QUALITY OF emerging SERVICES

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Participants

- Definition
- Metrics
- World Class Performance
- Best Practices
- Best-in-Class Recognition

I. DEFINITION

Quality of Emerging Services is based on the platforms and capabilities to deliver those services. As such a definition of the emerging services are required. Emerging services are those introduced within the last 5 years or significantly launched throughout the telecommunications networks within the last 5 years. (Internet qualifies as an emerging service.)

Internet & Multimedia
- Dial-up Access
- Dedicated Access
- IP Voice
  - IP Radio
  - IP Telephony
- Video
  - Broadcast
  - 2 way/Conferencing
- Multicastrng Multimedia
- Multimedia on demand
- Information “Browsing”
- Virtual Private Network
- Email+
- Chat
Electronic Bulletin Board
Entertainment & Games
  Multi-party games
Web Publishing
Web/Email Advertising
Broker/Stocks
Medical Services
Virtual Reality
Electronic Commerce
  Electronic Cash (Banking)
  Trusted 3rd Parties
  Key Management
  Digital Signature
  Secure Sockets

Mobile Remote Communications/Wireless
Satellite
  Broadcast Video Distribution
  Internet Accesss (Downlink)
  Imarsat
  LEO
    Iridium
    Global Star
Cellular
  Analog
  Digital
    TDMA
    GSM
    CDMA
Global Positioning System (Location)
  Intelligent Transportation System
Paging w/ text or voice
Internet Access
Remote Sensing
Wireless LANs
Packet Data Transport
Email
Point to Multipoint Video
FAX
Global Network

Broadband
  Cell Relay
  Permanent Virtual Circuits
  Switched Virtual Circuits
Multi-media Access Asymmetric
Asymmetric
  ADSL
  Cable TV
    Internet Access
    Telephony
    Video Broadcast
  Digital Satellite
Symetric
  Frame Relay
  Switched Mega Data Service
  ATM

Quality of Emerging Services is not based on plain old telephone service (POTS)
II. METRICS

Quality of Emerging Services can best be measured by establishing attributes of quality and refining those attributes into metric definitions. Below are listed the attributes from this workshop. Subsequent workshops need to focus on the definitions for these attributes. Once accomplished, the metrics could be collected and weighted and would be valuable to base decisions.

Attributes

Product/Service related attributes

Performance
- Error Free
- Latency/Throughput
- Availability
- Speed
- Response Time
- Access Time
- Good Quality
- Accuracy

Reliability
- Availability
- Mean time to repair
- Delivery – Status/Confirmation
- Robustness
- Two Phase Commit (Transactions)
- Dependability
- Session Stability
- Scope of Measurement (Global vs. Local)

Friendly / Usability
- Congestion Friendly
- User Friendly
- Easy Service Portability
- Adaptability
- Expandability
- Flexibility
- Maintainability

Security
- Availability
- Privacy
- Confidentiality
- Integrity
- Accountability
Business related attributes

- Effective Customer Support
  - Technical Support
  - Billing
  - Provisioning
  - Cessation

- Customer Business Fit
  - Cost Effective
  - Provides Value
  - Features & Functionality
  - Satisfies Customer Needs – On budget, Timely, and Fit for purpose
  - Effectiveness

- Differential Guarantee Service
  - Priority
  - Best Effort vs. Guarantee
  - Service Level Agreements (Variety and Measurements)

III. PARTICIPANTS

The working group participants consisted of the following industry professionals.

<table>
<thead>
<tr>
<th>Name</th>
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