

# ISO 11863:2011-07 (E)

## Buildings and building-related facilities - Functional and user requirements and performance - Too Is for assessment and comparison

---

<b>Contents</b>		<b>Page</b>
Foreword .....		iv
<b>1</b>	<b>Scope .....</b>	<b>1</b>
<b>2</b>	<b>Normative references .....</b>	<b>1</b>
<b>3</b>	<b>Terms and definitions .....</b>	<b>1</b>
<b>4</b>	<b>How to determine levels of functional performance requirements and levels of serviceability .....</b>	<b>5</b>
4.1	Requirements for functional performance .....	5
4.2	Serviceability .....	6
4.3	Number of statements and of levels in a scale .....	6
4.4	Calibration and normalization of scales .....	7
4.5	Complex topics with multiple functions .....	7
4.6	Relative importance of requirements .....	7
4.7	Threshold or critical level .....	7
4.8	Main and variant requirement profiles .....	8
4.9	Generic profiles of demand .....	8
4.10	Calibration of scales .....	9
4.11	Gap analysis -- Comparing demand and supply .....	9
4.12	Applicability in different cultures .....	9
4.13	Consistency and replicability of responses .....	9
4.14	Application during the whole life of a facility .....	10
4.15	Inclusion in the building information mode (BIM) .....	10
<b>Annex A (informative) Concepts of functionality and serviceability .....</b>		<b>11</b>
<b>Annex B (informative) Principle of calibration for scales .....</b>		<b>13</b>
<b>Annex C (informative) Example of scales .....</b>		<b>14</b>
<b>Annex D (informative) Comparison and matching of profiles .....</b>		<b>17</b>
<b>Annex E (informative) Terms used for functionality and serviceability .....</b>		<b>21</b>
<b>Bibliography .....</b>		<b>23</b>