



## Quality of Service Task Force

April 2002  
Paris, Fr.

**Jean Hammond, Chair**  
**Sally Long, Director**

# Agenda: QoS Task Force

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Welcome

Status of the QoS Task Force

Our Agenda in Paris / Euro Disney

- ❑ This morning with Mobility Management Forum – Looking at expectations, technologies and user requirements for addressing the diverse QoS needs for mobile services
- ❑ TeleManagement Forum and TOG QoS SLA White Paper and other plans objectives
- ❑ Tomorrow with Real-time Forum and Enterprise Management Forums focus on business processes, use examples and on standards addressing application metrics
- ❑ Projects of the QoS Task Force

# QoS Task Force Status / Plans

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Welcome

## Status of the QoS Task Force

- ❑ Vision & Roadmap
- ❑ Phase 1: Conceptual tools for communication - for example the **Component Map to display functional components and QoS architecture**
- ❑ Phase 2:
  - **Accurate assessment of standards, begin work with customers, consortia and other Open Group forums to map QoS across relevant domains**
- ❑ Phase 3: Enhance standards and develop certification strategy

# QoS – What It Is and Why It's Important

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## □ What it Is

- Guaranteed service levels for delivery of information (voice, video, data) as fast, as securely and as accurately as required

## □ Why it has become so Important

- Functionality is no longer a differentiator alone
- Business Bottom Line and IT Operations – Inseparable
- Distributed IT paradigm
- Dependency on Outsourced Services
- Accountability for Delivery of Quality of Service Levels

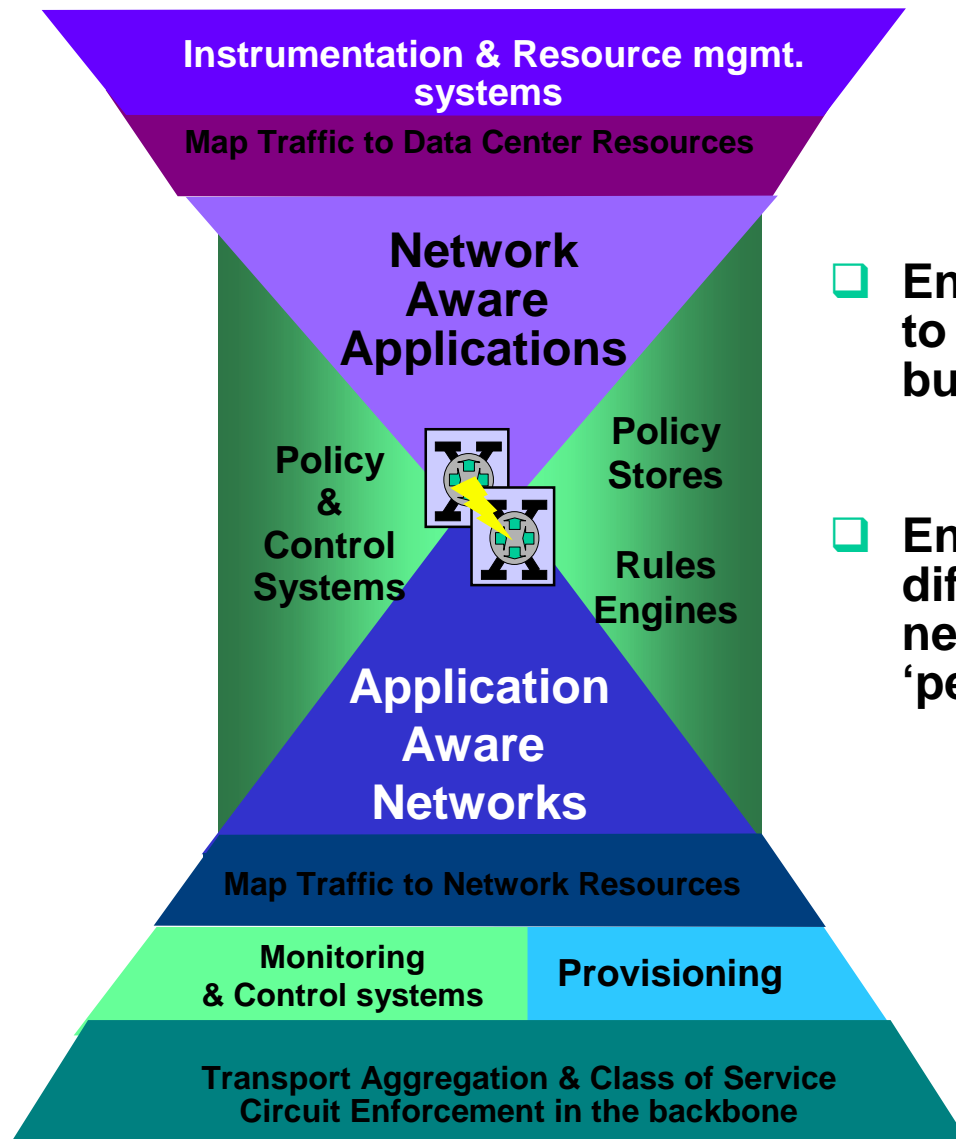
# QoS Implies Different Things to Different Constituents...

