

ITU-T Workshop on End-to-End Quality of Service. What is it? How do we get it?

ITU Headquarters, Geneva, Switzerland, 1-3 October 2003

This Workshop is free and also open to non-members

Quality of Service (QoS) has become a key differentiator and business driver for network operators and service providers. Users expect providers to support numerical QoS levels for voice, data, video, and multimedia services – and to document the supported levels in Service Level Agreements (SLAs). With more and more service providers and network operators moving to packet-based next-generation networks, QoS has never been so important. This workshop aims to provide a clear global snapshot of QoS in telecommunications, identifying new areas for standardization and places to improve collaboration between standards-makers and industry. The focus will be on how to achieve end-to-end QoS by building bridges between QoS strategies created for different network elements and technologies.

The overall objectives of this workshop are to:

- Achieve a common understanding of end-to-end QoS
- Identify obstacles to achieving end-to-end QoS
- Propose actions to overcome these obstacles
- Create bridges between different aspects of QoS

ADVANCE PROGRAMME

(Check for updates at: <http://www.itu.int/ITU-T/worksem>)

Day 1 Wednesday 1 October 2003

Session 1: Economic impacts and stakes of QoS

Highlight the impact of telecommunication service quality on macro and micro economies. Explain the current economic situation and its impact on the quality of telecommunication services. Analyze the impact of risk management and revenue assurance activities on QoS. Assess the use of Service Level Agreements (SLAs) and their impact on quality.

Session 2: User experience

Highlight the importance of satisfying end-user expectations for QoS and introduce the concept of Quality of Experience (QoE). Provide guidance on end-user performance requirements for various types of applications. Provide examples of real-life operational experience of end-user QoE. Identify further work required in understanding end-user requirements, and the standards-makers and other bodies that need to be involved.

Day 2 Thursday 2 October 2003

Session 3: QoS in different standardization bodies

Define the fields covered by the different standardization bodies, including type of products and working methods. Summarize the main results obtained, focusing on the main issues to be solved, and the main objectives for the coming years. Define methods of cooperation expected with the other bodies.

Session 4: Performance metrics and measurement techniques

Introduce and define the key performance parameters for characterizing end-user experience and service acceptability. Describe suitable techniques (active and passive) that can be used to measure these parameters. Highlight on-going work in standards-makers and other bodies in this area and identify further work required in understanding performance metrics and developing associated measurement techniques.

Session 5: Specification and signalling of IP QoS classes

Define QoS requirements for IP-based networks supporting telephony in addition to traditional Internet applications, and explore how those requirements will be communicated and supported in a multi-provider environment.

Session 6: Overall panel discussions and conclusions

Key contributors will summarize session results and aim to come up with an action plan for the future. Session chairmen will present summary and conclusions focusing on the current situation, identifying obstacles and priorities.

For up-to-date information, see: <http://www.itu.int/ITU-T/worksem/qos>

► **Other ITU-T workshops planned in 2003:**

<http://www.itu.int/ITU-T/worksem/>

- **Workshop on Integrated Application of Formal Languages**, Geneva, 13 September 2003
- **Workshop to Develop a Recommendation to Clarify the Management of ".int"**, Geneva, 15-16 September 2003
- **Workshop on Telecommunications and the Automotive Industry**, Geneva, 24-25 November 2003

For past ITU-T Workshops, see: <http://www.itu.int/ITU-T/worksem/past>

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REGISTRATION FORM

To be returned to TSB (Fax: +41 22 730 5853 or e-mail: TSBreg@itu.int) by 3 September 2003

I will participate in the workshop:

<input type="checkbox"/> Mr <input type="checkbox"/> Ms _____ Family Name _____ First Name	_____ Country _____ Name of Administration of Member State _____ Name of Sector Member / Associate / Other
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Name and complete address of Administration or Organization:	
_____	Tel.: _____
_____	Fax: _____
_____	E-mail: _____

Hotel/Address in Geneva, Switzerland
Hotel: _____
Address: _____
Tel.: _____

Date: _____ Signature: _____

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