CLAIMS

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

- an initialization phase comprising:
  - receiving information relating to maintenance of the system, to form a database, and
  - obtaining decision trees from at least part of information in a 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 a return, the information returned is information that is contained in the database and which includes at least one element chosen from a 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 a return, the information returned includes a 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 a return, the information returned is returned using an enhanced reality technique.

6.- The method according to claim 1, 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 updating of 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 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.