MODELO DE CALIDAD DE SERVICIOS SOPORTADOS POR TECNOLOGÍAS DE LA INFORMACIÓN "McServ"

ANEXOS

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Universidad del Cauca

Facultad de Ingeniería Electrónica y Telecomunicaciones

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ANEXO A.

LISTADO DE ARTÍCULOS A PARTIR DE LA BÚSQUEDA INICIAL DEL MAPEO SISTEMÁTICO

Id	Título	Autores	año
1	A broker-based quality evaluation system for service selection according to the QoS preferences of users	Cheol Rim Choi, Hwa Young Jeong	2014
2	A Unified Network Selection Framework Using Principal Component Analysis and Multi Attribute Decision Making	Dimitris E. Charilas · Athanasios D. Panagopoulos · Ourania I. Markaki	2014
3	Analytical model of quality of service scheduling for optical aggregation in data centers	Walter Cerroni · Carla Raffaelli	2014
4	Comparative Analysis of Handover and Traffic Classes in UMTS using OPNET Simulator for Improving QoS	Meenakshi, Satvika Akhil Kaushik	2014
5	Dynamic, behavioral-based estimation of resource provisioning based on high-level application terms in Cloud platforms	George Kousiouris a,∗, Andreas Menychtasa, Dimosthenis Kyriazis a,b, Spyridon Gogouvitis a, Theodora Varvarigou	2014
6	Modeling Multi-node Network under Heterogeneous M2M Services Arrival	Xuefen Chi a; , Wen Dong a, Di Wu a, Lin Guan b	2014
7	Monitoring of Quality of Service in Dynamically Adaptive Systems	Sihem Loukil, Slim Kallel, Ismael Bouassida Rodriguez, Mohamed Jmaiel	2014
8	Network Layer Support in SpaceFibre Protocol	Nadezhda Matveeva, Elena Suvorova	2014
9	Network Selection Based onWeight Estimation of QoS Parameters in HeterogeneousWireless Multimedia Networks	Kiran Ahuja · Brahmjit Singh · Rajesh Khanna	2014
10	Power and Delay-aware Multi-path Routing Protocol for Ad Hoc Networks	Salwa Othmen 1, Aymen Belghith 1, Faouzi Zarai1, Mohammad S. Obaidat	2014
11	Quality of service management for IPTV services support in VANETs: a performance evaluation study	Michael Oche • Rafidah Md Noor • Ali Jalooli	2014
12	Research and Development the Methods of Quality of Service Provision in Mobile Cloud Systems		2014
13	Service composition with consideration of interdependent security objectives		2014
14	Specification and Modeling of QoS Based on AADL		2014
15	Towards an efficient full IP networks		2014
16	A genetic ant colony algorithm for routing in CPS heterogeneous network	Gao, Z., Ren, J., Wang, C., Huang, K., Wang, H., Liu, Y.	2013
17	Performance analysis of QoS-based web service selection through integer programming	Siadat, S.H., Ferreira, A.M., Khoei, T.T., Ghapanchi, A.R.	2013
18	On reliability of binary systems in a random environment	Rykov, V.V., Nghia, T.A.	2013
19	A QoE handover architecture for converged heterogeneous wireless networks	Rosário, D., Cerqueira, E., Neto, A., Riker, A., Immich, R., Curado, M.	2013
20	Power management in multiuser adaptive modulation transmission under QoS requirements	Althunibat, S., Zorba, N., Skianis, C., Verikoukis, C.	2013
21	Architecture discovery enabled resource allocation mechanism for next generation optical-wireless converged networks	Ranaweera, C., Wong, E., Lim, C., Nirmalathas, A., Jayasundara, C.	2013

