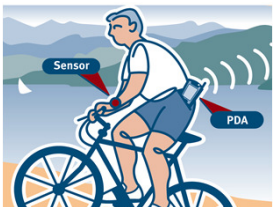


Quality of Service/Experience Information System

“Art & Code” – what’s behind?

Kate Wac, CMU-HCII

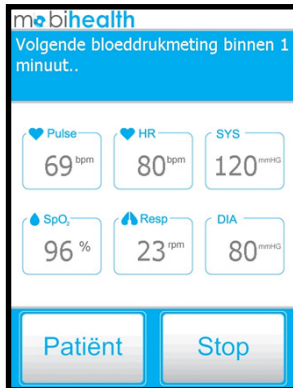
8th Nov 2009



www.MobiHealth.com

m-health SP

[service infra]



Mobile Network

Operator

[2.5/3G/WLAN]



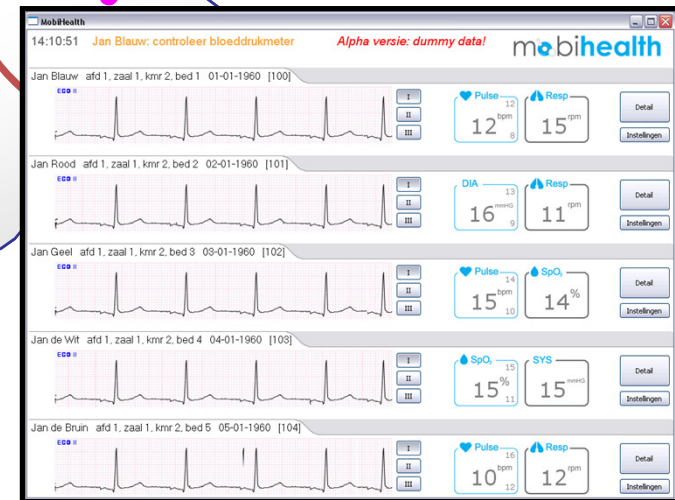
hybrid network

[Internet]