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- **QoS means certain things to the Enterprise**
  - Availability, Reliability, Load Balancing, Applications competing for Enterprise Resources, Process Control, Human Interaction and Customer Satisfaction
  
- **Network and Service Provider Concept of QoS is what many think of...**
  - Guaranteed Bandwidth, Jitter, Latency, End-to-End, Internet Applications competing for Bandwidth
  
- **True End-to-End QoS includes more than Networks and the Internet**
  - Extends from the Enterprise, through WANs, to Remote Services
  
- **Specialist environments need even stronger QoS system**
  - Building extreme systems show the extent of the possible

# What users really want ... & IT departments & service providers can profit from providing

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- ❑ Enable IT organizations to respond to the needs of individuals & to business objectives
- ❑ End-to-end service means lots of different organizations and entities need to work together or provide 'peering' services

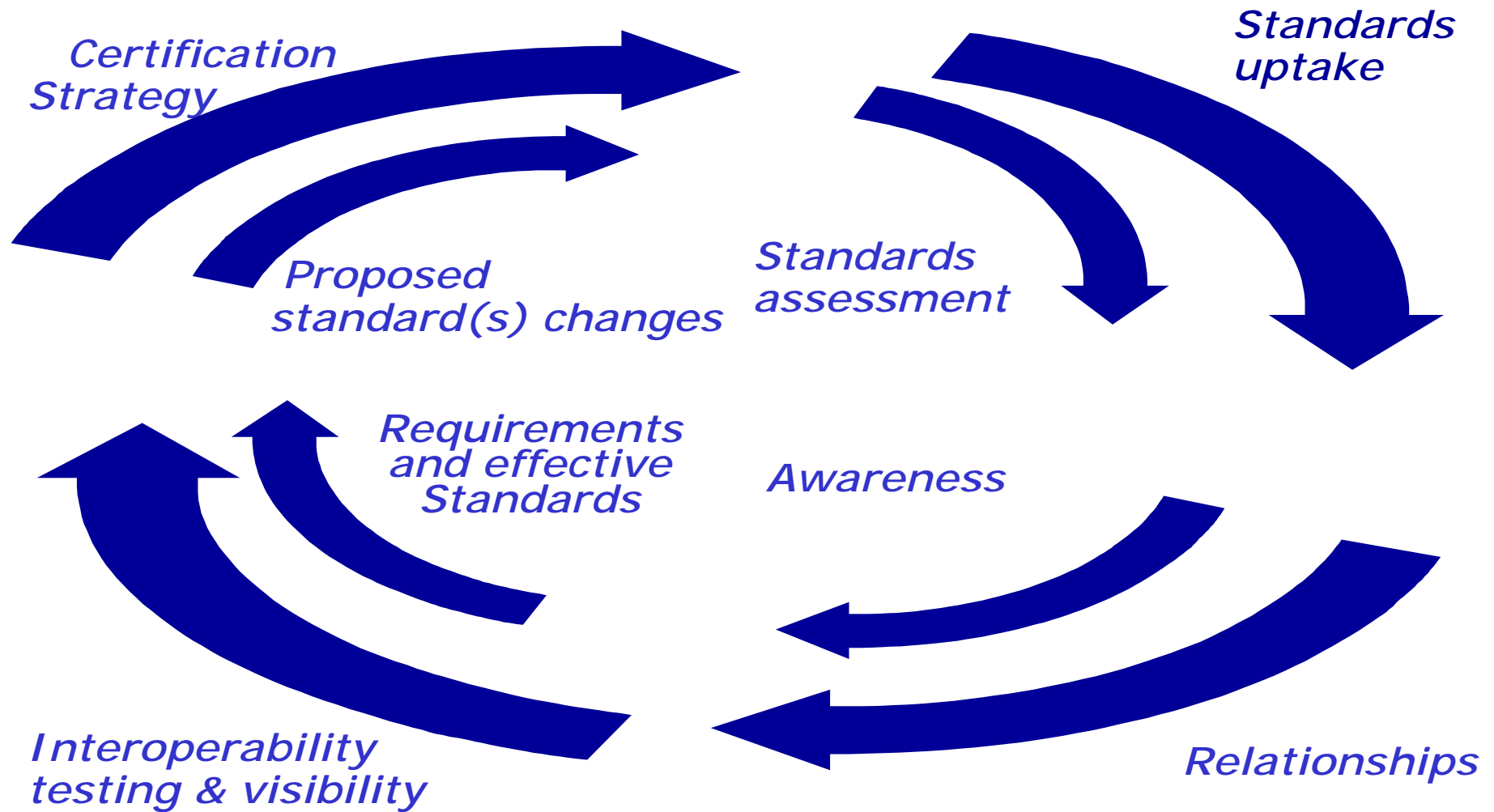
# Quality of Service Taskforce -- Vision

