, transactions;
- High volume, high speed, low meaning;
- Must be accurate, timely and traceable;
- *Data alone has no decision value.*

**CONTENT → MEANING → INSIGHT → DECISION MAKING**

# INDUSTRY EVOLUTION (5.0)



# FACILITY MANAGEMENT EVOLUTION (5.0)



## FM 1.0 – Manual

Paper-based and reactive



## FM 2.0 – Computerised

EAM, CMMS, early CAFM



## FM 3.0 – Analytics

Integrated systems (ERP, BIM, workflows)



## FM 4.0 – Digital

Automated, sensor-enabled, Digital Twin.



## FM 5.0 – Intelligent

Human-centric, data-intelligent, predictive, resilient FM.



# DATA EVOLUTION, FROM THE ARCHIVE TO THE NEW AGE

<b>Era</b>	<b>Role of Data</b>	<b>Nature of Data</b>	<b>Value Created</b>
Industry 1.0	None / Manual	Paper, tacit	Execution
Industry 2.0	Recording	Structured logs	Control
Industry 3.0	Digital storage	Databases	Automation
Industry 4.0	Connected data	Big Data, IoT	Optimisation
Industry 5.0	Intelligent & contextual data	Trusted, semantic, lifecycle data	Decision intelligence & value co-creation



# CONVENTIONAL DATA = CONVENTIONAL FUEL

Traditional FM data behaves like old fuel:

- Static (PDFs, drawings, O&M manuals);
- Siloed (each system has its own version);
- Outdated shortly after handover; and
- Difficult to reuse or trust.



*It keeps FM running, but inefficiently, like gasoline in an old engine:  
acceptable, but limited...*

## FM 5.0 REQUIRES A NEW TYPE OF DATA (NEW FUEL)

In the new era, systems (machines/tools, engines) are smarter, adaptive and collaborative; they cannot run on **old fuel**.

Likewise, FM 5.0 systems require new data:

- Connected (CDE, integrations);
- Contextual (linked to assets, spaces and activities);
- Lifecycle-based (ALIM);
- Real-time or near real-time (IoT); and
- Governed and trusted (data ownership & quality).



*This is Data 5.0: not more data, but smart data.*

## NEW DATA, FUELING APPROPRIATELY.

- Powers digital engineering technologies: BIM, Digital Twins, AI and analytics;
- Transforms static project information into living operational intelligence;
- Drives faster, smarter and explainable decisions; not just automation;
- Requires refining through governance, quality and context (like fuel processing);
- Gains value when centralised and governed via CDE;
- Sustains performance when managed across the asset lifecycle through ALIM; and
- Enables human-centric, resilient and sustainable FM 5.0 outcomes.



*"Advanced FM tools without structured data are like Formula-1 engines running on regular fuel."*

# DATA - NEW FUEL - GOVERNANCE



- **Ownership & Accountability:** Clear responsibility for data creation, validation and lifecycle maintenance.
- **Standards & Structure:** Naming conventions, classification, metadata and information models, *foundation for Predictability*.
- **Centralisation** (Single Source of Truth):
  - Elimination of silos and duplicates;
  - Controlled consolidation of drawings, BIM, asset and O&M data; and
  - *Foundation for interoperability*, analytics and Digital Twins.
- **Quality & Trust:** Accuracy, completeness, consistency and fitness for decision-making.
- **Lifecycle Alignment:** Design → Construction → Operations → Strategic Decisions.
- **Security & Access Control:** The 3 Rs (Right data, Right people, Right time).



