QSDG Overview

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Quality of Service Development Group

- Part of ITU-T Study Group 2 Operational Aspects of Service Provision, Networks and Performance – Question 5/2 "Network and Service Operations"

- Established in 1984 by members of SG2 as a "Field Trial Group"

- Now has independent (of SG2) relations with other ITU study groups

- Sister group is Network Management Development Group, NMDG

- Close relations with other telecommunications interest groups such as
  - FIINA
  - CFCA
  - SATA
  - AICEP
  - ETNO

- All industry representation, carriers, vendors, consultants

- Group Leader – Mr Luis Cardoso, Portugal Telecom

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QSDG Terms of Reference

QSDG - Quality of Service Development Group

TERMS OF REFERENCE

The primary aim of the Quality of Service Development Group is to improve the quality of the international service, to the benefit both of the subscribers and Administrations. In order to achieve this aim, the proposed terms of reference of this group are as follows:

To encourage wider participation in international quality of service activities;

To identify and develop performance monitoring activities for quality of service purposes;

To identify procedures and practices which should be considered for inclusion in the ITU-T documentation;

To disseminate information relating to quality of service techniques and procedures;

To encourage the development of a coordinated approach to the study of quality of service;

To pursue other activities which may improve the quality of the international service.

QSDG Current Activities (24th meeting agenda, Namibia 2007)

- Customer Satisfaction

- Reliability and Availability of Networks and Services

- QoS Issues of Access Technologies – xDSL, Cable Modem, Fixed Wireless

- Mobile Issues

- ATM, IP and NGN – QoS and Network Performance issues

- Impact of Fraud, Security and Revenue Assurance on QoS and Business Performance

- Risk Analysis

- Call Clarity and Transmission Performance

- Impact of ENUM on QoS experienced by users

- Shared concerns with other organisations
  - For example Calling Line Identification Accuracy…

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Extract from FIINA 2007, CLI accuracy discussion