



Partner logo

Training Course Outline

ITU and Institution X

Title	Introduction and Overview- Quality Of Service (QoS) And Quality Of Experience (QoE)
Modality	Online instructor-led
Level	Intermediate
Dates	1 – 30 November 20XX
Duration	4 weeks
Language	15 October 20XX
Region	World or Multi-Regional
Training topics	
Registration type	Application and selection
Registration deadline	15 October 20XX
Training fees	USD 100

Description	<p>This course covers ITU-T QoS framework and definitions, roadmap to ITU-T Recommendations on QoS and QoE as well as other standard developing organizations. The course also looks at the overview of Internet QoS (by IETF) and Convergence of traditional telecom and Internet worlds as well as NGN.</p> <p>The scope of this scope is limited to the introduction of QoS and QoE and an understanding of QoS and QoE solutions developed by ITU and other standard setting bodies.</p> <p>The course therefore does not provide for an in-depth application and analysis of QoS and QoE.</p>
Code	

1. LEARNING OBJECTIVES

To develop an understanding of the concepts of QoS and QoE by evaluating and comparing standardized assessment methods for QoS and QoE in the ITU-T and in other Standards Developing Organizations (SDOs).

2. LEARNING OUTCOMES

Upon completion of this course, participants will be able to:

- Define Quality of Service (QoS) and Quality of Experience (QoE) and understand general QoS/QoE terminologies;
- Establish the relationship between QoS, Network Performance and QoE.
- Understand different QoS/QoE recommendations
- understanding of existing QoS solutions standardized by ITU and other standard setting bodies

3. TARGET POPULATION

The target audience for this course is ICT/Telecommunications regulators from 5 countries in the Asia Pacific region. A few slots will be reserved for other participants which could be ICT/Telecom Providers, Students of Engineering or ICT related courses and Consultants in the telecommunication/ICT field from the 5 countries.

4. ENTRY REQUIREMENTS

No prior knowledge or qualification in QoS is required, however it is important for participants to be working for a regulator, or in the ICT/Telecoms sector as a provider or consultant. Students in the Engineering or ICT related courses could also be considered.

5. TUTORS/INSTRUCTORS

Name of tutor(s)/instructor(s)	Contact details
Name	email
Name	email

6. TRAINING COURSE CONTENTS

[Note this section needs to be expanded for every topic]

The topics covered in this module are:

1. ITU-T QoS framework and definitions

This topic will cover the definitions of QoS and QoE as stated in the ITU-T recommendations. The definition of Network Performance and its relevance to the QoS and QoE definitions will also be discussed.

Within this topic, the Influencing factors of QoS/QoE will be covered as well as the relationship between QoS, Network Performance and QoE.

2. Roadmap to ITU-T Recommendations on QoS and QoE

This topic will discuss the ITU-T Recommendation..... This will include background to how this recommendation was developed, what is covered in the recommendation as well as main areas of focus that require special attention

The challenges and opportunities identified during the development of this Recommendation will be discussed and proposals of how to address them will be shared

3. Overview of Internet QoS (by IETF)

4. Convergence of traditional telecom and Internet worlds

5. NGN overview

7. TRAINING COURSE SCHEDULE

[Note the table has to be filled for all weeks]

Week / Session	Topic	Exercises and interactions
Week 1	<p>Topic 1</p> <p>ITU-T QoS framework and definitions</p>	<p>This week, each participant has to:</p> <ul style="list-style-type: none"> • Read of the PPT slides uploaded in the course page for week 1 • Post an answer to the forum question at the latest by Wednesday -18 :00hrs • Respond to posts made by at least 2 other participants in the forum at the latest by Thursday of each week • Attend a live zoom session scheduled for Wednesday - 13:00hrs-14:00hrs (CET) • Complete a self-test quiz by Friday - 18:00hrs (CET) <p>Week 1 Forum Topic : In view of the definitions of QoS and QoE, what do you think should be the main areas of focus for regulators in your country ? <i>(your post should be at least 250 words and supported by readings from reference materials provided)</i></p>
Week 2	<p>Topic 2</p> <p>Roadmap to ITU-T Recommendations on QoS and QoE,</p>	<p>This week, each participant has to:</p> <ul style="list-style-type: none"> • Read of the PPT slides uploaded in the course page for week 1 and the PDF document 'Roadmap to QoS' by John Doe • Post an answer to the forum question at the latest by Wednesday -18 :00hrs • Respond to posts made by at least 2 other participants in the forum at the latest by Thursday of each week • Participate in the chat session scheduled for Tuesday - 15:00hrs-16:00hrs (CET) • Complete a self-test quiz by Friday - 18:00hrs (CET) <p>Week 2 Forum Topic : Discuss how policies are developed in your organisation, how is this process similar or different from the process followed by ITU to develop recommendations? <i>(your post should be at least 250 words and</i></p>

		<i>supported by readings from reference materials provided)</i>
Week 3	Topic 3 and 4 Overview of Internet QoS (by IETF) Convergence of traditional telecom and Internet worlds	
Week 4	Topic 5 NGN overview Final Exam	

8. METHODOLOGY (Didactic approach)

This course will be delivered using instructor-led online learning. The course is delivered using power-point slides posted on the course page and selected reference materials that the participants have to study each week, participate in scheduled activities and undertake self-assessments. Students will reinforce their understanding of the topics studied by drawing on their specific environments and are encouraged to consult with experienced colleagues who are working on a relevant topic. The following methods will be used for this course

- Self-study of PPTs and reference materials
- Instructor led presentations made through Zoom
- Interactive chat sessions and forum discussions

9.EVALUATION AND GRADING

Students performance in this course will be determined using a combination of grades for the forum, participation in chats/zoom sessions, self-assessment quizzes and the final exam. Where:

- Forum posts for the 4 weeks will be awarded 10 points in total
- Participation in the Chat or Zoom sessions will be awarded 20 points in total
- Self- Assessments quizzes will have 20 questions worth 1 point per question (5 questions per week)
- Final Exam will be assessed by % of correct answers from a set of 25 multiple choice questions worth 2 points per question

The forum will account for 10% of the total score, the chats/zoom sessions 20% of the total score, Quizzes 20% and the final exam 50%.

Total score higher than 70% is required to obtain the ITU certificate

10. TRAINING COURSE COORDINATION

[Details of the course coordinators and their contact details]

Course coordinator: Name: Email address:	ITU coordinator: Name: Email address:
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