The First IFIP/IEEE International Workshop on Quality of Experience Centric Management (QCMan) will be held in conjunction with IFIP/IEEE IM 2013 in Ghent, Belgium, from May 27-31, 2013. The workshop is sponsored by the IEEE Communications Society (ComSoc) & IFIP and supported by the Technical University Eindhoven and Ghent University-iMinds. The workshop is endorsed by the Technical Committee on Network Operations and Management (CNOM).

In recent years, the Internet has evolved from a pure packet forwarder to a provider of complex and high demanding services and applications (e.g., video, voice, on-line gaming, cloud applications). These services and applications are typically managed through a set of Quality of Services parameters (e.g., packet loss, delay, jitter). However, it is widely agreed that the management of these services and applications should be centered on their quality as perceived by the end user: the Quality of Experience (QoE). However, this QoE centric management is greatly challenged in today’s Internet by (i) the stringent QoE requirements of the supported services and applications (e.g., timing constraints, loss intolerance) and users (e.g., unpredictability of user behavior, request for high quality services), (ii) the plethora of service consumption possibilities (e.g. for video: live vs on-demand, managed vs over-the-top), (iii) the inherent complexity of services and applications which can be offered to users in several ways to reach the same QoE level and (iv) the difficulty in assessing the quality as perceived by the end user also due to insufficient insight in the psychological and sociological factors of the service and application consumption.

QCMan 2013 aims at providing an international forum for researchers addressing these challenges. QCMan 2013 will combine original full paper presentations with a motivating keynote to thoroughly explore this challenging topic.

TOPICS OF INTEREST

Authors are invited to submit papers that fall into or are related to the topic areas listed below:

**Characterization of QoE**
- Definition of QoE: methods and tools
- Relationship between QoE and QoS in multimedia networking
- Objective & subjective QoE assessment of multimedia delivery systems
- New objective & subjective methods and algorithms

**QoE-aware management systems**
- QoE management in heterogeneous networks
- QoE optimized multimedia network management
- Adaptive video streaming in Over-The-Top and IPTV networks
- QoE issues of multimedia services and applications
- QoE management of multimedia services over wireless networks
- Energy efficient QoE management
- QoE driven network diagnostics, tracing, troubleshooting

**Nature-like techniques for QoE management**
- Adaptive QoE management
- Self-organization techniques for the management of multimedia services
- Cognitive approaches, self-learning and Computational Intelligence-based algorithms for QoE management
- Autonomic techniques for QoE management
- Policy-based QoE management

**QoE oriented coding**
- Streaming aware video encoding
- QoE oriented coding for multimedia streaming
- Energy aware video coding and decoding

**Experimental approaches**
- Subjective studies in commercial settings
- Subjective studies in a controlled lab environments
- QoE of mobile services
- Experimental facilities for QoE evaluation of algorithms and services
- Subjective QoE evaluation pilots

PAPER SUBMISSION

Paper submissions must present original, research or experiences. Late-breaking advances and work-in-progress reports from ongoing research are also encouraged. Only original papers that have not been published or submitted for publication elsewhere can be submitted. Each submission must be written in English, accompanied by a 75 to 200 word abstract and a list of up to 5 key words. There is a length limitation of 6 pages (including title, abstract, figures, tables, and references) for workshop papers. Submissions must be in IEEE 2-column style. Papers exceeding these limits, multiple submissions, and self-plagiarized papers will be rejected without further review. Authors should submit their papers in PDF, postscript, or Word formats via JEMS (https://submitsees.sbc.org.br/qcman2013).

PROCEEDINGS

Papers accepted for QCMan 2013 will be included in the conference proceedings, IEEE Xplore, and EI Index. The IEEE reserves the right to remove any paper from IEEE Xplore if the paper is not presented at the workshop.

Awards will be presented to the best paper and to the best student paper at the workshop. Furthermore, we plan to work with a leading journal, such as JNSM, TNSM and IJNM, to solicit extended versions of the best papers of QCMAN 2013 to be submitted for review.

WORKSHOP CO-CHAIRS
- Prof. Antonio Liotta, Technical University Eindhoven, The Netherlands
- Prof. Filip De Turck, Ghent University – iMinds, Belgium
- Dr. Steven Latré, Ghent University – iMinds, Belgium

IMPORTANT DATES
- Abstract registration deadline: December 28, 2012
- Paper submission: January 4, 2013
- Notification of acceptance: February 18, 2013
- Final version of papers due: March 1, 2013
- Workshop date: May 31, 2013

For more information, contact the co-chairs at info@qcman.org or visit www.qcman.org