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- ❑ Business Managers have control over the level of service that they offer to their customers through an open standards-based approach to end-to-end Quality of Service for IT systems by
- ❑ **Evolving** current standards to meet customer requirements in Service Provide & Remote Services and Network domains.
- ❑ **Exploring** requirements for additional standards in the Enterprise Domain
- ❑ **Engaging** Customer, Consortia and The Open Group forums to map QoS across all domains and drive certification

# Quality of Service Taskforce - Roadmap

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# Quality of Service Taskforce - Roadmap

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## 11. Certification Strategy – Q4

8. Business Scenario QoS Transaction Paper – Q2 (Boeing)
9. Publish TMF SLA Handbook Vol. 4 – Q3
10. Standards Prioritization Paper – Q3

## 1. Standards Information Base – Q1

### Working Groups, White Papers

2. Applications & Servers white paper (definition) – Q2
3. Networking & Transport ..especially traffic marking – Q2
4. **Architecture & Policy – Q2**
5. SLA Survey – Q1
6. EMF (Enterprise) SLA Objectives – Q2
7. **Real-Time (Measurement) – Q2**

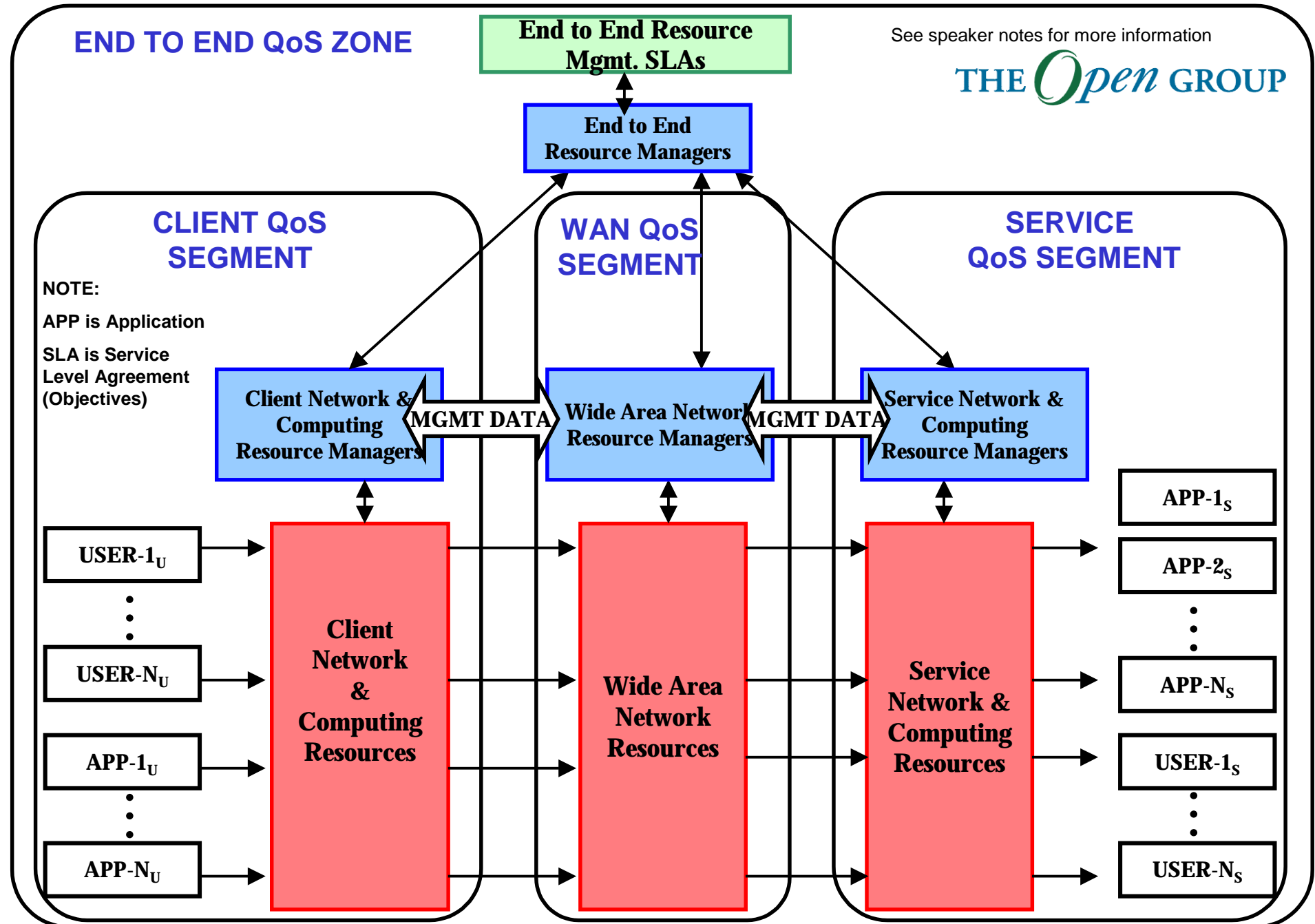
# Phase 1 Deliverables: Component and Decision Point Maps

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- **Component Model Objectives – Point of Reference**
  - Provide a reference for constituents involved in end-to-end QoS (system vendors, integrators, router/switch/edge technology vendors, application developers, service providers, data storage vendors, other consortia etc.)
  - Provide a reference of functional components and QoS architecture from system-wide level and further detailed at a unit level
  - Provide points of identification for existing standards and policies and potential new areas for development of APIs, testing, or certification
  
- **Decision Point Map**
  - Define feedback and actions steps in decision points
  - Create method to discuss the purpose of configuration affecting policies