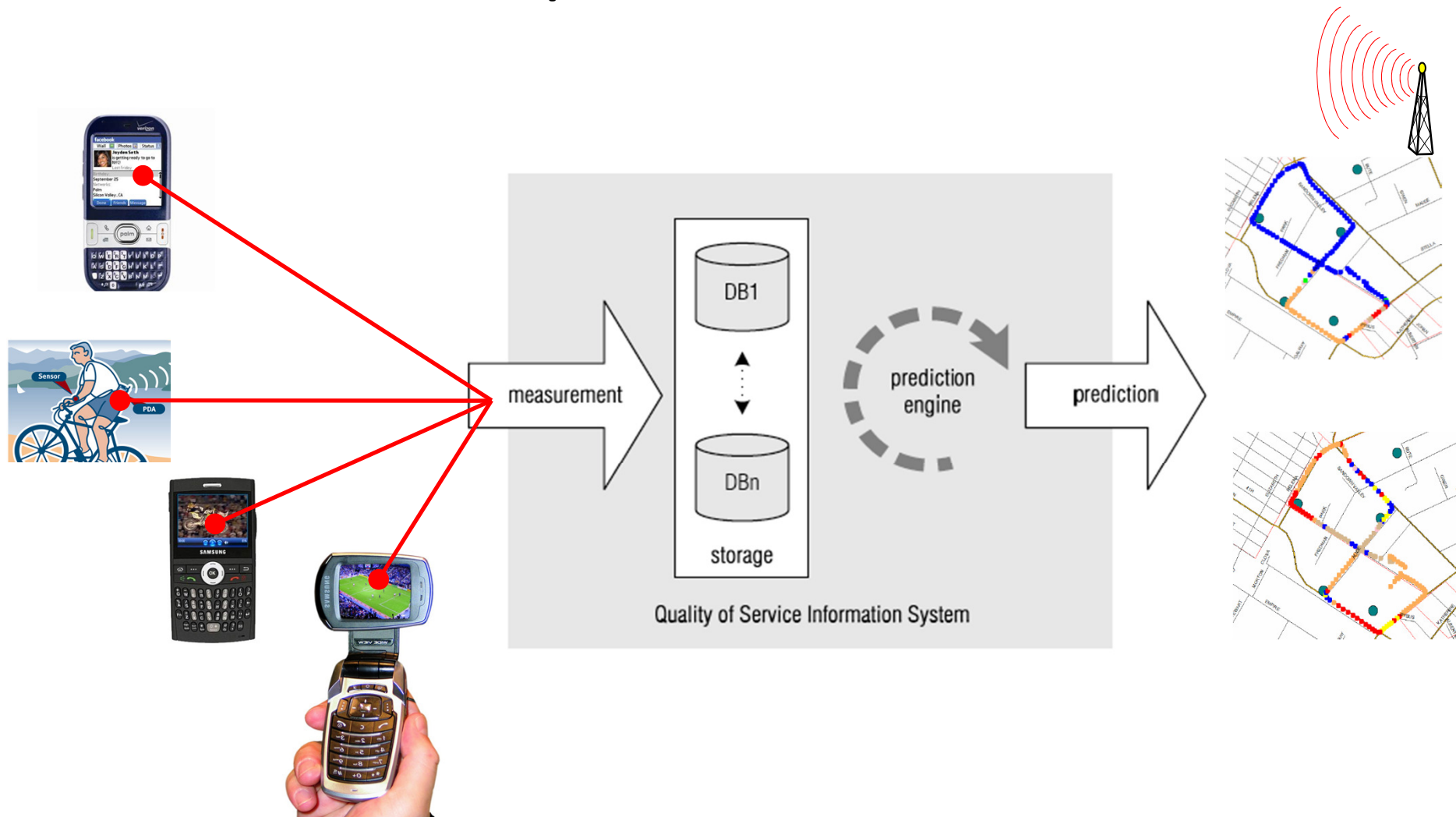


Care professional (GP)

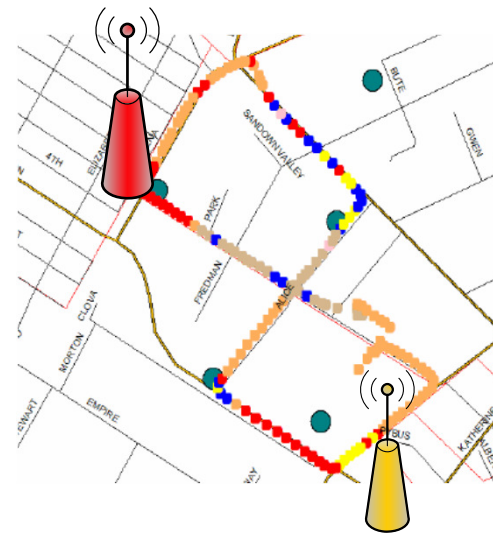
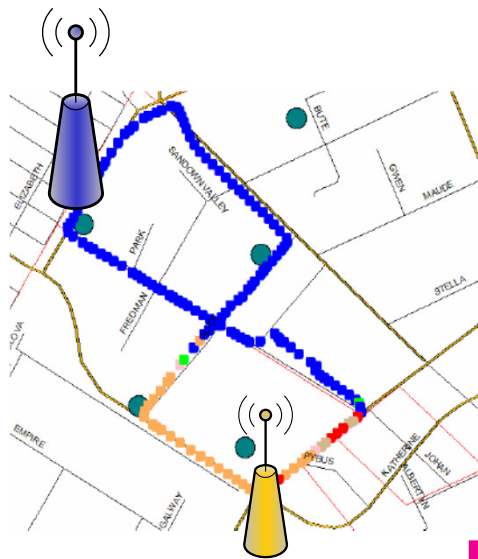
[mobile computer]