*Without data governance, digital transformation accelerates chaos.  
With governance, data becomes a strategic and trusted asset.*

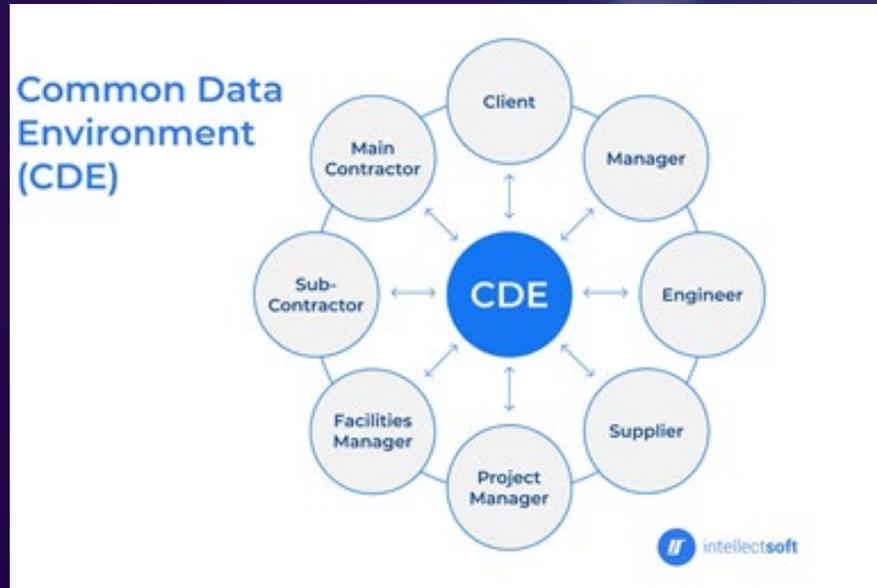
# KEY CONTROLS TO AVOID PERFORMANCE DEGRADATION

- **Quality at Source:** inaccurate data damages decisions;
- **Context First:** data must be asset and lifecycle aware;
- **Selectivity:** prioritise decision and critical data over volume;
- **Clear Ownership:** accountability cannot be automated;
- **Secure Access:** protect data without blocking usability;
- **Lifecycle Integration:** data must feed CDE & ALIM continuously; and
- **Human Judgment:** technology supports, people decide.



*High-performance data fuels better decisions only when it is clean, contextualised, governed and aligned with human judgment.*

# DATA GOVERNANCE ENABLERS: CDE & ALIM



## Common Data Environment (CDE)

- Single, governed source of truth for all project and operational information;
- Centralises drawings, BIM models, documents and structured data;
- Enforces standards, naming conventions, version control and workflows;
- Controls access, approvals and traceability across stakeholders;
- Eliminates silos and duplication while improving collaboration and trust.

## Engineering Information Management through Asset LifeCycle



Source: ARC Advisory Group

## Asset Lifecycle Information Management (ALIM)

- Ensures continuity of asset information from design to operation - *(FROM THE CRADLE TO THE GRAVE)*;
- Structures data around assets, systems and functional breakdowns;
- Preserves data context, relationships and decision history;
- Transforms project data into reliable operational intelligence;
- Enables Digital Twins, predictive maintenance and FM 5.0 decisions.

# DATA: THE NEW FUEL FOR SMART & EFFICIENT FM

## Why It Matters

- Buildings generate massive amounts of data, but value comes from connecting, structuring and using it, not just collecting it.
- Data transforms FM from reactive to predictive, from manual to automated, from cost-centred to value creator.

## What Data Enables

- Smarter operations through real-time insights;
- Predictive maintenance that reduces downtime and cost;
- Energy optimisation driven by analytics;
- Better occupant experience through responsive environments;
- Lifecycle intelligence from design → construction → operations.

*Smart and Efficient FM isn't about technology — it's about Smart Data that makes buildings perform better, last longer and cost less.*

*Smart Data isn't a by-product. It's the new fuel.*

# DYNAMIC DIGITAL REPLICA OF REALITY – DIGITAL TWIN



A Digital Twin in construction and facility management is a virtual model of a building or infrastructure that ***mirrors the real thing in real time.***

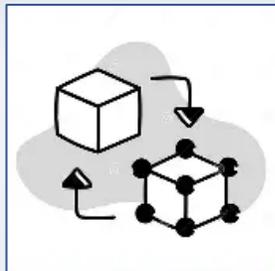
# WHAT MAKES UP A DIGITAL TWIN

A Digital Twin is not just a 3D model; it's a system of connected parts



## Physical Asset

The actual building, bridge, hospital, airport or facility in the real world



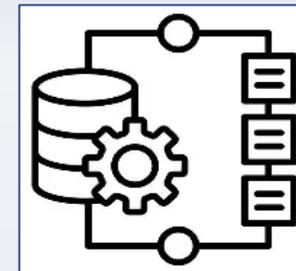
## Digital Model

A virtual representation (often BIM-based in construction) that mirrors the physical asset structure, and/or systems.



