Regional Workshop for Europe

New Issues in Quality of Service Measuring and Monitoring

25-26 November 2015

Villa Griffone
Pontecchio Marconi, Bologna, Italy

Preliminary Agenda

25 November

9:30-10:30   **Opening Remarks**
- Mr Gabriele Falciasecca, Chairman Fondazione Guglielmo Marconi
- Mr Jaroslaw Ponder, Coordinator for Europe, ITU
- Mr Mario Frullone, Deputy Director General, Fondazione Ugo Bordoni

Keynote Speeches
- Mr Vincenzo Zezza, Director, Emilia-Romagna Regional Inspectorate, Ministry of Economic Development, Italy
- Mr Federico Flaviano, Councelor for the consumer policies and relations with associations, Italian Communications Regulatory Authority (AGCOM)

10:30-11:00   **Group photo and coffee break**

11:00-12:30   **Session one: Setting the scene – recent initiatives focusing on QoS and consumer protection**

Moderator: Mr Vincenzo Zezza, Director, Emilia-Romagna Regional Inspectorate, Ministry of Economic Development, Italy

- Regulatory Trends in Digital Economy – Ms Nancy Sundberg, Senior Programme Officer, RME, ITU
- ITU Academy - QoS training programme content development – Ms Halima Letamo, Training and Development Officer, HCB, ITU
- Setting up of an EU broadband service mapping platform – Mr Guido Acchioni, European Commission
- Trends in QoS in South Eastern Europe - Ms Veronica Bocarova, Cullen International
- Q&A

12:30-13:15   **Lunch**

13:15-14:00   **Guided Tour of the Marconi Museum**

14:00-15:30   **Session two: Regulatory perspective and technical tools and platforms to measure QoS**

Moderator: Mr Luca Rea, FUB
- Technical Standardization in the Quality of Service – Mr Hiroshi OTA, Study Group Advisor, Telecommunication Standardization Bureau, ITU
- Ministry ISCTI&FUB Research programme: Broadband performance monitoring – Tiziano Inzerilli Italian Ministry of Economic Development
- Mobile Broadband Performance Metrics (KPIs vs KQIs) – A new vision on QoS: to know our customers and their devices – Ms Alma Fazzolari, Technical Quality Head of Dept, TIM
- Understanding QoS measurements: experience from the mPlane European Project - Mr Marco Mellia, Associate Professor, Dep. Electronics and Communications, Turin Polytechnic
- A Perspective of QoS The role of peering in network performance – Mr Gianluca Mazzini, Director General LEPIDA s.p.a.
- Monitoring Tools - Mr Pravir Chawdhry, Head of Sector, Communications and Radio Spectrum, Joint Research Centre of the European Commission
- Q&A

15:30-16:00   **Coffee break**

16:00-18:00   **Session three: Regulatory perspective and technical tools and platforms to measure QoS: COUNTRY EXPERIENCES**

Moderator: Ms Nancy Sundberg, ITU
- Bosnia and Herzegovina – Ms Suada Hadžović , Communications Regulatory Agency
- Croatia – Mr Andro Marčev & Mr Velimir Švedek, Croatian Regulatory Authority (HAKOM)
- Czech Republic – Ms Lenka Spinarova & Mr Pavel Zahradnik, Czech Telecommunication Office
- Italy – Mr Mariano Baldi, Italian Communications Regulatory Authority (AGCOM) and Mr Andrea Neri, Fondazione Ugo Bordoni
- Latvia – Mr Elmars Lipenbergs, Electronic Communications and Post Department, Public Utilities Commission (SPRK)
- Q&A

19:30   **Social event hosted by Fondazione Ugo Bordoni**

26 November

09:00-10:30   Session three (continued): Regulatory perspective and technical tools and platforms to measure QoS: COUNTRY EXPERIENCES

Moderator: Ms Nancy Sundberg, ITU

- Lithuania – Mr Linas Pakšys & Mr Mindaugas Stankevičius, Communication Regulatory Authority (RRT)
- TFYR Macedonia - Mr Jane Jakimovski & Mr Aleksandar Grambozov, Agency for Electronic Communications (AEC)
- Montenegro – Ms Ivona Marić & Mr Ivan Vujović, Agency for Electronic Communications and Postal Services (EKIP)
- Poland – Mr Adam Siewicz, Office for Electronic Communications (UKE)
- Q&A

10:30-10:45   Coffee break

10:45-11:00   Introduction to the Interactive Workshops: ITU Academy Training Programme on QoS – Ms Halima Letamo, ITU and Prof. Dr. Toni Janevski. Faculty of Electrical Engineering and Information Technologies. Ss. Cyril and Methodius University, Skopje
- The programme in brief
- Prioritizing issues and identifying gaps
- Challenges experienced in the course of developing the program
- Call for input and recommendations

11:00-12:00   Interactive workshop 1: QoS/QoE frameworks for converged services and applications

Moderator: Prof. Dr. Toni Janevski. Faculty of Electrical Engineering and Information Technologies. Ss. Cyril and Methodius University, Skopje
- How is the delivery of interactive multi-media services different from voice communications, internet access or traditional broadcasting?
- Quality of Experience vs Quality of Service
- Business models, sharing arrangements and regulatory requirements
- Traffic management practices for NGNs
- Country experiences

12:00-13:00   Interactive workshop 2: KPIs for end-to-end broadband QoS/QoE

Moderator: Prof. Dr. Toni Janevski. Faculty of Electrical Engineering and Information Technologies. Ss. Cyril and Methodius University, Skopje
- Selecting targets for service level agreements for broadband QoS
- Working with operators on meaningful and easy-to-track indicators
- Monitoring broadband performance metrics

- Country experiences

13:00-13:15   **Closing remarks**

13:30-14:30   **Lunch**