

What is claimed is:

1. A method for monitoring performance of a building system of a building based on one or more Key Performance Indicators (KPIs), each of the one or more KPIs representing a corresponding measure of building performance, the building system including a plurality of building system components that are responsible for maintaining building performance, the method comprising:

generating a dashboard on a display, wherein the dashboard has a plurality of selectable hierarchical levels, each of the hierarchical levels including at least one associated KPI of the one or more KPIs, the at least one KPI that is associated with a particular hierarchical level in the plurality of hierarchical levels comprising an aggregation of one or more related KPIs associated with a next lower hierarchical level of the plurality of hierarchical levels;

receiving one or more service cases, the service cases relating to one or more faults in one or more of the plurality of building system components of the building system;

determining an impact, if any, of the one or more service cases on each of the one or more KPIs, wherein the service cases that are determined to have an impact on the at least one KPI that is associated with the particular hierarchical level of the plurality of hierarchical levels comprises an aggregation of one or more service cases determined to have an impact on the one or more related KPIs associated with the next lower hierarchical level of the plurality of hierarchical levels;

receiving a first user input selecting the particular hierarchical level of the plurality of hierarchical levels of the dashboard;

in response to the received first input, displaying at the particular hierarchical level of the plurality of hierarchical levels of the dashboard:

the at least one KPI associated with the particular hierarchical level of the plurality of hierarchical levels of the dashboard;

the one or more service cases that are determined to have an impact on the at least one KPI associated with the particular hierarchical level;

receiving a second user input selecting the next lower hierarchical level of the plurality of hierarchical levels of the dashboard;

in response to the received second input, displaying at the next lower hierarchical level of the plurality of hierarchical levels of the dashboard:

the one or more related KPIs associate with the next lower hierarchical level of the plurality of hierarchical levels; and
the one or more service cases that are determined to have an impact on the one or more related KPIs associated with the next lower hierarchical level of the plurality of hierarchical levels.

2. The method of claim 1, further comprising:
receiving a third user input selecting at least one of a plurality of filtering criteria;
filtering the one or more service cases based on the at least on selected filtering criteria of the plurality of filtering criteria; and
in response to the first user input, displaying at the particular hierarchical level of the plurality of hierarchical levels of the dashboard those service cases that are determined to have an impact on the at least one KPI associated with the particular hierarchical level and that satisfy the at least one selected filtering criteria.

3. The method of any one of claims 1 or 2, further comprising:
receiving a third user input selecting at least one of a plurality of filtering criteria;
filtering the one or more service cases based on the at least on selected filtering criteria of the plurality of filtering criteria; and
in response to the second user input, displaying at the next lower hierarchical level of the plurality of hierarchical levels of the dashboard those service cases that are determined to have an impact on the one or more related KPIs associated with the next lower hierarchical level of the plurality of hierarchical levels and that satisfy the at least one selected filtering criteria.

4. The method of any one of claims 1 to 3, further comprising:
determining whether one or more of the service cases that are determined to have an impact on the one or more related KPIs associated with the next lower hierarchical level of the plurality of hierarchical levels relate to a root cause of the determined impact; and

when one or more of the one or more service cases displayed at the next lower hierarchical level of the plurality of hierarchical levels relate to a root cause of the identified impact, displaying the root cause on the dashboard.

5. The method of any one of claims 1 to 4, further comprising:
determining whether one or more of the service cases that are determined to have an impact on the at least one KPI that is associated with the particular hierarchical level of the plurality of hierarchical levels relate to a root cause of the determined impact on the at least one KPI that is associated with the particular hierarchical level of the plurality of hierarchical levels; and
when one or more of the one or more service cases displayed at the particular hierarchical level of the plurality of hierarchical levels relate to a root cause of the identified impact on the at least one KPI that is associated with the particular hierarchical level of the plurality of hierarchical levels, displaying the root cause on the dashboard.

6. The method of any one of claims 1 to 5, wherein one or more of the KPIs associated with the next lower hierarchical level of the plurality of hierarchical levels represent a measure of performance of a zone of the building, which affects at least one KPI associated with the particular hierarchical level of the plurality of hierarchical levels.

7. The method of any one of claims 1 to 5, wherein one or more of the KPIs associated with the next lower hierarchical level of the plurality of hierarchical levels represent a measure of performance of a building system component, which affects at least one KPI associated with the particular hierarchical level of the plurality of hierarchical levels.

8. The method of any one of claims 1 to 5, wherein one or more of the KPIs associated with the next lower hierarchical level of the plurality of hierarchical levels represent a measure of performance of a building system component, and at least one KPI associated with the particular hierarchical level of the plurality of hierarchical levels represents a measure of performance of a zone that is serviced by the building system component.

