

The certification of Computer Aided Facility Management (CAFM) software helps to ensure process quality in Facility Management (FM) and documents compliance with minimum standards of functionality of CAFM products, when they are applied as information technology (IT) support for Facility Management. Receipt of the certificate does not involve any comparison or evaluation in the sense of a ranking of CAFM products. The only distinguishing feature is „certificate awarded” or „certificate not awarded” regarding selected Facility Management-related processes that are described in so-called criteria checklists. It is the responsibility of the potential user to make a facts-oriented and subject-specific sound selection from the CAFM products offered on the respective marketplace. It is expressly pointed out that the certificate does not guarantee the successful implementation of a CAFM system. In this context, the relevant literature (see page 4 [“Quoted standards and other documents”](#)) is referred to, in which on one hand the complexity of CAFM is documented and on the other hand a number of additional performance criteria such as conceptual system preparation and maintenance of up-to-date and high quality data, are described.

## Preface to the English version

In German language countries the software products, which are certified according to the present guideline are called CAFM-Software (Computer Aided Facility Management), whereas the term IWMS (Integrated Workplace Management System) has prevailed in English speaking countries. In Europe the term CAFM is almost identical to IWMS. It embraces all processes and technologies that assist in the broad field of Facility Management. Although CAFM is used in the present guideline, both terms are used synonymously during the certification process.

The present English text is a translation from the original German guideline GEFMA 444 (2020-02). In case of doubts during the certification process only the original German text is valid.

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## 1 Scope of application

This guideline in its respective current version applies basically to all CAFM software providers and their implementation partners/vendors, who want to obtain certification for their software products for the first time or that are already certified and seek to either extend the certificate to cover processes (criteria checklists) that were not previously certified or new versions of their software or that aim to extend the certificate, e.g. after expiration of the 2-year validity period. The guideline also governs the certification of software products with identical content that are offered under different brand names.

In addition, with the criteria checklists as annex, potential CAFM users that are interested in a software product are given an overview, which contents in which format and to which extent are assessed by GEFMA and regarding already certified products, which have successfully been assessed. This knowledge is intended to support the evaluation of and the decision for a “suitable” CAFM product,

whether it is the initial procurement or the further development or replacement of an existing system and it can be a differentiating factor in the selection process.

The guideline is updated regularly to reflect new technological developments as well as current findings from surveys conducted among users and providers of CAFM.

## 2 Definitions and explanations

In regard to definitions and explanations of CAFM, the comprehensive statements in the relevant literature (see page 4 [“Quoted standards and other documents”](#)) are referred to.

## 3 Contents of the certification

### 3.1 Criteria for approval

As a rule, any software that supports Facility Management functionality can be certified. The software product should