

Module 5: Operations and Maintenance

Section 1: Introduction to Operations and Maintenance

Section 2: Technical Services

- Topic 1: Building Site and Structure
- Topic 2: Building Systems and Components
- Topic 3: Managing, Monitoring, and Evaluating Building System Performance

Section 3: Occupant Services

- Topic 1: Determining the Need for Occupant Services
- Topic 2: Occupant Services Overview
- Topic 3: Monitoring and Evaluating Occupant Services

Section 4: Work Management

- Topic 1: Work Requests
- Topic 2: Maintaining Systems and Equipment

Section 5: Utility Management

- Topic 1: Water Management
- Topic 2: Energy Management

Section 6: Space Management

- Topic 1: Determining Space Needs
- Topic 2: Space Planning and Design
- Topic 3: Relocation/Move Management