**32nd QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG) MEETING – ITU-T STUDY GROUP 12**

**12th – 13th May, 2016 Haarlem/Amsterdam, The Netherlands**

**Meeting Agenda**

1. Opening of the meeting
2. Agreement of Agenda
3. Working Arrangements for the 2016 Meeting
4. Recent QSDG Activities
5. QoE and QoS of Digital Financial Services
6. QoS and QoE of Big Data
7. QoS provision of IPTV services
8. Impact of Fraud on QoS and Network Performance
9. Discussions about: ongoing work items
10. Training for Study Group Effectiveness
11. Preparation of WTSA-16
12. Discussion of Upcoming Events
13. Any other Business
14. Closing of the meeting