## IoT Sensors & Devices

Smart sensors embedded in the building (temperature, humidity, energy meters, occupancy sensors, vibration sensors, etc.).



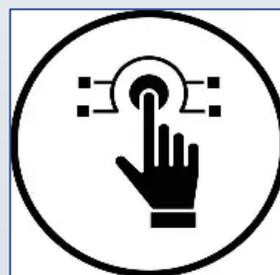
## Data Integration Layer

- Middleware or platforms that connect IoT data streams to the digital model.
- Ensures the twin is always updated with live information.



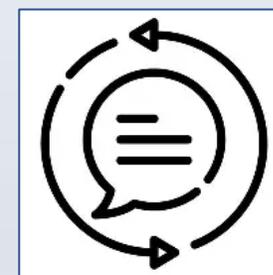
## Analytics & AI

- Tools that process sensor data to detect patterns, predict failures, or optimize performance.
- *Example: Predicting when an HVAC system will need maintenance.*



## Visualization & User Interface

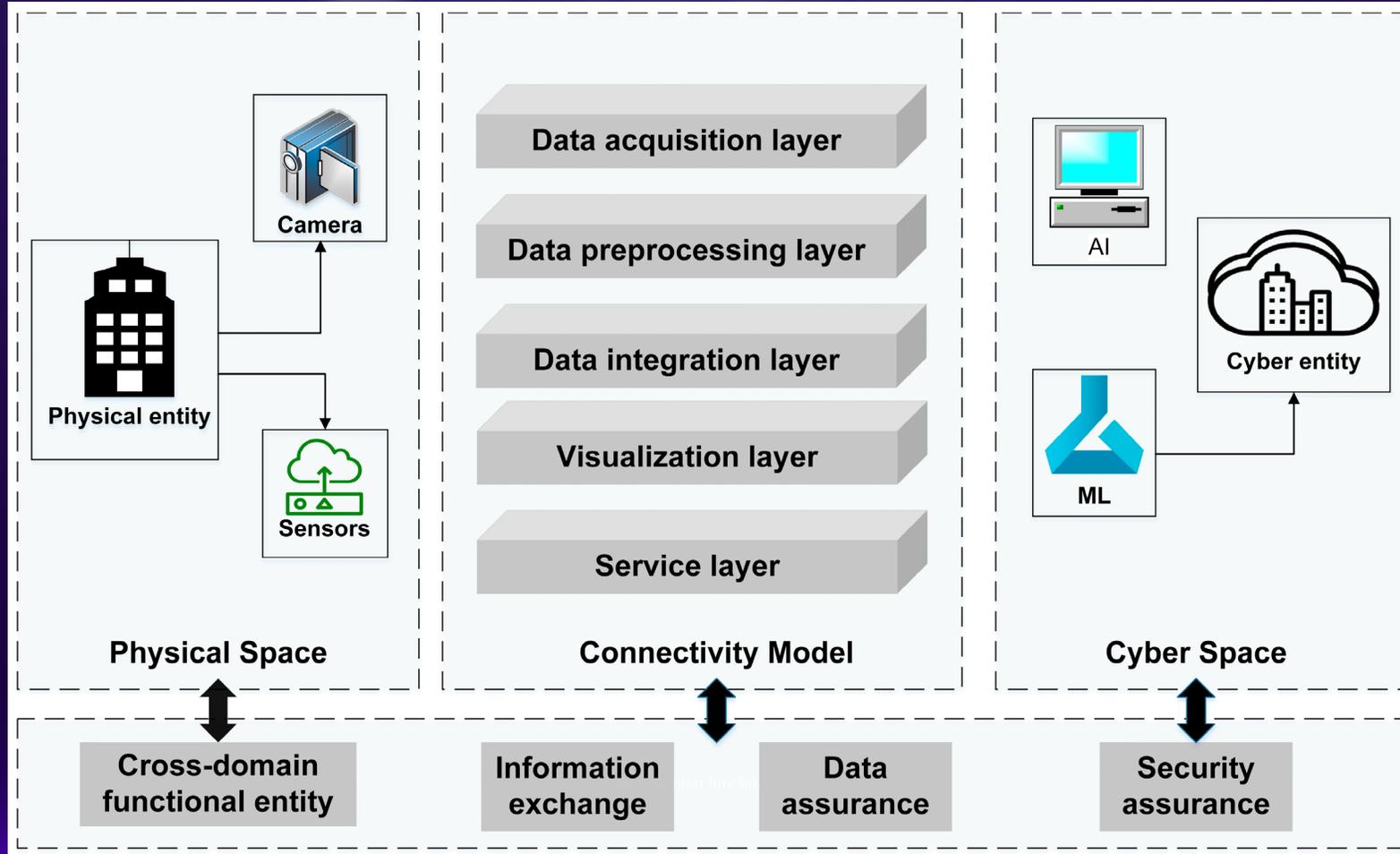
- Dashboards, 3D models, or VR/AR interfaces where facility managers, engineers, or operators can interact with the twin.
- Makes the data understandable and actionable.



