

# Quality of Service Monitoring

17th - 21st February 2014,  
Kingston, Jamaica



COMMONWEALTH  
TELECOMMUNICATIONS  
ORGANISATION

## Customer Survey

## Overview

Setting and enforcing service quality standards between networks as well as for consumers is a key mandate for regulators. This course provides the techniques used to monitor and enforce quality standards, from network transmission and interconnection to market intelligence gathering. All areas that affect Quality of Service (QoS) at the access or transmission level are covered in detail.

For more information  
about this course, or to  
register, contact us on:  
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## OBJECTIVES

- To gain an in-depth understanding of Quality of Service (QoS) framework for PSTN service, Broadband Service (Mobile and fixed) and Public Land Mobile telecommunication service & internet Service
- To focus on regulating QoS which will include standards setting process for setting benchmarks for key performance indicators, measurement, and reporting methodology
- To understand the reporting requirements for service providers and periodic performance monitoring reports and audit/survey mechanism by regulatory staff or independent agency will also be included for evolving effective enforcement and monitoring mechanism.
- To familiarise the participants with the execution of drive test (setup & conduction), benchmarking (including multiple networks), and also generating analytical reports from data collected through drive tests.

## TARGET AUDIENCE

This course is aimed at network engineers and technicians as well as regulatory officers responsible for competition and consumer interests.

## EXPECTED OUTCOMES

**On completion of this course, participants will be able to:**

- Understand the Quality of Service framework for monitoring performance of the service providers of fixed line telephone service, broadband service and mobile telephone services
- Monitor and analyse the performance of the service against the Key Performance Indicators (KPI)
- Select the appropriate KPIs
- Analyse data from BTS, OMC-R, POI, drive tests, CDR, Call centre.
- Understand steps involved in drive test – set up and execution and data collection
- Perform benchmarking & optimisation

## OUTLINE

The following topics will be covered during the training programme:

### Defining QoS

#### What are the QoS requirements of common applications- PSTN, Mobile and Broadband?

- What can networks offer in terms of QoS today? commercial challenges of QoS
- Who should pay for QoS, business or consumers, senders or receivers?
- Why does this matter?

#### What kind of assurance should carriers provide with QoS?

- KPIs and their measurement
- PSTN
- Broadband (Mobile and Conventional)
- Mobile Telephone Networks
- Performance evaluation and reporting with assignments
- Identification of KPIs and benchmarking
- Drive test, analysis and Optimisation (demo with actual data)
- BTS testing and fault analysis
- Data collection and analysis from OMC-R
- Traffic analysis at POI

## FACULTY

### Gaurav Kapoor

Mr Gaurav Kapoor is currently working for Bharat Snachar Nigam Limited (BSNL), a Bachelor of Engineering in Electronics & Telecommunications and has a lot of experience GSM RF planning and optimisation in telecommunications. With over nine years experience he has been involved in the operations and maintenance of GSM 2G and 3G networks and has worked with equipment from vendors like Alcatel-Lucent and Ericsson. Mr Kapoor has trained Engineers on the field in RF network planning and optimisation of GSM Networks.



Bharat Sanchar Nigam Ltd. was incorporated on 15th September 2000 . It took over the business of providing of telecom services and network management from the erstwhile Central Government Departments of Telecom Services (DTS) and Telecom Operations (DTO), with effect from 1st October' 2000 on going concern basis. It is one of the largest & leading public sector units providing comprehensive range of telecom services in India.



