31st Meeting of ITU-T SG12 Quality of Service Development Group (QSDG)

(Dubai, UAE 2 - 6 November 2014)

Overview of QSDG

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SUMMARY

- Background of QSDG
- Terms of Reference
- Management Committee
- Meetings and Workshops
- Recent Activities
- Planned Activities

BACKGROUND

- Quality of Service Development Group (QSDG) is the child group of ITU-T SG 12.

- Aim: Improving the quality of the international service, to the benefit both of the subscribers and Administrations.

- QSDG was created in ITU-T SG2 (SG for with Operational Aspects).
- First meeting of QSDG was held in The Hague, in 1984.
- In 2008, QSDG was moved from SG2 to SG12.

- In 2013 SG12 tasked QSDG, to be its liaison to Workshops, Symposia and Forums.

TERMS OF REFERENCE

- QSDG is ITU-T SG12 liaison to Workshops, Symposia and forums
- Encourage wider participation in international quality of service activities
- Identify procedures and practices which should be considered for inclusion in the ITU-T documentation;
- Disseminate information relating to quality of service techniques and procedures;
- Etc.

MANAGEMENT COMMITTEE

- **Chairperson:** Mrs. Yvonne Umutoni, RURA, Rwanda
- **Group Advisor:** Mr. Cardoso Luis Sousa, LSCTeam, Portugal
- **Group Advisor:** Mr. Macaringue Malaquias Elias, TDM SA., Mozambique
- **Vice Chairman:** Mr. Jacob Munodawafa, SATA, Mozambique
- **Vice Chairman:** Mrs. Wenyan Jin, China Mobile, China
- **Vice Chairperson:** Mrs. Sosu Louisa, MTN Ghana, Ghana
- **Vice Chairperson:** Mrs. Christine Mugambi, UCC, Uganda

MEETINGS AND WORKSHOPS

Year	Location
1984	The Hague
1985	Orlando
1986	Hong-Kong
1987	Manila
1988	Albufeira
1989	Bern
1990	Padova
1991	Blois
1993	S.Francisco
1994	Chester
1995	João Pessoa

Year	Location
1996	Cape Town
1997	Bahrain
1998	Fidji
1999	Budapest
2000	Montreal
2001	Berlin
2002	Washington
2003	Sal Island
2004	Lyon
2005	Xi’an
2006	Singapore

Month/Year	Location
2007	Swakopmund
2008	Vienna
2009	Maputo
2010	Mbabane
2011	Kampala
2012	Nairobi
2013	Accra
04/2014	Maputo
06/2014	Kampala
07/2014	Buenos Aires
11/2014	Dubai

RECENT ACTIVITIES

- In 2014, QSDG organised three (3) workshops:
- 14 – 16 April, 2014: Workshop on "***Monitoring QoE/QoS of Broadband Network***s" in Maputo, Mozambique;
- 24 – 25 July, 2014: Workshop on "***Benchmarking and Monitoring of QoS/QoE of Mobile Networks***" in Buenos Aires, Argentine;
- 23 – 25 June, 2014: "***ITU Regional Standardization Forum for Africa***" jointly with both RGs for Africa of SG12 and SG5 in Kampala, Uganda.
- Now: 2 – 6 November, 2014: 31st QSDG Meeting and Workshop in Dubai, UAE.

Workshop on "Monitoring QoE/QoS of Broadband Networks"

- Hosted by TDM, Mozambique jointly with SATA.
- Brief description of ITU-T SG12 activities;
- Broadband (fixed and mobile) Evolution in Africa and around the world;
- International standards for Monitoring/Measuring the QoS & QoE of Broadband Internet developed by ITU and outside the ITU;
- Etc;
- Recommended to initiate a new draft ITU-T Recommendation on QoS Measurement of Broadband

Workshop on "Benchmarking and Monitoring of QoS/QoE of Mobile Networks"

- Hosted by SECOM, Argentina.

- The ITU-T and ITU-T SG12 activities;
- Functions of QoE & QoS in 2G, 3G and LTE Mobile Networks;

- Definitions and Formulas of KPIs of Voice, SMS, Data services in Mobile networks;
- Etc

ITU Regional Standardization Forum for Africa

- Hosted by UCC, Uganda.

- ITU Activities on Bridging the Standardization Gap (BSG);
- Tutorial on ITU-T Study Group Working Methods: Rapporteurs and Editors;
- Applicability of the ITU-T Recommendation E.802, Y.1545, E.807, E. 804 and ITU-T Supplement E.800 series Suppl.9;
- Etc.

PLANNED ACTIVITIES, 2015

N°	ACTIVITY	SCHEDULE	LOCATION	COMMENTS
1	Workshop on Performance, Quality of Service and Quality of Experience.	February (09 - 13), 2015	Turkey (To be confirmed)	QSDG is still looking for host country. Dates and Country to be confirmed.
2	Workshop on Performance, Quality of Service and Quality of Experience.	13-17 April 2015	Senegal, Africa	This workshop will be organised jointly with the next meeting of the SG12 Region Group for Africa Dates to be confirmed.
3	32nd Meeting of the Quality of Service Development Group (QSDG)	14th to 18th September, 2015	TBD	Location of the 32nd QSDG meeting will be communicated. Dates to be confirmed
4	Collocated Workshop between ITU-T SG12 QSDG / 3GPP / ETSI TB STQ on Quality of Service (QoS) and Quality of Experience (QoE) of 'big data' services in 3G/4G Mobile Networks	TBD	TBD	This workshop will be confirmed and Dates & Venue will be communicated later.

THANK YOU