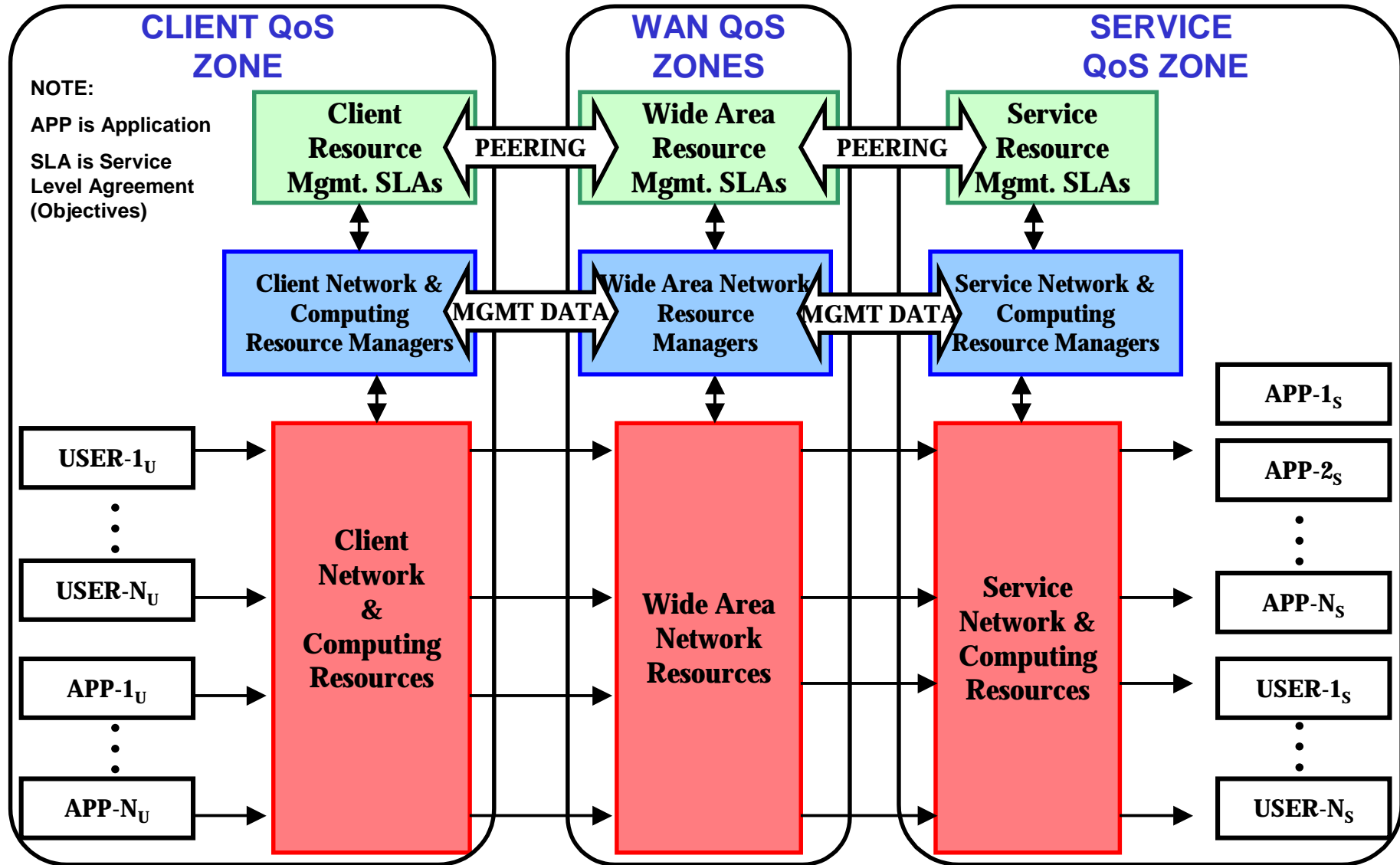
# TOP LEVEL COMPONENT MAP FOR SINGLE AUTHORITY E2E SOLUTIONS



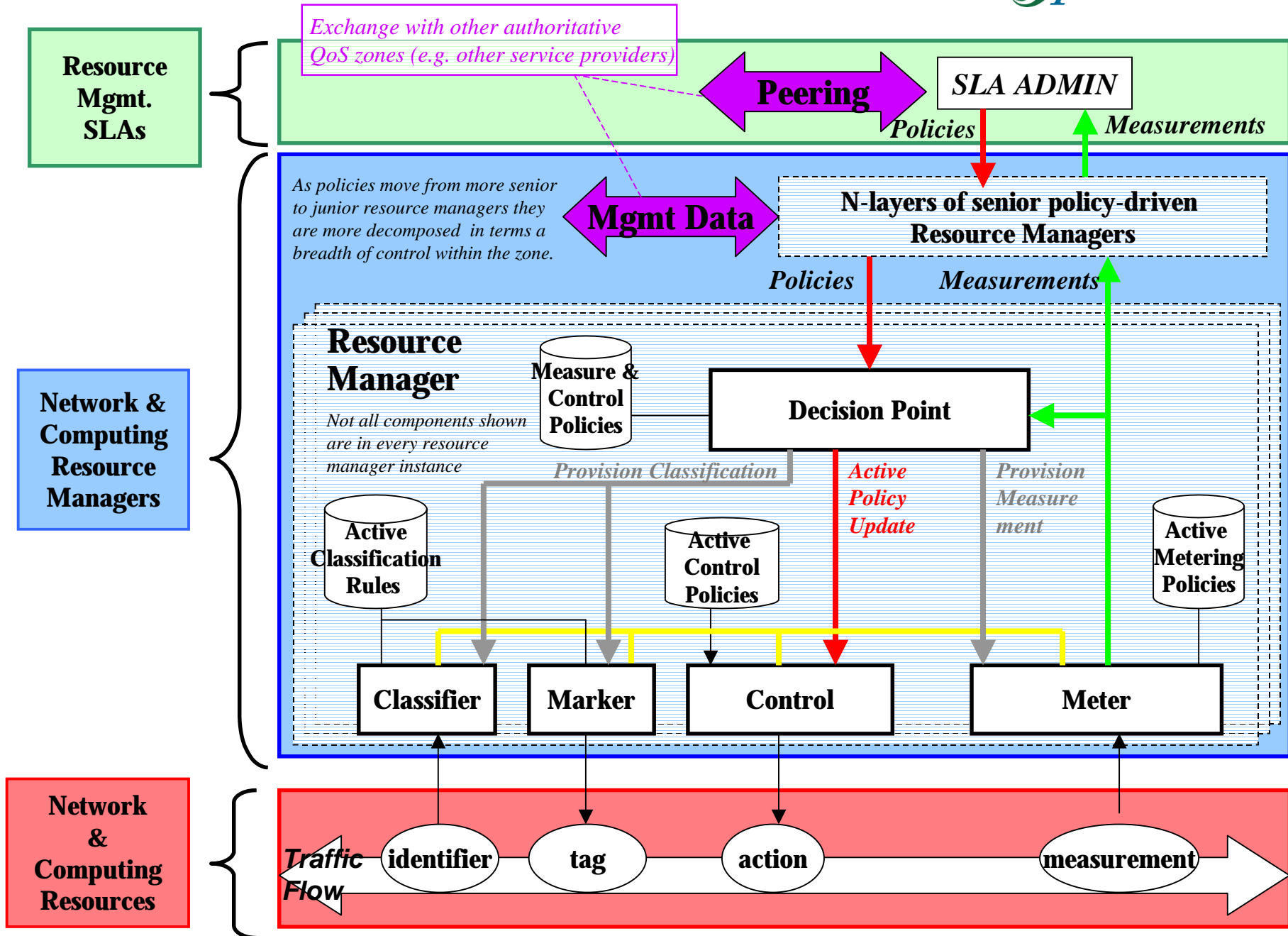
# TOP LEVEL COMPONENT MAP FOR FEDERATED E2E SOLUTIONS



See speaker notes for more information

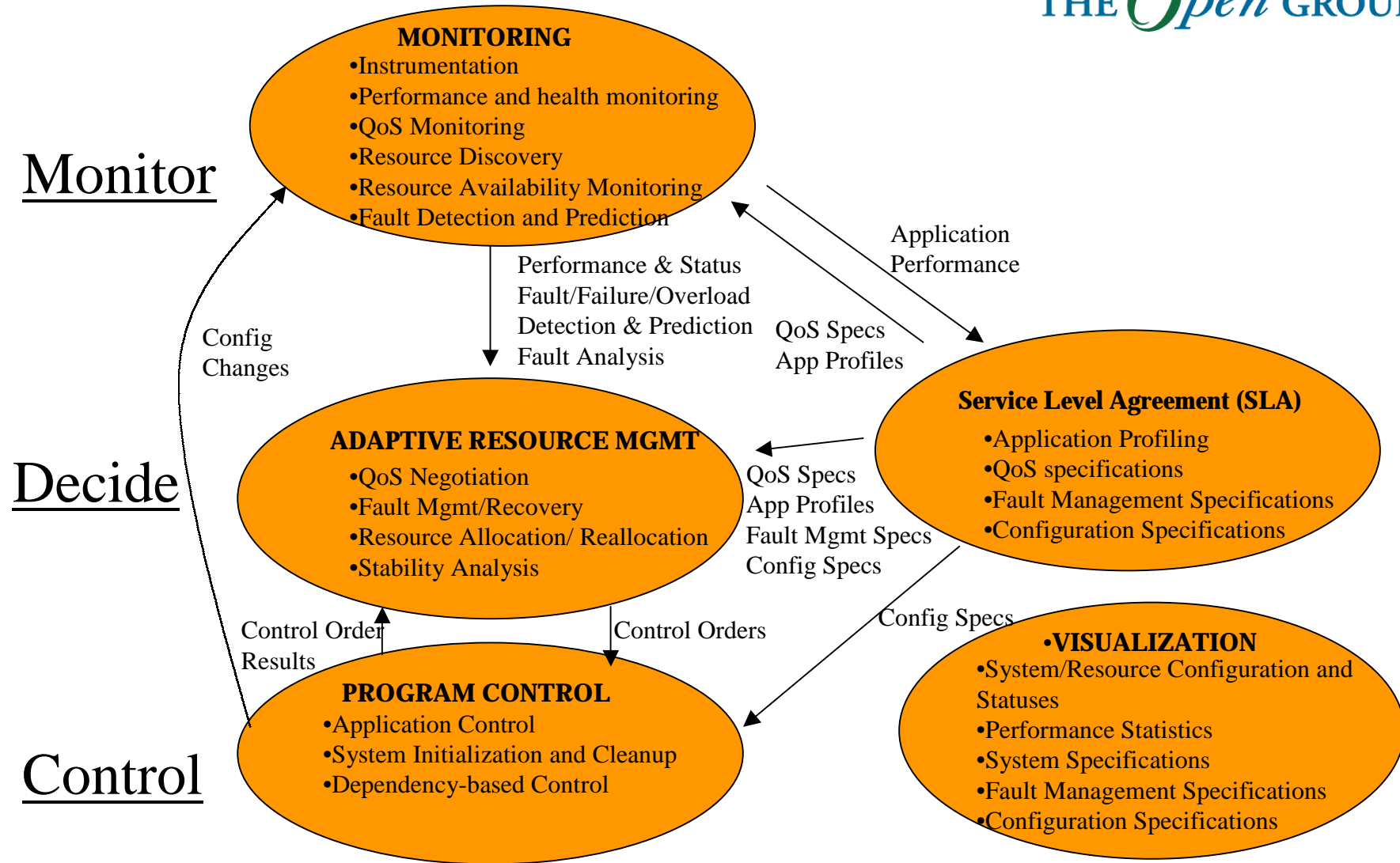


# MID-LEVEL COMPONENT MAP



# Decision Point -- Policy & SLA Driven Resource Management Functions

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# QoS Task Force Status: Committees



- 1) **Applications & Servers** - Looking into QoS management based on internal instrumentation of applications. Management of servers, server farms & storage environments can be increasingly rationalized
  
- 2) **Architecture & Policy**  
