



**ITU ASIA PACIFIC COE NETWORK PTA NODE  
TRAINING WORKSHOP ON CELLULAR MOBILE QOS  
20-23 OCTOBER 2008  
ISLAMABAD, PAKISTAN**



## Draft Agenda

### Brief Description:

Quality of Service for mobile networks has become one of the key challenges for regulators and service providers as subscriber growth, enhanced competition, consumer concerns and spectrum scarcity intensifies performance pressure. A number of countries have specified QoS standards for mobile services and adopted means to monitor the levels. However, enforcing the parameters laid down still remains a regulatory challenge.

This course is designed to provide the participants with an understanding of the entire mobile quality of service framework including setting standards, measurement and monitoring techniques, enforcement issues as well as hands-on experience on the tools available.

October 20 (Day-1)	
0830-0900	Registration
0900-1000	<b>Opening Session</b> -Welcome Address [PTA] -Welcome Address [ITU] -Inaugural address [Chief Guest] -Group Photographs
1000-1030	<b>COFFEE BREAK</b>
1030-1130	<b>Session 1: QUALITY OF SERVICE FRAMEWORK: REGULATORY AND LICENSING IMPLICATION</b> Objective: To understand the linkage between Quality of Service and licensing / other regulatory initiatives.
1135-1300	<b>Session 2: QUALITY OF SERVICE FRAMEWORK: KEY PERFORMANCE INDICATORS</b> Objective: To comprehend the need, objectives and elements of QoS regime and understand the key performance indicators that forms the basis of Mobile QoS measurements.
1300-1430	<b>LUNCH BREAK</b>
1430-1530	<b>Session 3: METHODOLOGY ADOPTED BY OPERATORS TO MEASURE AND ENSURE KPI PARAMETERS</b> Objective: To explain the methodologies adopted by mobile operators in measuring and ensuring the prescribed KPIs including the parameters monitored in the Mobile Switching Centres.
1530-1545	<b>COFFEE BREAK</b>
1545-1700	<b>Session 4: METHODOLOGY ADOPTED BY OPERATORS TO MEASURE AND ENSURE KPI PARAMETERS (Continued)</b>

OCTOBER 21 (Day-2)	
0900-1030	<b>Session 5: EXPERIENCE OF MANUAL SURVEYS &amp; LESSONS LEARNT</b> Objective: To share experiences from and lessons learnt in conducting manual mobile QoS surveys.
1030-1045	<b>COFFEE BREAK</b>
1045-1230	<b>Session 6: MOBILE QoS: INTERNATIONAL EXPERIENCES</b> Objective: To inform about international experiences in specifying, monitoring and enforcing mobile quality of service.
1230-1400	<b>LUNCH BREAK</b>
1400-1530	<b>Session 7: TERMS OF REFERENCE FOR QoS EQUIPMENT</b> Objective: To provide the details on the Terms of Reference for Quality of Service equipment and survey.
1530-1545	<b>COFFEE BREAK</b>
1545-1700	<b>Session 8: REGIONAL/GLOBAL EXPERIENCES AND PRESENTATIONS BY SELECTED PARTICIPANTS</b> Objective: To share experience amongst the participants on the Mobile QoS challenges and enforcement experiences.

OCTOBER 22 (Day-3)	
0900-1700	<b>Session 9: FIELD SURVEY USING QoS EQUIPMENT / FIELD TRIP</b> Objective: This session will provide the participants with hands on experience in data collection and field QoS surveys using monitoring equipment. The results will be analyzed in the following sessions.

OCTOBER 23 (Day-4)	
0900-1045	<b>Session 10: ANALYSIS OF THE SURVEY</b> Objective: Following the data collection on Day 3, the findings of the QoS survey will be presented by the groups and the results discussed.
1045-1100	<b>COFFEE BREAK</b>
1100-1230	<b>Session-11: ANALYSIS OF THE SURVEY [continued]</b>
1230-1300	<b>CLOSING CEREMONY</b>
1300-1430	<b>LUNCH BREAK</b>