

Topics for future discussion and planned events

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Topics for future discussion.../1

1. QoS and QoE of services using virtualized network functions and software defined networking;
2. QoS and QoE evaluation methodologies of networks;
3. Crowdsourced data collection for the assessment of QoS and QoE;
4. Big data and analytics to improve quality;

Topics for future discussion.../2

5. QoS and QoE of 5G networks;
6. QoS and QoE of popular OTTs and their bandwidth consumption;
7. QoS and QoE assessment for multimedia services, including video streaming, AR, VR;
8. QoS and QoE of digital financial services;

Topics for future discussion.../3

9. Operational and regulatory aspects to ensure QoS provision in telecommunication/ICT markets;
10. Consumer satisfaction surveys and user awareness in line with QoS;
11. Concept of QoE.

Work plan of QSDG activities

Planned activities	Period & Location	Comments
ITU Workshop on QoS Issues in Africa	Africa: N'Djamena, Chad, probably March 2020 (dates to be confirmed)	Conducted back-to-back with the SG12 Regional Group for Africa.
QSDG Workshop on QoS and QoE Issues; back to back with 37 th Meeting of QSDG	Middle East: Amman, Jordan, September 2020 (dates to be confirmed)	

Next Study Group 12 meetings

- Geneva, 26 Nov - 5 Dec 2019
- Geneva, 15-24 Apr 2020

THANK YOU FOR YOUR ATTENTION