



International Telecommunication Union

# ITU-T Study Group 2

## Q5/2 : Service Quality of Networks

[erwan.ritchen@francetelecom](mailto:erwan.ritchen@francetelecom)

Quality Manager

Q5/2 Rapporteur - QSDG Vice-Chairman

SG12 Workshop - Dakar – Oct 2001



**ITU-T**

**Study Group 2**

## **Study Group 2**

**Operational aspects of service provision,  
networks and performance**

- o Responsible for studies relating to:
  - principles of service provision, definition and operational requirements of service emulation
  - numbering, naming, addressing requirements and resource assignment including criteria and procedures for reservation and assignment
  - human factors



**ITU-T**

**Study Group 2**

## **Study Group 2**

**Operational aspects of service provision,  
networks and performance**

- o Responsible for studies relating to:
  - routing and inter-working requirements
  - operational aspects of networks and associated performance requirements including network traffic management, quality of service (traffic engineering, operational performance and service measurements)



**ITU-T**

**Study Group 2**

## **Study Group 2**

**Operational aspects of service provision,  
networks and performance**

- o Responsible for studies relating to:
  - operational aspects of inter-working between traditional telecommunication networks and evolving networks
  - evaluation of feedback from operators, manufacturing companies and users on different aspects of network operation



**ITU-T**

**Study Group 2**

## **Study Group 2**

**Operational aspects of service provision,  
networks and performance**

- o Lead Study Group on Service definition, Numbering, Routing and Global Mobility
- o Working Party 1/2 - Numbering, naming, addressing, routing and service provision
  - Question 1/2: Application of Numbering, naming and addressing plans for fixed and mobile services



**ITU-T**

**Study Group 2**

## **Study Group 2**

**Operational aspects of service provision,  
networks and performance**

- Question 2/2: Routing and inter-working plans for fixed and mobile networks
- Question 3/2: Management and development of voice and non-voice based telecommunication services
- Question 4/2: Human factor issues in international telecommunication services



**ITU-T**

Study Group 2

## Study Group 2

Operational aspects of service provision,  
networks and performance

- o Working Party 2/2 - Network service and assessment
  - Question 5/2: Service quality of networks
  - Question 6/2: Network management
- o Working Party 3/2 - Traffic engineering
  - Question 7/2: Traffic engineering for personal communications



**ITU-T**

Study Group 2

## Study Group 2

**Operational aspects of service provision,  
networks and performance**

- o Question 8/2: Traffic engineering for SS No.7- and IP-based signalling networks
- o Question 9/2: Traffic engineering for networks supporting IP services
- o Quality of Services Development Group (QSDG)  $\leftrightarrow$  Q5/2
- o Network Management Development Group (NMDG)  $\leftrightarrow$  Q6/2





**ITU-T**

Study Group 2

## Question 5/2

### Service quality of networks

- o study impact on service quality of networks of :
  - alternative calling procedure
  - customer/user behavior
  - new technologies including Internet Protocol, ATM, new access methods and technologies, etc.;
  - advanced routing methods
  - operational processes (traffic, network and security management)



**ITU-T**

Study Group 2

## Question 5/2

### Service quality of networks

- o focuses on end-to-end network services
- o define objective service quality parameters and related network performance parameters
- o Fraud Prevention Coordinator for ITU (Iscardoso@marconi.pt)



**ITU-T**

Study Group 2

## Question 5/2 on-going work

- o New recommendations
  - E.QoS-VoIP : Operational Considerations for QoS of Voice and Facsimile over IP-based Networks.
  - E.SLA : Framework for service level agreement
- o Revision of recommendations
  - E.425 (Internal Automatic Observations)



**ITU-T**

Study Group 2

## Question 5/2 on-going work

- o Revision of recommendations
  - E.433 (Billing performance)
  - E.800 (QoS and Network Performance Methodology)



**ITU-T**

Study Group 2

## Question 5/2 on-going work

- o New QoS Handbook
  - Chapter 1. Backgrounds
    - QoS terms and definitions
    - QoS models
    - Projects, deal with QoS
    - Organizations, deal with QoS
  - Chapter 2 Recommendations
    - Groups of Recommendations in the frame of ITU-T



**ITU-T**

Study Group 2

## Question 5/2 on-going work

- o New QoS Handbook
  - Chapter 3. QoS parameters
    - Definitions,
    - Different types of QoS parameters,
    - General parameters
    - Special QoS parameters, belong to different services



**ITU-T**

Study Group 2

## Question 5/2 on-going work

- New QoS Handbook
  - Chapter 4 Measuring of QoS
    - Measurement types,
    - Methods,
      - *intrusive*
      - *non-intrusive*
  - Annexes
    - Billing, SLA, Security, RPD
- Next meeting 17-18-19 January 2002 Rome (Italy)



**ITU-T**

Study Group 2

## Quality of Service Development Group

- o an operational and field trial group created in 1984
- o to improve the QoS of international telecom services to the mutual benefit of both the customers and the carriers
- o to promote ITU recommendations and to encourage good operational practices





**ITU-T**

Study Group 2

## Quality of Service Development Group

- o An official meeting and a discussion forum of the meeting between carriers, regulators, service providers and manufacturers
- o Between 150 and 200 delegates each year, representing about 50 countries and 100 companies
- o Chairman : [Iscardoso@marconi.pt](mailto:Iscardoso@marconi.pt)



**ITU-T**

Study Group 2

## Quality of Service Development Group

- o An official magazine and website :
  - QSDG magazine (contact christopher Johnston : [chris@qsdg.com](mailto:chris@qsdg.com))
  - [www.qsdg.com](http://www.qsdg.com)
- o next meeting in Washington (US)  
June or July 2002