9. A method for monitoring performance of a building system based on one or more Key Performance Indicators (KPIs), each of the one or more KPIs representing a corresponding measure of building performance, the building system including a plurality of building system components that are responsible for maintaining building performance, the method comprising:

receiving one or more service cases, the service cases relating to one or more faults in one or more of the plurality of building system components of the building system;

determining an impact, if any, of the one or more service cases on each of the one or more KPIs;

generating a hierarchical dashboard on a display, wherein the hierarchical dashboard has a plurality of hierarchical levels, at least two of the hierarchical levels including at least one associated KPI of the one or more KPIs;

receiving a first user input selecting a KPI at one of the hierarchical levels of the hierarchical dashboard, indicating that the user wants additional information regarding the selected KPI;

in response to the first user input, displaying a next lower hierarchical level of the plurality of hierarchical levels of the hierarchical dashboard, the next lower hierarchical level providing additional information regarding the selected KPI, including one or more service cases that are determined to impact the selected KPI;

receiving a second user input selecting one of the service cases; and

in response to the second user input, displaying additional information regarding the selected service case.

10. The method of claim 9, further comprising:

receiving an additional user input selecting at least one of a plurality of filtering criteria;

filtering, based on the at least one selected filtering criteria of the plurality of filtering criteria, the one or more service cases; and

in response to the additional user input, displaying only those service cases satisfying the at least one selected filtering criteria.

11. The method of any one of claims 9 or 10, further comprising:

determining whether one or more of the service cases that are determined to have an impact on the selected KPI relate to a root cause of the determined impact; and

when one or more of the one or more service cases relate to a root cause of the identified impact, displaying the root cause on the hierarchical dashboard.

12. The method of any one of claims 9 to 11, wherein the additional information provided by the next lower hierarchical level of the plurality of hierarchical levels includes a plurality of selectable sub-KPI's that are related to the selected KPI;

receiving additional user input selecting a particular sub-KPI, and in response, displaying an additional dashboard level that provides additional information regarding the selected sub-KPI including one or more service cases that are identified as having an impact on the selected sub-KPI.

13. A system for use in monitoring performance of a building system of a building based on one or more Key Performance Indicators (KPIs), each of the one or more KPIs representing a corresponding measure of building performance, the building system including a plurality of building system components that are responsible for maintaining building performance, the system comprising:

a receiver for receiving operational data from the building system;

a user input device;

a display; and

a processor operatively coupled to the receiver, the user input device and the display, the processor is configured to:

generate a dashboard on a display, wherein the dashboard has a plurality of selectable hierarchical levels, each of the hierarchical levels including at least one associated KPI of the one or more KPIs, the at least one KPI that is associated with a particular hierarchical level in the plurality of hierarchical levels comprising an aggregation of one or more related KPIs associated with a next lower hierarchical level of the plurality of hierarchical levels;

receive one or more service cases, the service cases relating to one or more faults in one or more of the plurality of building system components of the building system;

determine an impact, if any, of the one or more service cases on each of the one or more KPIs, wherein the service cases that are determined to have an impact on the at least one KPI that is associated with the particular hierarchical level of the plurality of hierarchical levels comprises an aggregation of one or more service cases determined to have an impact on the one or more related KPIs associated with the next lower hierarchical level of the plurality of hierarchical levels;

receive a user input, via the user input device, a first user input selecting the particular hierarchical level of the plurality of hierarchical levels of the dashboard;

in response to the received first input, display at the particular hierarchical level of the plurality of hierarchical levels of the dashboard:

the at least one KPI associated with the particular hierarchical level of the plurality of hierarchical levels of the dashboard;

the one or more service cases that are determined to have an impact on the at least one KPI associated with the particular hierarchical level;

receive a second user input, via the user input device, the second user input selecting the next lower hierarchical level of the plurality of hierarchical levels of the dashboard;

in response to the received second input, display at the next lower hierarchical level of the plurality of hierarchical levels of the dashboard:

the one or more related KPIs associated with the next lower hierarchical level of the plurality of hierarchical levels;

the one or more service cases that are determined to have an impact on the one or more related KPIs associated with the next lower hierarchical level of the plurality of hierarchical levels.

14. The system of claim 13, further comprising:

receiving a third user input selecting at least one of a plurality of filtering criteria;

filtering the one or more service cases based on the at least one selected filtering criteria of the plurality of filtering criteria; and

in response to the first user input, displaying at the particular hierarchical level of the plurality of hierarchical levels of the dashboard those service cases that are

determined to have an impact on the at least one KPI associated with the particular hierarchical level and that satisfy the at least one selected filtering criteria.

15. The system of any one of claims 13 or 14, wherein the processor is further configured to detect one or more faults via the operational data received from the building system, and to generate one or more service cases to correct the detected one or more faults.