ITU-T Study Group 2

Q5/2 : Service Quality of Networks

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Quality Manager

Q5/2 Rapporteur - QSDG Vice-Chairman

SG12 Workshop - Dakar – Oct 2001

Study Group 2
Operational aspects of service provision, networks and performance

o Responsible for studies relating to:

- principles of service provision, definition and operational requirements of service emulation

- numbering, naming, addressing requirements and resource assignment including criteria and procedures for reservation and assignment

- human factors

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Study Group 2
Operational aspects of service provision, networks and performance

o Responsible for studies relating to:

- routing and inter-working requirements

- operational aspects of networks and associated performance requirements including network traffic management, quality of service (traffic engineering, operational performance and service measurements)

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Study Group 2

SG12 Workshop – Dakar – Oct 2001

Study Group 2
Operational aspects of service provision, networks and performance

o Responsible for studies relating to:

- operational aspects of inter-working between traditional telecommunication networks and evolving networks

- evaluation of feedback from operators, manufacturing companies and users on different aspects of network operation

SG12 Workshop – Dakar – Oct 2001

Study Group 2
Operational aspects of service provision, networks and performance

o **Lead Study Group on Service definition, Numbering, Routing and Global Mobility**

o **Working Party 1/2 - Numbering, naming, addressing, routing and service provision**

- Question 1/2: Application of Numbering, naming and addressing plans for fixed and mobile services

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Operational aspects of service provision, networks and performance

- Question 2/2: Routing and inter-working plans for fixed and mobile networks

- Question 3/2: Management and development of voice and non-voice based telecommunication services

- Question 4/2: Human factor issues in international telecommunication services

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Operational aspects of service provision, networks and performance

o **Working Party 2/2 – Network service and assessment**

  - Question 5/2: Service quality of networks

  - Question 6/2: Network management

o **Working Party 3/2 – Traffic engineering**

  - Question 7/2: Traffic engineering for personal communications

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o Question 8/2: Traffic engineering for SS No.7- and IP-based signalling networks

o Question 9/2: Traffic engineering for networks supporting IP services

o Quality of Services Development Group (QSDG) $\leftrightarrow$ Q5/2

o Network Management Development Group (NMDG) $\leftrightarrow$ Q6/2

Question 5/2
Service quality of networks

o study impact on service quality of networks of :

- alternative calling procedure

- customer/user behavior

- new technologies including Internet Protocol, ATM, new access methods and technologies, etc.;

- advanced routing methods

- operational processes (traffic, network and security management)

Question 5/2
Service quality of networks

o   focuses on end-to-end network services

o   define objective service quality parameters and related network performance parameters

o   Fraud Prevention Coordinator for ITU (lscardoso@marconi.pt)

Question 5/2 on-going work

o New recommendations

- E.QoS-VoIP : Operational Considerations for QoS of Voice and Facsimile over IP-based Networks.

- E.SLA : Framework for service level agreement

o Revision of recommendations

- E.425 (Internal Automatic Observations)

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Question 5/2 on-going work

o   Revision of recommendations

- E.433 (Billing performance)
- E.800 (QoS and Network Performance Methodology)

Question 5/2
on-going work

o   New QoS Handbook

- Chapter 1. Backgrounds
  - **QoS terms and definitions**
  - **QoS models**
  - **Projects, deal with QoS**
  - **Organizations, deal with QoS**
- Chapter 2 Recommendations
  - **Groups of Recommendations in the frame of ITU-T**

Question 5/2 on-going work

o New QoS Handbook

- Chapter 3. QoS parameters

- **Definitions,**
- **Different types of QoS parameters,**
- **General parameters**
- **Special QoS parameters, belong to different services**

Question 5/2 on-going work

o **New QoS Handbook**

- Chapter 4   Measuring of QoS
  - **Measurement types,**
  - **Methods,**
    - *intrusive*
    - *non-intrusive*
- Annexes
  - **Billing, SLA, Security, RPD**

o Next meeting 17-18-19 January 2002 Rome (Italy)

Quality of Service Development Group

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Study Group 2

o   an operational and field trial group created in 1984

o   to improve the QoS of international telecom services to the mutual benefit of both the customers and the carriers

o   to promote ITU recommendations and to encourage good operational practices

Quality of Service Development Group

o An official meeting and a discussion forum of the meeting between carriers, regulators, service providers and manufacturers

o Between 150 and 200 delegates each year, representing about 50 countries and 100 companies

o Chairman : lscardoso@marconi.pt

Quality of Service Development Group

o   An official magazine and website :

- QSDG magazine (contact christopher Johnston : chris@qsdg.com)

- www.qsdg.com

o   next meeting in Washington (US) June or July 2002