**31st QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG) MEETING – ITU-T STUDY GROUP 12, QUESTION 1/12**

**4th – 6th November, 2014 Dubai United Arab Emirates**

**Meeting Agenda**

1. Opening of the meeting.
2. Agreement of Agenda.
3. Working Arrangements for the 2014 Meeting.
4. Recent QSDG Activities.
5. Customer Satisfaction issues.
6. Cloud services, QoS/QoE Aspects
7. Reliability, Availability of Networks and Services.
8. Impact of Fraud, Security, and Revenue Assurance on QoS and Business Performance.
9. Effects of Social Media Services on QoS/QoE.
10. Monitoring the QoS and QoE of data services in 4G networks (such as LTE ...)
11. End to end QoS and performance aspects of interworking and QoS Mapping between different networks sections (e.g. cellular, wireless, wireline networks).
12. Discussion (round table) on QoS/QoE Framework for the transition from network oriented to service oriented operations
13. Discussion (round table) on the proposed draft Recommendation for Monitoring the Quality of Service (QoS) of Broadband/Internet Services
14. Discussion and agreement of topics (programs) for the approved upcoming Events (e.g: workshops) to be organised by QSDG in year 2015.
15. Any other Business.
16. Closing of the meeting