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| 34TH QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG) MEETING – ITU-T STUDY GROUP 12  Johannesburg, South Africa, 26-27 July 2017  Draft Program |

(last updated: 25 July 2017)

Meeting documents at <https://www.itu.int/ifa/t/2017/sg12/exchange/qsdg/201707/> (A [TIES](https://www.itu.int/TIES) or [Guest](https://www.itu.int/ITU-T/edh/faqs-guest.html) account is required to access the meeting documents)​

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| Day 1: Wednesday, 26 July 2017 | |
| 09:00 – 09:15 | Opening of the meeting   * Adoption of the agenda * Recent QSDG activities   Chairman: Dr Stavroula Bouzouki (EETT, Greece; QSDG Vice Chairman)  Contributions:   * Mrs. Yvonne Umutoni (RURA, Rwanda; QSDG Chairperson): *“Recent QSDG Activities presentation”* (remote presentation) |
| 09:15 – 10:30 | Session 1: QoS/QoE parameters and measurement of multimedia services and OTT applications  Chairman: Mr. Tiago Sousa Prado (ANATEL, Brazil; QSDG Vice Chairman)  Contributions:   * Mr. Jarmo Lindström (Omnitele, Finland): *“Measurement of VoLTE performance and QoS”* (remote presentation) * Mr. Joachim Pomy (Opticom, Germany): *“Overview of ITU-T work on QoS for VoLTE and ViLTE”* * Mr. Michaël Houis (FraudBuster, France): *“Measure and adapt to OTT to improve users experience”* * Mr. Zeid Alkadi (Telecommunication Regulatory Commission (TRC), Jordan): *“QoS/QoE parameters and measurement methods of OTTs applications”* |
| 10:30 – 11:00 | Coffee Break |
| 11:00 – 12:30 | Session 2: QoS/QoE monitoring and optimization in mobile networks (3G and 4G)  Chairman: Mr. Joachim Pomy (Opticom, Germany; QSDG Advisor)  Contributions:   * Mr. Kahraman Zaim (Türk Telekom, Turkey): *“The use of the Two-Way Active Measurement Protocol (TWAMP) for performance measurements in Türk Telekom’s LTE Network, and adaptation to 5G technology”* (remote presentation) * Mr. Andrew Hall (InfoVista, United States): *“TEMS Active Testing”* * Mr. Tahitii Obioha (Planet Network International, France): *“QoS Monitoring and Enforcement for Regulators - Best Practices”* |
| 12:30 – 13:30 | Lunch Break |
| 13:30 – 15:00 | Session 3: Impact of fraud on QoS, QoE and network performance; and customer satisfaction issues  Chairman: Mr. Seyni Faty (ARTP Senegal; Chairman, ITU-T SG12 Regional Group for Africa)  Contributions:   * Dr. Hosam Abdelmaoula (NTRA, Egypt): *“QoS impact of fraudulent routing of OTT telecommunication applications”* (remote presentation) * Mr. Hassen Attaya (Prisma, Tunisia): *“Impact of OTT bypass and SIM boxing on QoS/QoE”* * Mr. Jan Kondej (Systemics-PAB, Poland): *“Scoring concept standardization for the assessment of network services quality and user experience”* |
| 15:00 – 15:30 | Coffee Break |
| 15:30 – 17:00 | Session 4: Round table on current ITU-T work items:   * Mr. Andrew Hall (InfoVista, United States): *“QoS and QoE in the world of SDN/NFV”* * E.RQUAL: *“Strategies to establish quality measurement frameworks”*   Moderator: Mr. Tiago Sousa Prado (ANATEL, Brazil; QSDG Vice Chairman) |
| Day 2: Thursday, 27 July 2017 | |
| 09:00 – 10:30 | Session 5: Round table on upcoming events and related topics  Moderator: Dr Stavroula Bouzouki (EETT, Greece; QSDG Vice Chairman)  Contributions:   * Mrs. Yvonne Umutoni (RURA, Rwanda; QSDG Chairperson): *“Draft: Topics for Discussion in Future and Planned Events”* (remote presentation) |
| 10:30 – 11:00 | Coffee Break |
| 11:00 – 12:00 | Session 6: Round table on current ITU-T work items:   * E.RQST: *“Voice and Data QoS KPI thresholds on mobile networks”* * E.CEMI: *“Customer experience management index for services in operators' network used in a high volume”.*   Moderator: Mr. Joachim Pomy (Opticom, Germany; QSDG Advisor) |
| 12:00 – 12:30 | Any other business & closing session  Moderator: Mr. Martin Adolph (SG12 Advisor)  Speakers:   * Mr. Tiago Sousa Prado (ANATEL, Brazil; QSDG Vice Chairman) * Dr Stavroula Bouzouki (EETT, Greece; QSDG Vice Chairman) * Mr. Joachim Pomy (Opticom, Germany; QSDG Advisor) * Mr. Seyni Faty (ARTP Senegal; Chairman, ITU-T SG12 Regional Group for Africa) |
| 12:30 – 14:00 | Lunch Break |

14:00 – 17:30 (members only): ***Bridging the Standardization Gap (BSG) Hands-on Training Session***