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| **32nd QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG) MEETING – ITU-T STUDY GROUP 12**  9th – 11th September, 2015 |

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| Wednesday, 9th September 2015 | |
| 09:00 – 09:30 | Session 1: Agreement of Agenda and Working Arrangements  Chairman: Ms. Yvonne UMUTONI, RURA Rwanda (QSDG Chair)  Contributions:   * Agenda * Program |
| 09:30 – 10:30 | Session 2: Recent QSDG Activities  Chairman: Mr. Tiago Sousa Prado, ANATEL Brazil  Contributions:   * S2P1: *Overview on QSDG Activities* : Yvonne UMUTONI, RURA Rwanda (QSDG Chair) * S2P2: [*Progress Report on the QSDG Activities and Work plan of year 2015 and 2016*](https://www.itu.int/ifa/t/2013/sg12/exchange/qsdg/2014-11/Meeting%20Documents/07%20Progress%20Report%20on%20the%20QSDG%20Activities%20and%20Work%20plan%20of%20year%202015.doc): Yvonne UMUTONI, RURA Rwanda (QSDG Chair) |
| 10:30 – 11:00 | Networking Coffee /Tea Break |
| 11:00 – 12:30 | Session 3:  Topic 1: Performance, QoS and QoE of Multimedia Internet services and networks  Topic 2: QoS Functions in Core Networks and Backbone Networks (e.g: IP, MPLS…)  Chairman: Dr. Bouzouki Stavroula EETT, Greece (Vice Chair QSDG)  Contributions:   * S3P1:“*QoS Measurement Approaches for IPTV Service in Türk Telekom Group*”: Mr. Mehmet Özdem (Türk Telekom Group, Turkey) * S3P2:“*Basic Performance Reporting Framework and KPI System for a New or Emerging Core Network of The IP Multimedia Subsystem (IMS*)”: Mr. Ron Miguel, South Africa |
| 12:30 – 14:30 | Networking Lunch |
| 14:30 – 16:00 | Session 4: Operational and Regulatory Aspects to ensure the Quality of Service provision in Telecommunication/ICT market  Chairman: Mr. Mehmet Özdem (Türk Telekom Group, Turkey)  Contributions:   * S4P1: “Network Quality Audit and Compliance Guidelines for Improved QoS Regulations” by NCA Ghana, Mr. Samuel K. Agyekum * S4P2: “BEREC Net Neutrality-QoS Activities and Challenges for monitoring the Quality Network Services”, EETT Greece, Giannis Koukoutsidis, Electrical and Computer Engineer, PhD. * S4P3: “Regulatory and Operational Aspects to ensure Quality of Service provision in Telecommunication Networks”, by TCRA Tanzania, Mr. Sadath Kalolo |
| 16:00 – 16:20 | Networking Coffee /Tea Break |
| 16:20 – 17:00 | Session 5: Round Table on:   * S5P1: Positive impacts of MSC Pool technology on CS mobile core network and key performance indicators with best experienced thresholds, by Mr. Mehmet Özdem and Ms. Eda Küçükkeskin,Turk Telekom Group Turkey.   Chairman: Mr. Joachim Pomy (Opticom, German) |

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| Thursday,10th September 2015 | |
| 09:00 –10:30 | Session 6: QoE and QoS monitoring and optimization (accurate measurement of QoE and QoS to achieve an optimal strategy in order to provide the best network performance) in Mobile Networks  Chairman: Yvonne Umutoni RURA, Rwanda (QSDG Chair)  Contributions:   * S6P1: “*SDN/NFV enhanced QoE Management Framework SDN/NFV-ISAAR*”: Dr.-Ing. Thomas Martin Knoll, Dipl.-Ing. Marcus Eckert; Chemnitz University of Technology Germany * S6P2: “*Mobile Network Performance  Measurement Methodologies in Türk Telekom*”: Ms. Eda Küçükkeskin, Turk Telekom Turkey |
| 10:30 – 11:00 | Networking Coffee /Tea Break |
| 11:00 – 12:30 | Session 7: Round Table on:   * S7P2: Proposed Recommendation: “Quality of Service in Major Events” by Mr. Tiago Sousa Prado, ANATEL Brazil * S7P2: Proposed Recommendation: “*Contribution to proposal on preparing a guide of domain-specific key performance indicators with thresholds for improving QoE*” by Mr. Mehmet Özdem and Ms. Eda Küçükkeskin,Turk Telekom Group Turkey.   Chairman: Mr. Martin Adolph (ITU-T SG12) |
| 12:30 –14:30 | Networking Lunch |
| 14:30 –16:00 | Session 8:  Topic 1: Customer Satisfaction issues  Topic 2: Reliability, Availability of Networks and Services  Chairman: Mr. Mehmet Özdem (Türk Telekom Group, Turkey)  Contributions:   * S8P1: "*QoS and QoE in Colombia - Regulatory perspective*", by Mr. Carlos Humberto Ruiz Guzman (Regulation CRC of Colombia) * S8P2: ………by Ms. Sosu Louisa, MTN Ghana (Vice-Chair of QSDG) |
| 16:00 –16:20 | Networking Coffee /Tea Break |
| 16:20 –17:00 | Session 9: Round Table on:   * S9P1: Draft Recommendation: “Monitoring the Quality of Service (QoS) of Broadband/Internet Services” by Yvonne Umutoni RURA, Rwanda (QSDG Chair)   Chairman: Mr. Joachim Pomy (Opticom, German) |

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| Friday 11th September, 2015 | |
| 09:00 –10:30 | Session 10: Round Table on:   * Discussion on Agenda for the upcoming Events (e.g.: workshops and 33rd Meeting of QSDG) * Discussion on Future of the group   Chairman: Mr. Jacob Munodawafa, Executive Secretary SATA (QSDG Vice Chairman) |
| 10:30 – 11:00 | Networking Coffee /Tea Break |
| 11:00 – 12:30 | Session 11: Round Table on:   * Agreement on Agenda for the upcoming Events (workshops and 33rd Meeting of QSDG) * Discussion on Future of the group   Chairman: Mr. Jacob Munodawafa, Executive Secretary SATA (QSDG Vice Chairman) |
| 12:30 –14:00 | Networking Lunch |
| 14:00 –14:30 | Any Other Business |
| 14:30 –15:00 | Closing Session  Mr. Martin Adolph (ITU-T SG12)  Ms. Yvonne UMUTONI, RURA Rwanda (QSDG Chair) |