**Control Architecture / Decision Point / Monitoring Point** - Architecture for user & condition specific policies. Many efforts to date have very specific monitoring metrics  
**Service Level Definition, Policies, Policy Stores** - Policy stores and policy language in many domains need mapping to one another
  
- 3) **Networking & Transport QoS / CoS** - Define the range of behaviors that can be taken in the network to support QoS policies including prioritization, path selection and policies for aggregating traffic (especially in IP environments). These can be joined with QoS enforcing transport services such as MPLS. Mobile networking especially challenges the delivery of services with QoS.

# QoS Membership

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## QoS Task Force Membership

<b>Allot Communications</b>	<b>Aurema</b>
<b>Consignia</b>	<b>DISA</b>
<b>Compaq Computer Corp.</b>	<b>IBM</b>
<b>Hewlett-Packard</b>	<b>MEGAXESS</b>
<b>Motorola</b>	<b>The MITRE Corporation</b>
<b>NetReality</b>	<b>NeTraverse</b>
<b>Nexor</b>	<b>Quarry Technologies</b>
<b>Predictive Systems AG</b>	<b>Sun Microsystems</b>
<b>Sitara Networks</b>	<b>The Boeing Company</b>
<b>Teknowledge</b>	
<b>SIAC (Securities Industry Automation Corporation)</b>	
<b>S/TDC (Systems/Technology Development Corporation)</b>	

For more information Membership Contact:

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# *Quality of Service Task Force*

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## *End-to-End Quality of Service*



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