



**International Special
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17-19 September 2020 // Hvar, Croatia

**Special Session on:
Service Quality, Reliability and Security**

Special Session Chair:

Janusz Klink, Wroclaw University of Science and Technology, Poland (janusz.klink@pwr.edu.pl)

Call for Papers

The Special Session on "Service Quality, Reliability and Security" will be held in the frame of the 28th International Conference on Software, Telecommunications, and Computer Networks (SoftCOM 2020) in hotel Amfora in Hvar (Island of Hvar) on September 17-19. Conference is technically co-sponsored by the IEEE Communication Society (ComSoc). Accepted and presented papers will be published in the conference proceedings and submitted to IEEE Xplore as well as other Abstracting and Indexing (A&I) databases. Paper length should be 6 pages in two-column IEEE format. Authors of selected papers will be invited to submit an extended version of their manuscripts for publication in a special issue of the Journal of Communications Software and Systems (JCOMSS).

Special session aims at providing an international forum for researchers, engineers, QoS professionals, security specialists and practitioners, service providers, operators and national authorities, like regulators, addressing the challenges of telecommunication service design and delivery. The special track will combine original paper presentations on network performance measurement, quality assessment and QoE models. The scope of the session will cover the relations between objective performance indicators and quality perceived by the users, and the Quality of Experience (QoE) relations. Security aspects will also complement the scope of the session and the impact of security measures applied on the quality of IT services and applications.

We cordially invite speakers who wish to present original papers on the following subjects, but not limited to:

- Quality of Service (QoS) and Quality of Experience (QoE) standards in telecommunications
- Quality requirements for voice, video and multimedia applications
- Key Performance Indicators (KPIs) identification
- Quality metrics
- Service quality measurements in fixed, mobile and packet-based networks
- Service quality measurement techniques and testbeds
- Service Level Agreements in telecommunications
- QoS / QoE relations
- Service innovation and research
- Security impact on QoS, QoE
- Computer forensics
- Pen Testing & Hacking
- Security auditing of IT networks
- Secure distributed systems
- Servers and Web Applications Security

IMPORTANT DATES

Complete manuscript due	June 22, 2020
Notification of acceptance	July 1, 2020
Camera-ready manuscript	July 20, 2020

**JOURNAL OF
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SOFTWARE AND SYSTEMS**
<http://jcomss.fesb.unist.hr>

More information about the Conference including details on the submission process and authors kit is available on the website:

<http://softcom2020.fesb.hr>

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