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Handbook Quality of Service and Network Performance Edition 2004



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Handbook

Quality of Service and Network Performance

Edition 2004

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Standardization of service quality parameters and measures is needed for application to all generic services using the network (ISDN, IP, mobile, multimedia, special voiceband data applications, etc.).

The Handbook takes the following aspects into consideration:

- a) that the service quality of networks needs to be assessed as a total connection, focusing on the end-to-end network service offered at all times;
- b) that communication companies face competition, which stimulates customer/user expectations of quality of service along with differentiation of quality of service and related tariffs;
- c) that there is a need to support subjective service assessments by measurement of clearly defined objective network parameters and that there is a need to define objective measurements of service quality for networks that are meeting their performance objectives;
- d) that service quality parameters are required in order to meet customers'/users' expectations of a service, and that related network performance parameters should relate to service quality parameters;
- e) that emerging user/customer applications regarding the global information infrastructure (GII) need high-quality and seamless interworking;
- f) that network providers must plan, dimension and operate their networks according to parameters that will ensure that services offered to customers/users meet the latter's quality of service expectations;
- g) that, increasingly, operational and QoS aspects of security procedures must be considered;
- h) that certain alternative calling procedures may reduce significantly the service quality of networks;
- i) that customers/users evaluate the price worthiness of the service based on their perception of the quality of service obtained;
- j) that customer/user behaviour associated with a service could have an impact on network performance and quality of service;
- k) that traditional and new telephony services will be offered using both circuit switched and new technologies, including Internet Protocol, ATM, new access methods and technologies, etc.;
- l) that advanced routing methods will have an impact on how networks are measured.

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