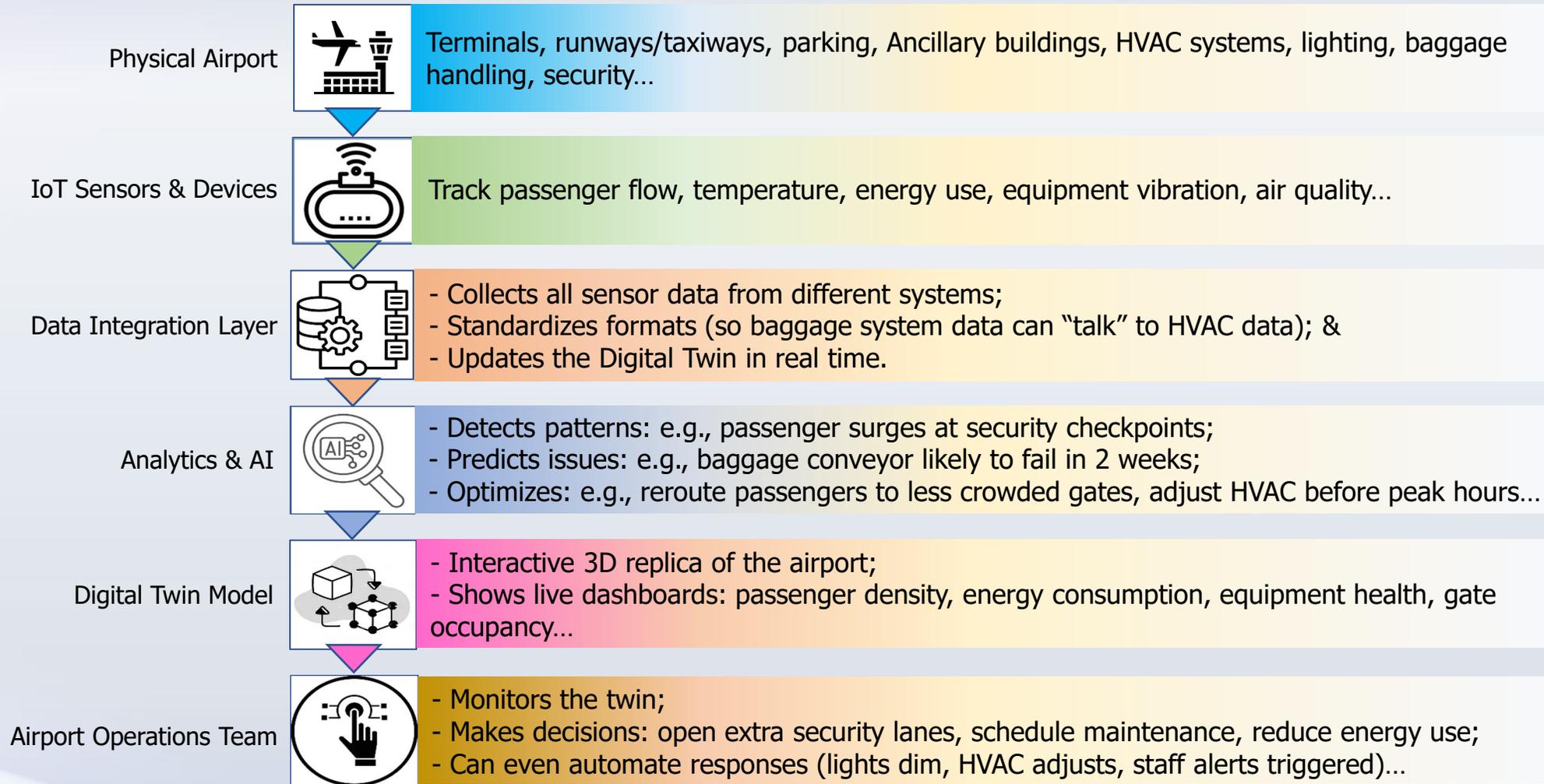
## Control & Feedback Loop

- The twin doesn't just "mirror", it can also send commands back.
- *Example: Adjusting lighting or HVAC automatically based on occupancy data.*

# WHAT MAKES UP A DIGITAL TWIN *CNT'D*



# REAL-WORLD SCENARIO FLOW – SMART AIRPORT



# FUELLING DIGITAL TWIN : DATA 5.0, THE NEW FUEL



## DATA 5.0

Human-centric, interoperable, **real-time data** powering intelligent decisions.



## DIGITAL TWIN

Live digital replica enabling prediction, simulation and FM optimisation.



## FM 5.0

Predictive, automated, user-focused FM driven by **smart data** and twins.

*"Nowadays, Digital Twin stands as the flagship use case for digitalising facility management processes, enabling more efficient and smarter O&M in the era of FM 5.0."*

# HOW A DIGITAL TWIN GETS FED WITH DATA?

A Digital Twin needs **structured, reliable information** to stay useful. Data comes from two main sources:

## 1. Static Data (Design & Construction Phase)

- This is the “foundation” of the twin;
- Includes design models (BIM), asset registers, equipment specs and documentation; and
- Standards like **COBie (Construction Operations Building Information Exchange)** are crucial here.
  - COBie organises building information (rooms, equipment, systems, maintenance schedules) into a structured spreadsheet/database format.
  - It ensures that all the essential facility data is captured during design/construction and handed over cleanly to operations.

