

Quality of End User Experience (QoE) for Network Services: Are we really measuring the right things?

Industrial Panel P1 at ICC 2013, Budapest, June 2013

Moderator: **Markus Fiedler**



Our distinguished panel

- Robert Müllner, Telefonica (.de)
- Matthias Linder, Magyar Telekom (.hu)
- Katrien de Moor, NTNU (.no)
and iMinds/University of Ghent (.be)
- Tobias Hossfeld, University of Würzburg (.de)
- Sergio Beker, Huawei European Research Centre (.de)

Further details found in the programme

My background

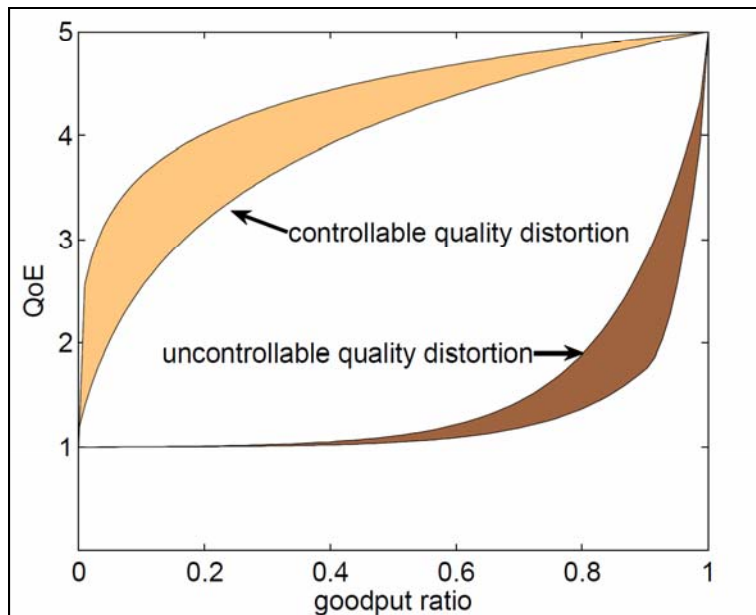


- Dipl./Dr.-Ing. EE/ICT: GoS and dimensioning
- Docent in Telecommunication Systems: QoE seen from the network (operator) perspective
- Professor of Teletraffic Systems: Focus on user-oriented performance in data networks
 - Quality, economy, ecology in balance
 - Focus on network management
- Head of the Communication and Computer Systems Research Laboratory (CCS), School of Computing (COM), Blekinge Institute of Technology (BTH), Karlskrona, Sweden
 - Applied IT, sustainability, innovation



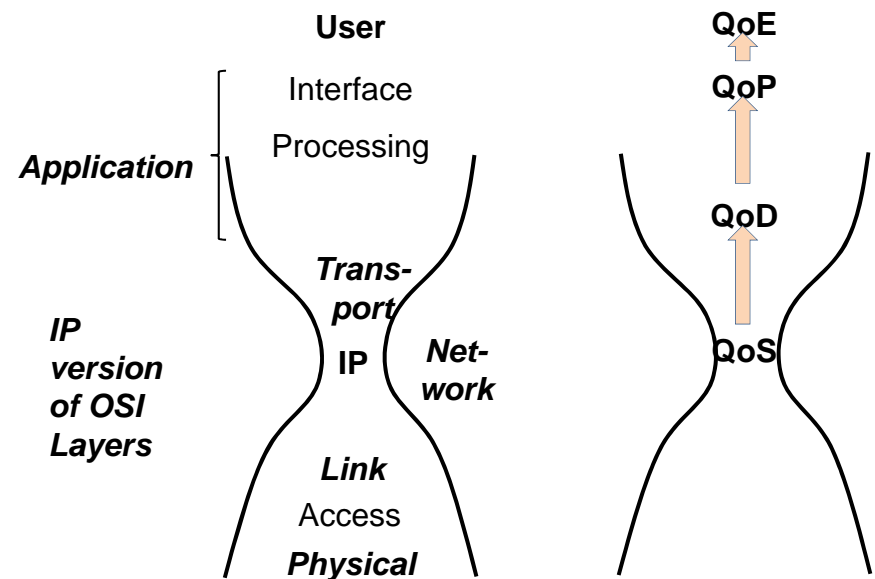
Motivation of the topic

- Annoyance – delight – Kando!
- Provisioning-Delivery Hysteresis



Creds for the figure: Thomas Zinner, Würzburg

- Viewpoints?
- Measurement methods?
- Parameters?
- Etc.
- IP & QoE Hourglass Model





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- Moderator: Markus Fiedler, Blekinge Institute of Technology, Karlskrona (.se)