Collaborative sharing of QoS/QoE information



QoE predictions



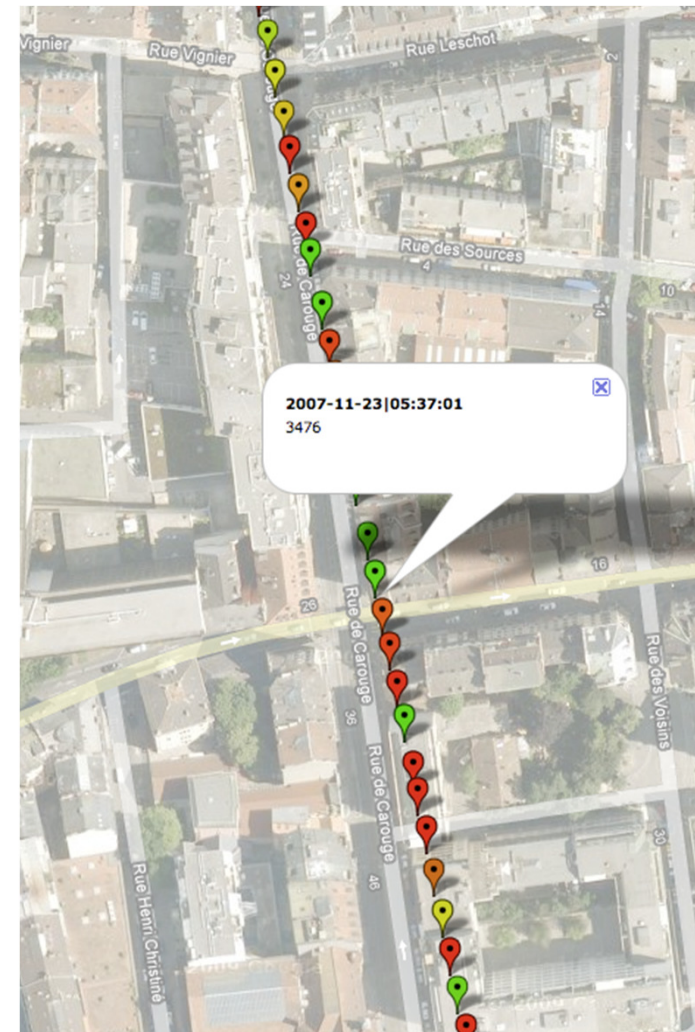
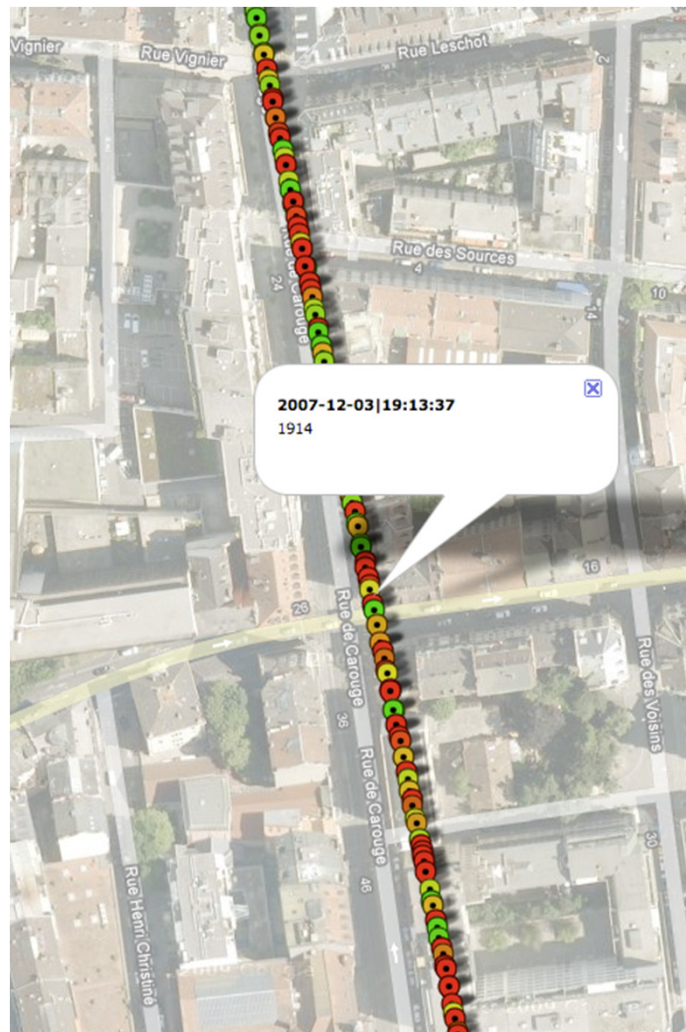
Predicted QoE



Interval	Color
$0.0 \leq x < 15.0$	Blue
$15.0 \leq x < 30.0$	Light Blue
$30.0 \leq x < 45.0$	Light Green
$45.0 \leq x < 60.0$	Light Yellow
$60.0 \leq x < 75.0$	Yellow
$75.0 \leq x < 90.0$	Orange
$90.0 \leq x \leq 105.0$	Red

