



# Service Assurance for Voice over WiFi and 3G Networks

*Richard Lau, Ram Khare, William Y. Chang*

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Due to key developments in the telecommunications industry, such as Voice over WiFi and 3G network integration, together with increasingly aggressive competition and rapid technology changes, service providers are faced with the challenge of developing a new, service-centric management model that provides for the creation of new services and assures superior service quality. This unique resource offers a practical view of the service model concept and discusses the management issues that professionals need to understand in order to implement an effective management solution for operating in today's competitive environment. Professionals learn how to drastically improve the service quality of important advanced and emerging mobile services and design a large-scale operations system for supporting next generation wireless applications.

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