QUALITY OF SERVICE TRAINING PROGRAMME (QoSTP)

An HCB Presentation, presented by:

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QUALITY OF SERVICE TRAINING PROGRAMME (QoSTP)

Presentation Outline

• Problem Statement, Solution and Implementation Process

• QoSTP Structure, Composition and Certification Routes

• Delivery Options

• Next Steps
• Availability of service is no longer a primary issue, whereas the quality of the service provided is growing in importance;

  Quality - “the characteristics of a service/product that reflects its ability to satisfy stated or implied needs of users” ISO 9000

• It is closely linked to the issue of consumer rights and consumer protection;

• QoS in telecommunications is increasingly becoming an important Regulatory issue;

• There is a need to disseminate firm and solid QoS understanding for all stakeholders, such as operators, equipment manufacturers, administrations, regulatory bodies, end-users and their representatives;

• Today there are no formal complete QoS training programmes.
SOLUTION: QoSTP

- ITU developed a standardized training programme in Quality of Service (QoSTP)
- The QoSTP is the second in a series of high-level training programmes developed under the auspices of the ITU Academy
Objective

To develop a full set of high-level training materials prepared by high caliber subject-matter experts, designed for anyone either a beginner or a specialist, which will:

- Provide ITU membership with capacity building solutions in all areas of QoS;
- Offer access to QoS training and forward-looking professional vision;
- Provide possibility for different certification options;
- Provide international recognition, with possible options of university credits/diploma.
SOLUTION: QoSTP

Benefits to ITU

• Preserving and spreading the wealth of QoS knowledge accumulated in the ITU (TSB/BDT and ITU-T/D SG: staff’s know-how and Reports/Recs)

• Additional facet to the ITU’s global leadership role as enabler and facilitator of ICT development

• Service to Member States and Sector Members

• Course completion certificate as quality reference for candidates assessment in ITU and administrations’ hiring processes
IMPLEMENTATION PROCESS

• Collaboration of efforts between ITU-T and ITU-D (task force to coordinate development process)

• Conceptualization and development of the programme scope

• Engage an external coordinator

• Identification of subject-matter experts within the global QoS community

• Preparation of high-level training materials by experts

• Quality Assurance Process (peer-review)

• Editorial Process

• Establishment of partnership with universities and other partner institutions in order to deliver the QoSTP and provide accreditation/certification
IMPLEMENTATION PROCESS

Quality Assurance

Course Coordinator
- Consistency across modules
- Module linkages
- Elimination of overlaps
- Guidelines and Frameworks to standardize material

Peer review
- Several review rounds through the course development process
- Conducted by minimum 2 top experts in the field per module
- Ensures that materials are technically up to date and of the highest standard

Editorial Review
- Ensures that language and terminology used in the training materials conforms to the rules, policies, procedures and instruments of the ITU.
- Once the product is out, it is of the highest quality
QoSTP: STRUCTURE

6 Obligatory 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
**QoSTP: STRUCTURE**

4 Elective Modules

- **EM1:**
  - Elective Module 1.1: Telephonometry
  - Elective Module 1.2: Network performance measurement
  - Elective Module 1.3: OAM for performance measurement

- **EM2:**
  - Elective Module 2.1: Hands-free communication and user interfaces in vehicles
  - Elective Module 2.2: Traffic management

- **EM3:**
  - Elective Module 3.1: QoS for mobile services
  - Elective Module 3.2: Bitrate measurement of Internet connections

- **EM4:**
  - Elective Module 4.1: Deployed QoS management technologies
QoSTP: COMPOSITION

Each Module Consists of:

- Syllabus card and an abstract
- An average of 400 Ppt slides to cover 4–5 weeks of lecture
- Tasks for practical exercises (where applicable)
- Exam questions and answers for testing (50–100 questions)
QoSTP: CERTIFICATION ROUTES

Basic
Medium
Advanced
QoSTP: CERTIFICATION ROUTES
BASIC

• OM0: Obligatory Module 0 - QoS/QoE Overview
  Designed to cater for individuals at senior level positions who require only a broad overview of the topic

• OM1: Introduction- Quality of Service and Quality of Experience
QoSTP : CERTIFICATION ROUTES MEDIUM

• **QoS/QoE Specialist:**
  OM0-OM1-OM2-OM3-OM4-OM5;

• **End-user Equipment QoS Specialist:**
  OM0-OM1-OM2-OM3-OM4-OM5-EM1.1-EM2.1-EM3.1-EM4.1

• **Fixed Network QoS Specialist:**
  OM0-OM1-OM2-OM3-OM4-OM5-EM1.2-EM1.3-EM2.2-EM3.2-EM4.1

• **Mobile Network QoS Specialist:**
  OM0-OM1-OM2-OM3-OM4-OM5-EM1.2-EM1.3-EM2.2-EM3.1-EM4.1
QoSTP: CERTIFICATION ROUTES
ADVANCED

• **Advanced End-user Equipment QoS Specialist:**
  0M0-OM1-OM2-OM3-OM4-OM5-EM1.1-EM2.1-EM4.1-final project/thesis

• **Advanced Fixed Network QoS Specialist:**
  0M0-OM1-OM2-OM3-OM4-OM5-EM1.2-EM1.3-EM2.2-EM3.2-EM4.1-final project/thesis

• **Advanced Mobile Network QoS Specialist:**
  0M0-OM1-OM2-OM3-OM4-OM5-EM1.2-EM1.3-EM2.2-EM3.1-EM4.1-project/thesis
QoSTP ORGANIZATION: LEVELS

OM0 Introduction
OM1 QoS and QoE
OM2 Subjective ...
OM3 Objective...
OM4 Multimedia QOS
OM5 Regulatory Aspects

EM1-1 Telephonometry
EM1-2 Network Performance
EM1-3 OAM for Performance
EM2-1 Hands-free&cars
EM2-2 Traffic Management
EM3-1 Mobile QoS
EM3-2 Internet Bitrate
EM4-1 Deployed QoS Management Technologies
Final Project/Thesis

Basic Exit Level
Medium Exit Level
Advanced Exit Level
Next Steps

• Editorial work

• Conduct pilot training

• Engage training providers for partnerships in the delivery of the training

• Convert material to multimedia
QUESTIONS?

For more information please contact hcbmail@itu.int or visit http://academy.itu.int