

QUALITY OF SERVICE TRAINING PROGRAMME (QoSTP)

An HCB Presentation, presented by:

Halima Letamo
Training and Development Officer
HCB/PKM/BDT
halima.letamo@itu.int

QUALITY OF SERVICE TRAINING PROGRAMME (QoSTP)

Presentation Outline

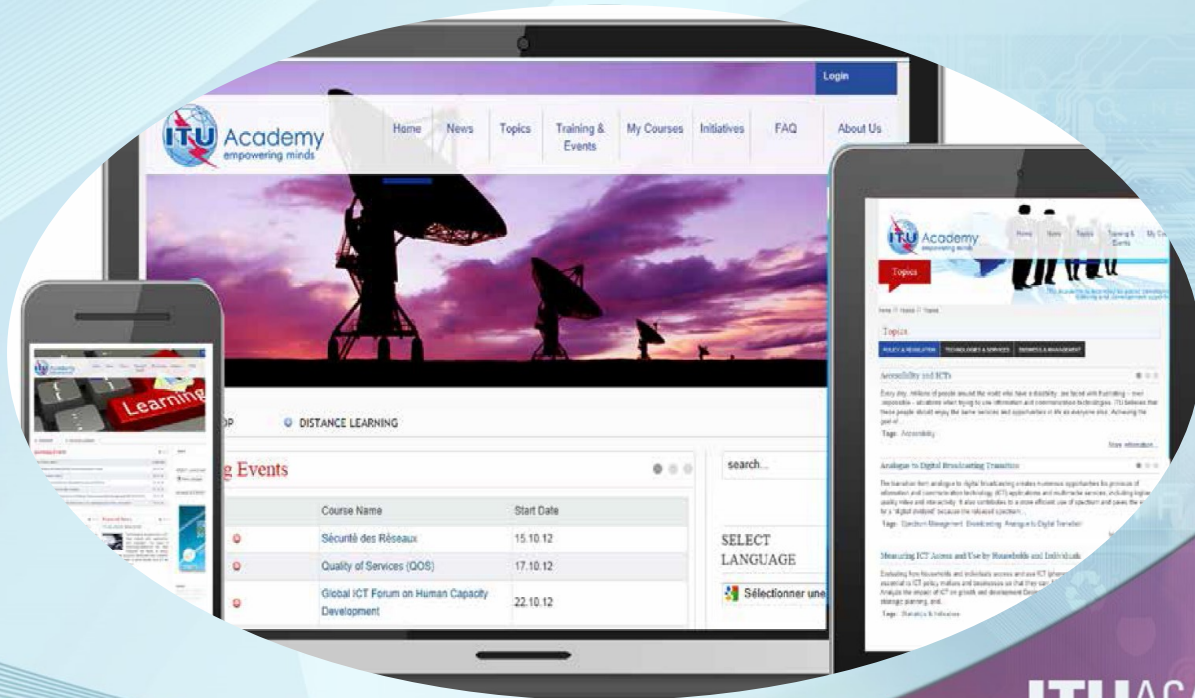
- **Problem Statement, Solution and Implementation Process**
- **QoSTP Structure, Composition and Certification Routes**
- **Delivery Options**
- **Next Steps**

PROBLEM STATEMENT

- Availability of service is no longer a primary issue, whereas the quality of the service provided is growing in importance;
 - **Quality - “the characteristics of a service/product that reflects its ability to satisfy stated or implied needs of users” ISO 9000**
- It is closely linked to the issue of consumer rights and consumer protection;
- QoS in telecommunications is increasingly becoming an important Regulatory issue;
- There is a need to disseminate firm and solid QoS understanding for all stakeholders, such as operators, equipment manufacturers, administrations, regulatory bodies, end-users and their representatives;
- Today there are no formal complete QoS training programmes.

