ITUEvents

Workshop on
Telecommunication Service Quality

17-18 October 2022
Amman, Jordan

Supported by:

infovista

Hosted by:

Telecommunications Regulatory Commission

ITU

ITU-T Study Group 12

ITU-T Study Group 12 is the expert group responsible for the development of international standards (ITU-T Recommendations) on performance, quality of service (QoS) and quality of experience (QoE).

https://www.itu.int/en/ITU-T/studygroups/2022-2024/12/Pages/default.aspx

Performance, QoS and QoE

- Full spectrum of terminals, networks, services and applications
- Circuit-based networks to multimedia applications
- Mobile and packet-based networks
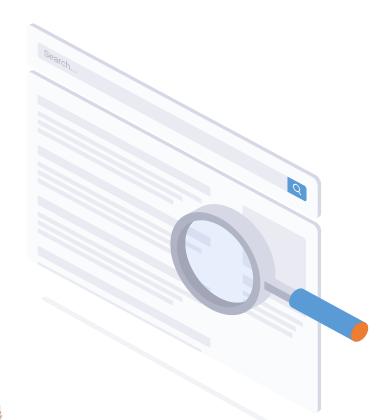
Key achievements - last meeting

First meeting in the 2022-2024 study period in Geneva:

7-17 June 2022, (physical meeting with remote participation).

170 participants from 58 countries: 78 participants in Geneva and 92 delegates exclusively on the MyMeetings platform

15 Recommendations were consented (7 new, 8 revised)

1 Amendment, 2 Supplements (1 new, 1 revised), 2 Technical Reports and 3 Implementer's Guides were agreed.

Key achievements - last meeting

➢ **E.803 Quality of service parameters for supporting service aspects**

➢ **G.1023 Framework for capacity assessment of packet data services in mobile networks**

➢ **P.1402 Guidance for the development of machine learning based solutions for QoS/QoE prediction and network performance management in telecommunication scenarios**

Next meeting

18-26 January, 2023

Geneva

Deadline for contributions: 5 January 2023

Registration open: https://www.itu.int/net4/CRM/xreg/web/Login.aspx?src=Registration&Event=C-00011744

Workshop

- introducing the work of **ITU-T Study Group 12**

- facilitating the **exchange** of telecommunication service quality best practices, experiences and lessons learned, including on QoS/QoE evaluation, benchmarking and optimization

- assessing the impact of **trends** in the telecommunications sector on service quality

- identifying requirements and strategies to map and visualize **connectivity** and telecommunication service quality.

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Workshop topics

Day 1:   **Regional regulators/operators challenges**
5G roll-out and related quality assessment
QoS/QoE benchmarking considerations

Day 2:   **Mapping and visualization strategies for connectivity**
Regulatory views
Industry Perspectives

https://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/20221017/Pages/programme.aspx

Thank you!

Tania Villa Trápala
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