

ITUWebinars

Workshop on quality of service and quality of experience of digital financial services

12 May 2022

14:00 - 17:00 CEST

www.itu.int/go/DFSquality-2022



ITU-T Study Group 12

ITU-T Study Group 12 is the expert group responsible for the development of international standards (ITU-T Recommendations) on performance, quality of service (QoS) and quality of experience (QoE).

<https://www.itu.int/en/ITU-T/studygroups/2022-2024/12/Pages/default.aspx>



Performance, QoS and QoE

- Full spectrum of terminals, networks, services and applications
- Circuit-based networks to multimedia applications
- Mobile and packet based networks



QoS/QoE in DFS

- Question 20/12 – Perceptual and field assessment principles for quality of service (QoS) and quality of experience (QoE) of digital financial services (DFS)



QoS/QoE in DFS

- **G.1033 (10/2019) Quality of service and quality of experience aspects of digital financial services**

<https://www.itu.int/rec/T-REC-G.1033/en>

- **P.1502 (01/2020) Methodology for QoE testing of digital financial services**

<https://www.itu.int/rec/T-REC-P.1502>

- **Both available in the official 6 languages**



Next meeting

7-17 June, 2022

Geneva

Deadline for contributions: 25 May 2022

Registration open: <https://www.itu.int/net4/CRM/xreg/web/Login.aspx?src=Registration&Event=C-00011265>



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