SOLUTION: QoSTP

- ITU developed a standardized training programme in Quality of Service (QoSTP)
- The QoSTP is the second in a series of high-level training programmes developed under the auspices of the ITU Academy

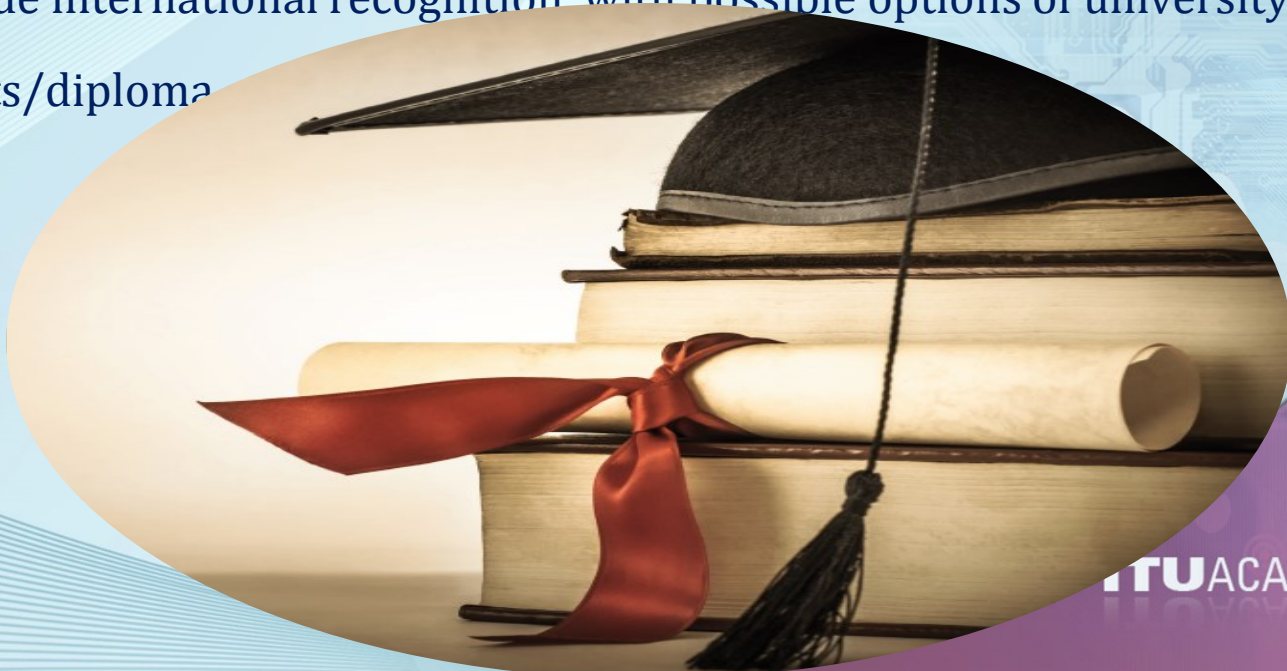


SOLUTION: QoS^TP

Objective

To develop a full set of high-level training materials prepared by high caliber subject-matter experts, designed for anyone either a beginner or a specialist, which will:

- Provide ITU membership with capacity building solutions in all areas of QoS;
- Offer access to QoS training and forward-looking professional vision;
- Provide possibility for different certification options;
- Provide international recognition with possible options of university credits/diploma



SOLUTION: QoS^TP

Benefits to ITU

- Preserving and spreading the wealth of QoS knowledge accumulated in the ITU (TSB/BDT and ITU-T/D SG: staff's know-how and Reports/Recs)
- Additional facet to the ITU's global leadership role as enabler and facilitator of ICT development
- Service to Member States and Sector Members
- Course completion certificate as quality reference for candidates assessment in ITU and administrations' hiring processes

IMPLEMENTATION PROCESS

- Collaboration of efforts between ITU-T and ITU-D (task force to coordinate development process)
- Conceptualization and development of the programme scope
- Engage an external coordinator
- Identification of subject-matter experts within the global QoS community
- Preparation of high-level training materials by experts
- Quality Assurance Process (peer-review)
- Editorial Process
- Establishment of partnership with universities and other partner institutions in order to deliver the QoSTP and provide accreditation/certification