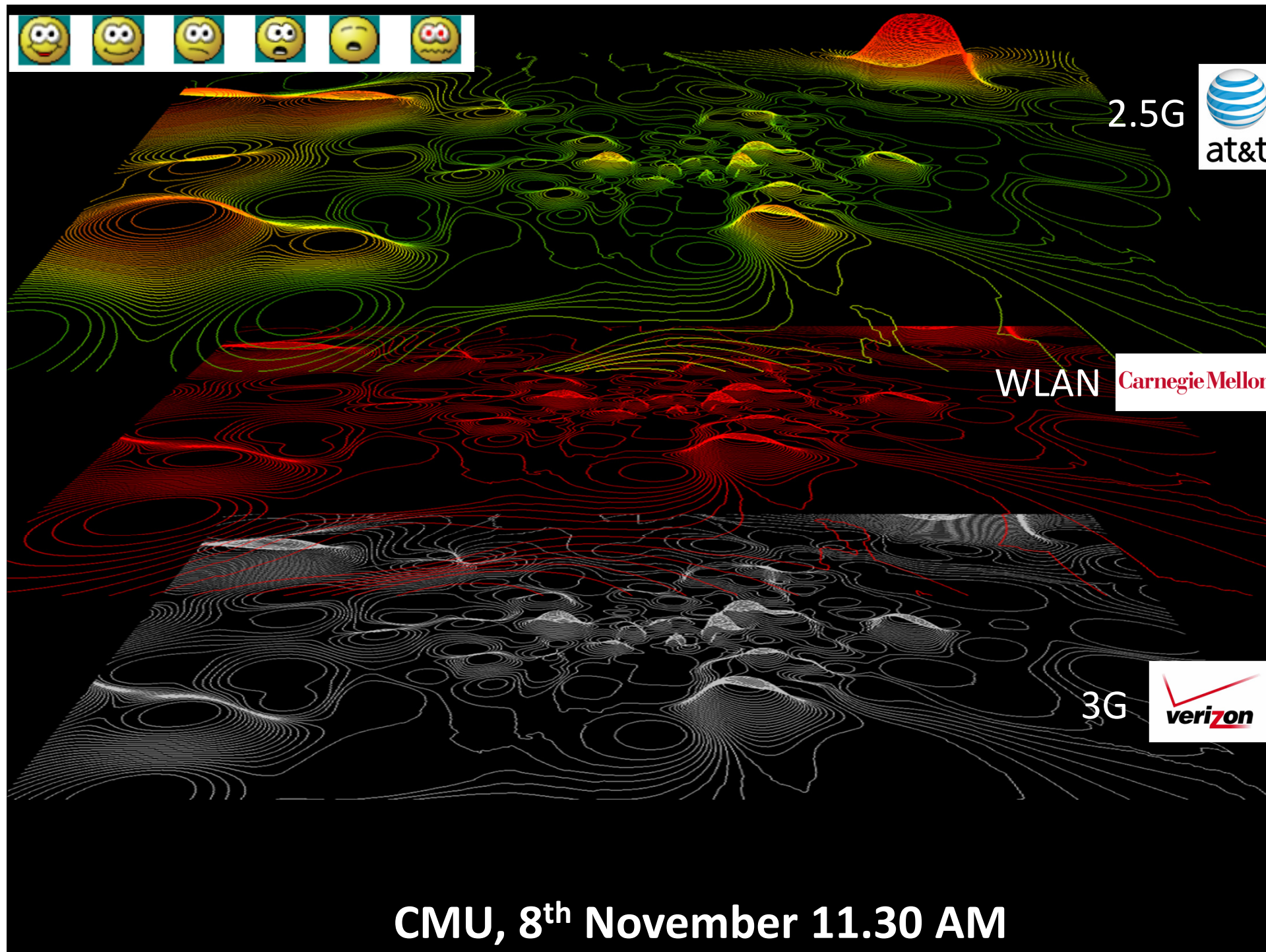


MobiHealth: QoS predictions for Geneva





CMU, 8th November 11.30 AM



2.5G



WLAN

Carnegie Mellon

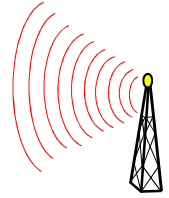
3G



CMU, 8th November 11.30 AM

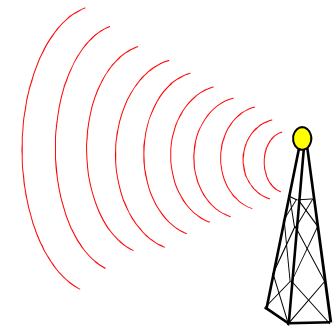


www.qosis.com



- QoEIS: collaborative-sharing of QoE-information for mobile service users
 - “what’s behind” of art & code?
 - “If you cannot measure it, you cannot improve it” (L. Kevin)
 - participation in design research : user experience evaluation techniques
- Novelty
 - approach beyond standard QoS-management framework (contracts)
 - and beyond current telecom business model “user-locked-in”
 - no need for changes in the existing network infrastructures
 - user-empowerment on QoS → QoE
 - adapt application based on QoS
 - have choice between networks based on their QoS
 - Web 2.0 : QoEIS created by mobile users for mobile users
- Utility
 - target audience: any mobile service provider + its users
 - beneficiary: any mobile service user
 - required QoE is always attempt to be met
 - ? influence business models of mobile service providers and network operators





Questions?

