

ITU Workshop on Performance, QoS and QoE for Multimedia Services Dakar, Senegal, 19-20 March 2018

Overview of QSDG and Question 12/12

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Quality of Service Development Group (QSDG)



BACKGROUND

- QSDG is the child group of the ITU-T SG 12;
- Aim: Improve the performance, QoS and QoE, to the benefit of both subscribers and Administrations;
- First meeting of QSDG was held in The Hague in 1984;
- QSDG was created in the ITU-T SG2 (dealing with Operational Aspects);
- In 2008, QSDG was moved from SG2 to SG12.



TERMS OF REFERENCE

- QSDG is ITU-T SG12 liaison to Workshops, Symposia and forums;
- Encourage wider participation in discussions on technical and regulatory aspects;
- Identify and study technical and regulatory aspects;
- Identify procedures and practices which should be considered for inclusion in the ITU-T documentation;
- Etc.



MANAGEMENT COMMITTEE

MANAGEMENT TEAM

- **Chairperson:** Mrs. Yvonne Umutoni, RURA, Rwanda
- **Vice Chairperson:** Ms. Stavroula Bouzouki, EETT, Greece
- **Vice Chairman:** Mr. Wenyan Jin, China Mobile, China
- **Vice Chairperson:** Mrs. Louisa Sosu, MTN Ghana, Ghana
- **Vice Chairman:** Mr. Jacob Munodawafa, SATA, Mozambique
- **Vice Chairman:** Mr. Mohammad Qasim Nasimee, ATRA, Afghanistan
- **Vice Chairman:** Mr. Arvind Chawla, TEC, India
- **Vice Chairman:** Mr. Tiago Sousa Prado, ANATEL, Brazil
- **Vice Chairman:** Mr. Mehmet Özdem, Türk Telekom, Turkey

ADVISORS

- **Group Advisor:** Mr. Luis Sousa Cardoso, LSCTeam, Portugal
- **Group Advisor:** Mr. Macaringue Malaquias Elias, TDM SA., Mozambique
- **Group Advisor:** Mr. Joachim Pomy, Opticom, Germany
- **ITU Advisor:** Mr. Martin Adolph, ITU Telecommunication Standardization Bureau,

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MEETINGS AND WORKSHOPS

Year	Location
1984	The Hague
1985	Orlando
1986	Hong-Kong
1987	Manila
1988	Albufeira
1989	Bern
1990	Padova
1991	Blois
1993	S.Francisco
1994	Chester
1995	João Pessoa

Year	Location
1996	Cape Town
1997	Bahrain
1998	Fidji
1999	Budapest
2000	Montreal
2001	Berlin
2002	Washington
2003	Sal Island
2004	Lyon
2005	Xi'an
2006	Singapore

Month/Year	Location
2007	Swakopmund
2008	Vienna
2009	Maputo
2010	Mbabane
2011	Kampala
2012	Nairobi
2013	Accra
04/2014	Maputo
06/2014	Kampala
07/2014	Buenos Aires
11/2014	Dubai

Month/Year	Location
02/2015	Istanbul
03/2015	Dakar
09/2015	Athens
11/2015	Nairobi
03/2016	Livingstone
05/2016	Haarlem
07/2017	Johannesburg
11/2017	Rio de Janeiro



RECENT ACTIVITIES

Recent events organized by QSDG are:

- **34th Meeting of QSDG** (<https://www.itu.int/en/ITU-T/studygroups/2017-2020/12/Pages/QSDG.aspx>) and an **ITU Workshop on Performance, QoS and QoE for Multimedia Services**: Johannesburg, South Africa from 24 – 27 July 2017;
- **ITU Workshop on Telecommunications Service Quality** was held in Rio de Janeiro, Brazil, 27-29 November 2017;
- **ITU Workshop on Performance, QoS and QoE for Multimedia Services**: Dakar, Senegal from 19 – 20 March 2018.



Future QSDG Meeting

ACTIVITY	SCHEDULE	LOCATION]
35 th Meeting of the Quality of Service Development Group (QSDG)	September 2018	Istanbul, Turkey



**Q12/12: Operational aspects of
telecommunication network service quality**

Background

Q12/12:

- Question under WP3/12: “Multimedia QoS and QoE”;
- Created in ITU-T SG2 (SG dealing with Operational Aspects);
- Moved from SG2 to SG12 in 2008;
- Was the parent question of Quality of Service Development Group (QSDG) from 2009-2012.



Terms of Reference

- <https://www.itu.int/en/ITU-T/studygroups/2017-2020/12/Pages/q12.aspx>

Approved Recommendations and Supplements

2011-2015:

- ITU-T Rec. E.803: QoS parameters for supporting service aspects: December, 2011.
- ITU-T Rec. Y.1545: Roadmap for the QoS of Interconnected networks that use the IP: May, 2013.
- ITU E 800-Supplement 9: Guidelines on Regulatory aspects of QoS): December, 2013.
- ITU-T Rec. E.804: Quality of Service aspects for popular services in mobile networks: February, 2014.
- ITU-T Rec. E.807: Definitions, associated measurement methods and guidance targets of user-centric parameters for call handling: February, 2014.



Approved Recommendations and Supplements (Cont..)

2016-2018:

- **ITU-T E 800-Supplement 10**: QoS/QoE framework for the transition from network oriented to service oriented operations: January, 2016.
- **ITU-T Rec. E.811**: Quality measurement in major events: March, 2017.
- **ITU-T Rec. Y. 1545.1**: Framework for monitoring the QoS of IP network services: March, 2017.
- **ITU-T Rec. E.802 Amendment 1**: New Annex A: Guidelines on Selection of Representative Samples: March 2017.



Ongoing Work Items

- **E.CEMI**: CEM Index for services in operators' network used in a high volume: was consented by last SG12: TD254R3 (Candidate ITU-T Rec. as E.831).
- **E.NetPerfRank**: Statistical Framework for QoE Centric Benchmarking Scoring and Ranking (TD 283R1).
- **E.RQUAL**: Strategies to Establish Quality Measurement Frameworks (TD 348).
- **E.RQST**: Voice and Data QoS KPI thresholds on mobile networks TD253R1.

Ongoing Work Items (Cont..)

- **E.QSIMBox**: The effect of SIM-boxing on QoS and QoE (TD329 and TD 330).
- **ITU-T E.802Amd2**: Updates and additional information on the degree of variability function in support of E.802 (TD324).
- **E.QoS Mgt Mod**: QoS Management Model for Bridging the Gaps between QoS and QoE” (TD340R1 and TD339).

Ongoing Work Items (Cont..)

- **ITU-T Y.1545.1Amd1**: Amendment 1 to Recommendation ITU-T Y.1545.1 (TD351R1)
- **G.CSFB**: Assessment of the LTE circuit switched fall back – impact on QoE and QoS” (TD 370R1 and TD369R1);
- **E.MTSM**: Measurement scenarios, advanced measurement systems and sampling methodologies to monitor the QoS in mobile networks” (TD345R2 and TD346R3)
- Questionnaire on Service Quality Regulatory Frameworks (TD 347 R1)



Next Meeting of Q12/12

- 21st – 22nd March 2018: Q12/12 Rapporteur interim meeting (Dakar, Senegal)
- 01st – 10th May 2018: Q12/12 meeting during the upcoming SG12 (Geneva, Switzerland).

**THANK YOU FOR YOUR
ATTENTION**



