



QUALITY OF SERVICE, MONITORING AND COMPLIANCE

TRAINING WORKSHOP SCHEDULE

4th – 8th May 2015, Kigali, Rwanda

Venue: EACO Office/RURA Building

PROGRAMME OUTLINE

DAY	Time	SESSION TITLE
Day 1 Mon 4.5.2015	8:30 – 9:00	REGISTRATION - EACO Secretariat
	9:00 – 9:20	Opening Remarks - EACO Secretariat
	9:20 – 9:30	Group photo – EACO Secretariat
	9:30 – 10:30	WORKSHOP & PROGRAMME OVERVIEW - Eng. Vitalis Olunga, Training Workshop Facilitator, AFRALTI
	10:30-11:00	Morning Break
	11:00-13:00	Fundamentals of Quality of Service
	13:00 – 14:00	LUNCH BREAK
	14:00 – 15:30	QoS Standards Development
	15:30 - 15:40	Afternoon Break
	15:40 - 17:00	Distinction among QoS, NP, QoE, Customer Satisfaction
Day 2 Tues 5.5.2015	09:00 – 10:30	Performance of QoS Measurements
	10:30 - 11:00	Morning Break
	11:00 – 13:00	Measurement Methods and Tools
	13:00 – 14:00	LUNCH LBREAK
	14:00 – 15:30	QoS Monitoring Process
	15:30 - 15:40	Afternoon Break
	15:40 – 17:00	Data Collection, Analysis and Publication
Day 3 Wed 6.5.2015	09:00 – 10:30	Regulatory Aspects of QoS
	10:30 - 11:00	Morning Break
	11:00 – 13:00	Regulatory Technical Parameters
	13:00 – 14:00	LUNCH BREAK
	14:00 – 15:30	Activities in QoS Regulations
	15:30 - 15:40	Afternoon Break
	15:40 – 17:00	Regulatory Enforcement Tools

DAY	Time	SESSION TITLE
Day 4 Thurs 7.5.2015	08:30 - 10:30	Basic of Telecom Traffic
	10:30-11:00	<i>Morning Break</i>
	11:00 – 13:00	Telecom Networks and Performance Indicators
	13:00 – 14:00	<i>LUNCH BREAK</i>
	14:00 – 15:30	Broadband
	15:30 - 15:40	<i>Afternoon Break</i>
	15:40 – 17:00	Interconnected Network
Day 5 Friday 8.5.2015	09:00 – 10:30	Network and Service Management
	10:30-11:00	<i>Morning Break</i>
	11:00-12:30	Call Centre
	12:30 – 13:00	WORKSHOP WRAP UP - Eng. Vitalis Olunga, The FACILITATOR, AFRALTI CLOSING REMARKS- EACO Secretariat
	13:00 – 14:00	<i>LUNCH BREAK</i>