## 2. Dynamic Data (Operational Phase)

- This is the “live fuel” that keeps the twin updated.
- Comes from IoT sensors, building management systems (BMS), energy meters, occupancy trackers, etc.
- Provides real-time performance data (temperature, energy use, vibration, air quality, etc.).

# WHY BUILDING DIGITAL TWINS NEED A NEW DATA (NEW FUEL) MINDSET

Traditional engineering data describes how a system should be; digital twin data continuously negotiates how the system actually is.

#	Aspect	Traditional Engineering Data	Digital Twin Data
01	Time	Static / snapshot-based	Continuous, real-time
02	Context	Implicit or document-based	Explicit semantic context
03	Reality alignment	Validated once	Continuously reconciled
04	Data sources	Single source of truth	Multiple, conflicting sources
05	Consumers	Human engineers	Machines & algorithms
06	System interaction	Open-loop	Closed-loop feedback
07	Lifecycle	Phase-specific	Full lifecycle continuity
08	Scale & performance	Batch, offline	Streaming, low-latency
09	Uncertainty	Mostly ignored	Explicitly modeled
10	Data purpose	Documentation	Decision & optimization driven



# DIGITAL TWIN + AI: FROM DATA (NEW FUEL) TO SMART ACTION



*The combination of rich twin data + AI transforms a building from passive infrastructure into a smart, learning and adaptive system.*



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# THANK YOU!

ABDESLAM KOUBAA  
@ ak@p2q.be  
Mobiles:  
+32 498 837043  
+968 91404450



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