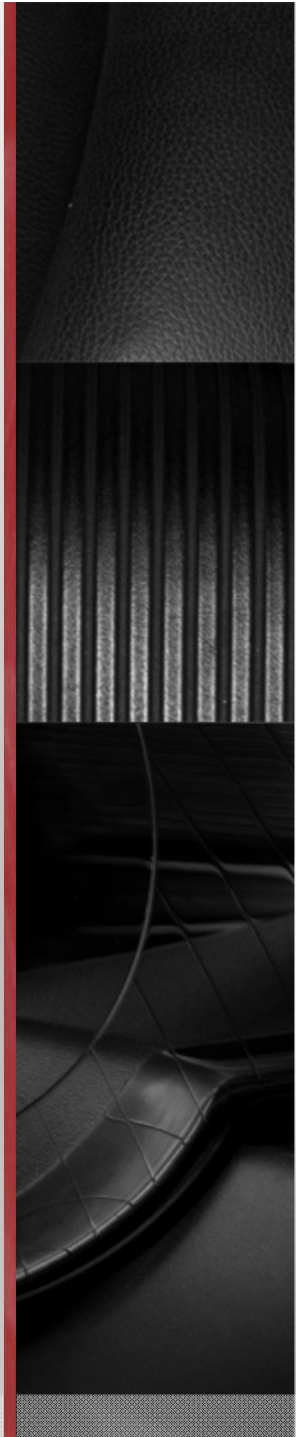# COORDINATION OF QOSTP DEVELOPMENT

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Quality of Service Training Program - QoSTP

- Designed for anyone who wants to enhance professional knowledge while working in the field of QoS

  - national regulatory authorities

  - manufacturers

  - operators

  - Researchers

  - Etc.

- Available to any professional who has previously graduated with a first level university degree (Bachelor of Sciences).

- Students entering the QoSTP may be from different institutional levels, from technical to managerial, and with different backgrounds (engineering, economics, legal, etc.).

QoSTP Course Organization – Obligatory and Elective 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
EM1.1 Telephonometry
EM1.2 Network performance and OAM for performance measurement
EM2.1 Hands-free communication and user interfaces in vehicles
EM2.2 Traffic management
EM3.1 QoS for mobile services
EM3.2 Bitrate measurement of Internet connections
EM4.1 Deployed QoS Management Technologies

Project flow

- Concept design (December 2013):
  https://academy.itu.int/download.php?filename=Report_on_Quality_of_Service_Training_Programme.pdf

- Expert selection and contracting (Oct 2014)

- Syllabus card development (Nov 2014)

- Syllabus card review (Nov 2014)

- Slides 1.0 development (December 2014)

- Slides 1.0 review, feedback collection and dissemination (Jan 2015)

- Final slides development (Sep 2015)

- Final slides editorial and formatting changes (Jul 2016)

- Deliverables ready and submitted (Jun 2017)

  https://academy.itu.int/index.php?option=com_content&view=article&id=101&Itemid=642&lang=en

Quality Assurance Process

- ITU Human Capacity Building Division strict quality assurance process is applied

- Several review rounds through the course development process

- Reviewed by the top scientists and experts in the field

- Once the product is out, it is of the highest quality

	Task	Assigned To	Start	End	Dur	%	2014			2015		
							Oct	Nov	Dec	Jan	Feb	Mar
	QoSTP Development		28/10/14	2/3/15	90							
1	Agreement on project timing	coordinator&experts	28/10/14	31/10/14	4							
2	Syllabus card development	experts	1/11/14	7/11/14	5							
3	Syllabus card review	coordinator&Webb	8/11/14	10/11/14	1							
4	Slides V1.0 development	experts	8/11/14	21/12/14	30							
5	Slide review, feedback collection and dissemination	coordinator&reviewers&Webb	22/12/14	23/1/15	25							
6	Final slides development	experts	24/1/15	28/2/15	25							
7	Deliverables ready and submitted	coordinator	1/3/15	2/3/15	1							

Lessons learned from Coordinator's point of view:

- It is easy to work with enhustiastic experts eager to share their knowledge (even if underpaid)

- Experts do not appreciate (deliver) less creative work (even if overpaid)

- Additional requirements are difficult to implement (the later the worse)

- Syllabus Card is a great concept of assuring course balance and consistency (but must be kept updated all the time)

Thank you for your attention!

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