IMPLEMENTATION PROCESS

Quality Assurance

Course Coordinator

- Consistency across modules
- Module linkages
- Elimination of overlaps
- Guidelines and Frameworks to standardize material

Peer review

- Several review rounds through the course development process
- Conducted by minimum 2 top experts in the field per module
- Ensures that materials are technically up to date and of the highest standard

Editorial Review

- Ensures that language and terminology used in the training materials conforms to the rules, policies, procedures and instruments of the ITU.
- Once the product is out, it is of the highest quality

QoS^TP: STRUCTURE

6 Obligatory Modules

- OM0: Overview Module
- OM1: Introduction - Quality of Service and Quality of Experience
- OM2: Subjective assessment of voice quality
- OM3: Objective assessment of voice quality
- OM4: QoS and QoE for Multimedia and assessment methods
- OM5: Regulatory Aspects of QoS

QoSTP: STRUCTURE

4 Elective Modules

- EM1:
 - Elective Module 1.1: Telephony
 - Elective Module 1.2: Network performance measurement
 - Elective Module 1.3: OAM for performance measurement
- EM2:
 - Elective Module 2.1: Hands-free communication and user interfaces in vehicles
 - Elective Module 2.2: Traffic management
- EM3:
 - Elective Module 3.1: QoS for mobile services
 - Elective Module 3.2: Bitrate measurement of Internet connections
- EM4:
 - Elective Module 4.1: Deployed QoS management technologies

QoSTP: COMPOSITION

Each Module Consists of:

Syllabus card
and an
abstract

An average of
400 Ppt slides
to cover 4-5
weeks of
lecture

Tasks for
practical
exercises
(where
applicable)

Exam
questions and
answers for
testing (50-
100 questions)

QoSSTP: CERTIFICATION ROUTES



Basic

Medium

Advanced

QoSTP: CERTIFICATION ROUTES

BASIC

- **OM0: Obligatory Module 0- QoS/QoE Overview**

Designed to cater for individuals at senior level positions who require only a broad overview of the topic

