

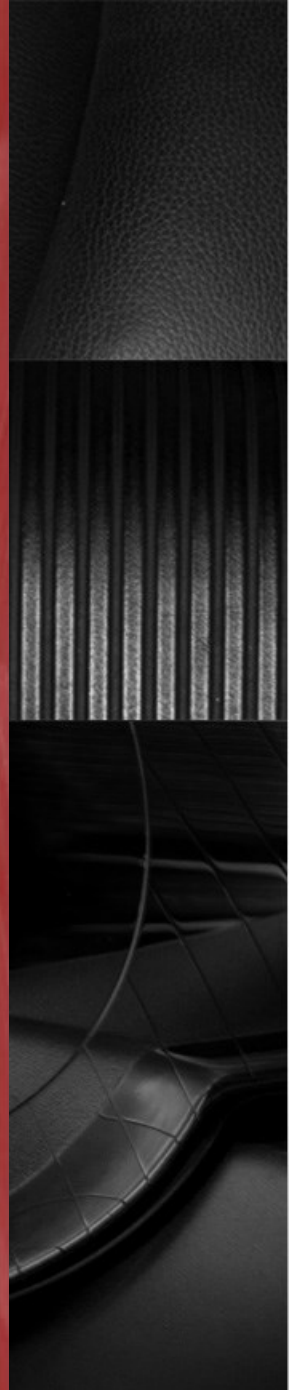
ITU HUMAN CAPACITY BUILDING DIVISION


QUALITY OF SERVICE TRAINING PROGRAMME (QoSTP)

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QoS training and awareness as an important aspect of contemporary telecommunication

- The ultimate goal is improvement of the quality of life for all; in this context it is important to address the user experience in a variety of ways. 'Quality of Service', i.e. the characteristics of the a telecommunications service that reflect its ability to satisfy stated and implied needs of the user of the service, and 'Quality of Experience', i.e. the overall acceptability of an application or service, as perceived subjectively by the end-user.
- Therefore, QoS training programmes are due to be offered by ITU. Such QoS training should be developed around the Recommendations and other documents on QoS published by the ITU since they manifest the core competence of the ITU in the field of QoS.

Existing QoS study resources and courses

- Written sources
- ITU-T Recommendations
- ITU-T Handbooks
- Books published outside ITU-T and ITU-R
- QoS courses – **almost none, usually not independent**

Course Organization - Modules

- 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
- EM1:
 - Elective Module 1.1: Telephony
 - Elective Module 1.2: Network performance and 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
- LABORATORY&PRACTICAL EXERCISES AND DEMONSTRATIONS (depending on selected delivery option)

Partner Institutions

- ITU-T and its Study Groups (primarily SG12);
- ITU-R and its Study Groups (e.g. dealing with relevant QoS standards);
- **organizations participating in running of the ITU CoEs in various regions;**
- national regulatory authorities (NRAs), especially those who already have their national QoS training programmes and facilities;
- regional telecommunication organizations (e.g. CEPT);
- **universities and research centers;**
- organizations and companies which currently run educational programmes for QoS
- sector-specific industry associations (e.g. IETF, 3GPP);
- companies prominent in the field of telecommunication equipment, especially producers of QoS software tools, QoS monitoring equipment, wireless network (e.g. drive-test) equipment manufacturers



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**

Certificate recognition

- ITU certification
- Additional industrial professional certification
 - The Institution of Engineering and Technology (IET)
 - Institute of Electrical and Electronics Engineers (IEEE)
- University-certified commercial professional courses
 - Telecoms Academy, a unit of Informa Telecoms & Media Group
 - MEAD Education
- **University-certified ACADEMIA courses**
 - starting with industrial courses run at CoE collocated with the university and working towards the course accreditation as a part of regular Master telecommunication courses