CLAIMS

1.- A method for analyzing the malfunctions of a system, the method comprising:

- an initialization phase comprising:
  - receiving information relating to the maintenance of the system, to form a database, and
  - obtaining decision trees from at least part of the information in the database received, a decision tree defining a set of maintenance operations sequences to be performed to maintain the system, and
- an operating phase comprising:
  - providing a maintenance agent with a set of decision trees as well as a database,
  - performing by the maintenance agent of a sequence of maintenance operations on the system according to at least part of the decision trees,
  - sending at least one piece of information relating to the sequence of maintenance operations performed,
  - updating the database using at least one piece of the information sent,
  - selecting decision trees including at least one common maintenance operation with the sequence of operations performed by the maintenance agent, to obtain selected decision trees,
  - extracting the information related to the selected decision trees from the database, and
  - updating the set of selected decision trees by applying a learning technique applied to the information sent, the updating being carried out by a data processing unit (26) of a computer platform (10),

the operating phase being repeated for a plurality of maintenance operations sequences.

2.- The method according to claim 1, wherein the operating phase additionally includes:

- requesting by the maintenance agent information relating to decision trees comprising at least one maintenance operation common to the sequence of maintenance operations to be performed, and

- returning the information requested from the maintenance agent on a mobile terminal.

3.- The method according to claim 2, wherein during the return, the information returned is information that is contained in the database and which includes at least one element chosen from the list consisting of an image, a video or a comment from at least one maintenance agent that has performed the same sequence of maintenance operations.

4.- The method according to claim 2, wherein during the return, the information returned includes the display on the mobile terminal of a sequence of maintenance operations to be performed in virtual reality.

5.- The method according to claim 2, wherein during the return, the information returned is returned using an enhanced reality technique.

6.- The method according to claim 1 5, wherein the learning technique is a statistical study.

7.- The method according to claim 1, wherein the updating comprises processing by a supervisor of the information sent, to obtain processed information and adding the processed information to the database.

8.- A computer program product comprising a non-transient information readable medium on which is stored a computer program including program instructions, the computer program being loadable onto a data processing unit and adapted to cause at least the updating the method according to claim 1 to be performed when the computer program is implemented on the data processing unit.

9.- A non-transient readable information medium on which a computer program product according to claim 8 is stored.

10.- A computer platform adapted to carrying out steps of the method according to claims 1 , the platform comprising:

- a set of mobile terminals, the mobile terminals being used during the sending of the method, and

- a data processing unit adapted to cause the implementation of at least the updating of the method when a computer program loaded on the data processing unit is implemented on the data processing unit and comprising program instructions stored on a readable information medium of a computer program product,

the computing platform being a cloud platform.