- **OM1: Introduction- Quality of Service and Quality of Experience**



QoSTP : CERTIFICATION ROUTES MEDIUM

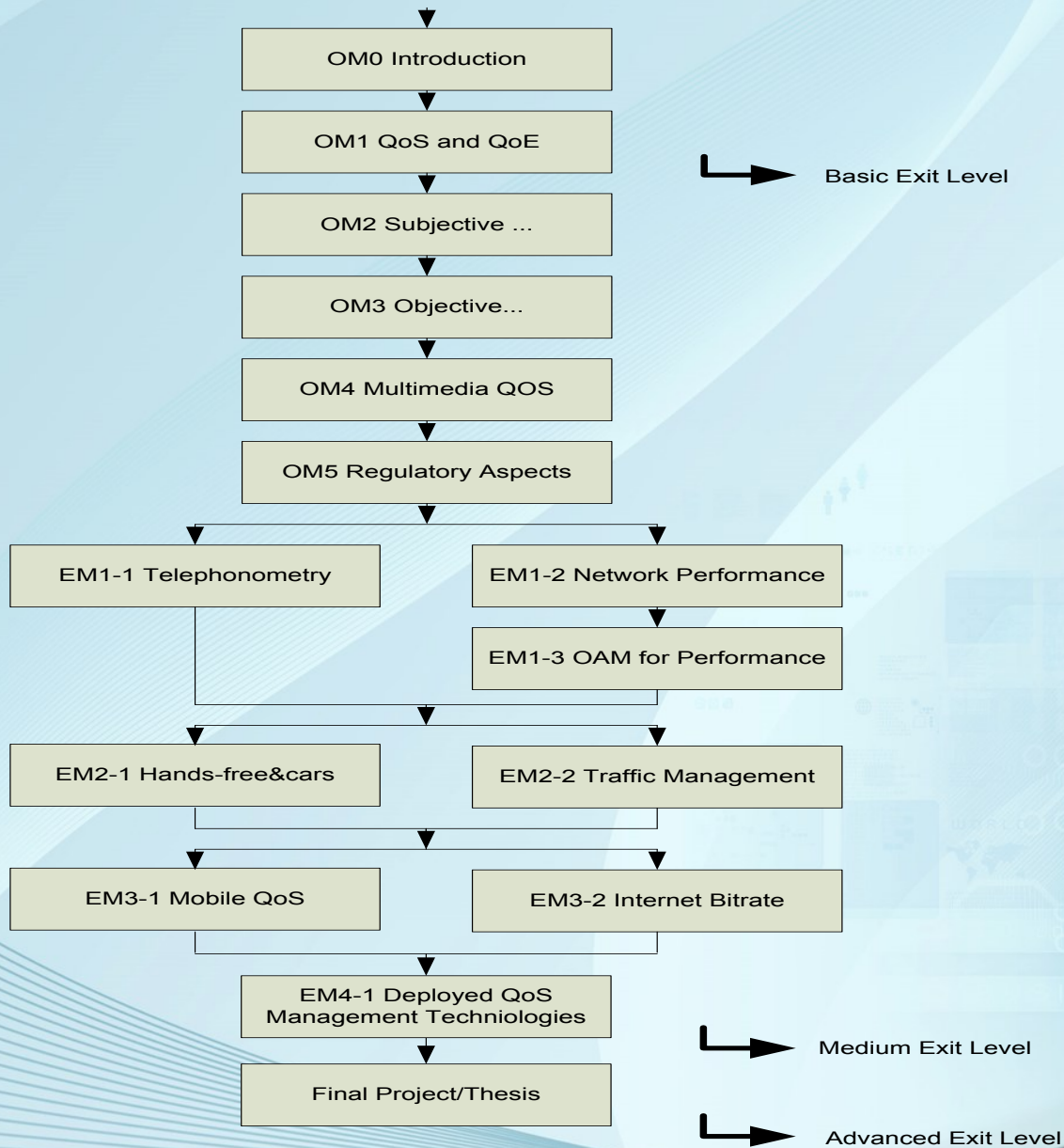
- **QoS/QoE Specialist:**
OM0-OM1-OM2-OM3-OM4-OM5;
- **End-user Equipment QoS Specialist:**
OM0-OM1-OM2-OM3-OM4-OM5-EM1.1-EM2.1-EM3.1-EM4.1
- **Fixed Network QoS Specialist:**
OM0-OM1-OM2-OM3-OM4-OM5-EM1.2-EM1.3-EM2.2-EM3.2-EM4.1
- **Mobile Network QoS Specialist:**
OM0-OM1-OM2-OM3-OM4-OM5-EM1.2-EM1.3-EM2.2-EM3.1-EM4.1

QoS^TP: CERTIFICATION ROUTES

ADVANCED

- **Advanced End-user Equipment QoS Specialist:**
OM0-OM1-OM2-OM3-OM4-OM5-EM1.1-EM2.1-EM4.1-final
project/thesis
- **Advanced Fixed Network QoS Specialist:**
OM0-OM1-OM2-OM3-OM4-OM5-EM1.2-EM1.3-EM2.2-EM3.2-EM4.1-
final project/thesis
- **Advanced Mobile Network QoS Specialist:**
OM0-OM1-OM2-OM3-OM4-OM5-EM1.2-EM1.3-EM2.2-EM3.1-EM4.1-
project/thesis

QoSTP ORGANIZATION: LEVELS



Next Steps

- Editorial work
- Conduct pilot training
- Engage training providers for partnerships in the delivery of the training
- Convert material to multimedia

QUESTIONS?

For more information please contact

hcbmail@itu.int

or visit

<http://academy.itu.int>