22	Resource allocation for real time services in lte networks: Resource allocation using cooperative game theory and virtual token mechanism	Iturralde, M., Wei, A., Ali-Yahiya, T., Beylot, A.-L.	2013
23	Low-complexity distributed multiple description coding for wireless video sensor networks	Liu, W., Vijayanagar, K.R., Kim, J.	2013
24	A view-based monitoring for usage control in web services	Hassina Meziane · Salima Benbernou · Mohand-Said Hacid · Zaki Malik · Mike Papazoglou	2014
25	SLA Management and Service Composition of Virtualized Applications in Mobile Networking Environments		2014
26	Stateful Data Delivery Service for Wide Area Monitoring and Control Applications		2014
27	Design and QoS of a wireless system for real-time remote electrocardiography	Kang, K., Ryu, J., Hur, J., Sha, L.	2013
28	SLA-driven Federated Cloud Networking: Quality of Service for cloud-based Software Defined Networks		2014
29	Performance-constrained energy reduction in data centers for video-sharing services	Hang Yuana,∗, Ishfaq Ahmadb, C.-C. Jay Kuoa	2014
30	A QoS balancing model for Mobile Ad hoc Networks	HENG LUO, DAVID. I. LAURENSON, AI-HUANG GUO, JIANPING CHEN, PEIDE YANG, HUA JIANG	2014
31	A resource elasticity framework for QoS-aware execution of cloud applications	Pankaj Deep Kaur∗, Inderveer Chana	2014
32	An Intelligent Agent Based Privacy Preserving Model for Web Service Security	Chakaravarthi.S Selvamani.K Kanimozhi.S Pradeep Kumar Arya	2014
33	Discrete gbest-guided artificial bee colony algorithm for cloud service composition	Ying Huo · Yi Zhuang · Jingjing Gu · Siru Ni · Yu Xue	2014
34	Dynamic task assignment and resource management in cloud services by using bargaining solution	Kwang Sup Shin1, Myoung-Ju Park2 and Jae-Yoon Jung2	2014
35	Health Management Information Systems (HMIS) Implementation Characteristics that Influence the Quality of Healthcare in Private Hospitals in Kenya	Jimmy MACHARIA1, Charles MAROA2	2014
36	Introducing web service accessibility assessment techniques through a unified quality of service context	Dimitris Giakoumis · Konstantinos Votis · Dimitrios Tzovaras	2014
37	IoT Service Selection based on Physical Service Model and Absolute Dominance Relationship	Xiongnan Jin, Sejin Chun, Jooik Jung, and Kyong-Ho Lee	2014
38	Multi-Objective Quality-Driven Service Selection—A Fully Polynomial Time Approximation Scheme	Immanuel Trummer, Boi Faltings, and Walter Binder	2014
39	Ontology-based Service Matching in Cloud Computing	Li Liu Xiaofen Yao Liangjuan Qin Miao Zhang	2014
40	Probabilistic top-K dominating services composition with uncertain QoS	Shiting Wen · Chaogang Tang · Qing Li · Dickson K.W. Chiu · An Liu · Xianglan Han	2014
41	Quality of Web Service Prediction by Collective Matrix Factorization	Richong Zhang, Chune Li, Hailong Sun, Yanghao Wang, Jinpeng Huai	2014
42	Internet service quality and customer satisfaction: Examining internet banking in Greece	Ilias Santouridisa, Panagiotis Trivellasa and Panagiotis Reklitisb	2009
43	The relationshio between service quality and customer satisfaction - a factor specific approach.	G.S. Sureschandar, C. Rajendram, R.N. Ananthraraman	2002
44	The Impact of Service Quality on Customer Satisfaction in Internet Banking	S. Fatemeh Sakhaei, Ahmad J. Afshari, Ezzatollah Esmaili	2013
45	Low-cost web service discovery based on distributed decision tree in p2p environments	Wang, S., Zhu, X., Sun, Q., Zou, H., Yang, F.	2013

46	Quality aware Virtual Service Delivery System	Fraś, M., Kwiatkowski, J.	2013
47	Web service selection based on the QoS of interval grey number	Du, W., Wu, C., Du, W., Ling, Y., Li, F.	2013
48	QoS-supporting video streaming system with minimum data service cost over heterogeneous wireless networks	Ho, D., Park, Y., Song, H.	2013
49	A QoS preference-based algorithm for service composition in service-oriented network	Zhou, W., Wen, J., Gao, M., Liu, J.	2013
50	Assessing quality of experience for high definition video streaming under diverse packet loss patterns	Leszczuk, M., Janowski, L., Romaniak, P., Papir, Z.	2013
51	An Approach to Assure QoS for Dynamically Reconfigurable Component-Based Software Systems	R.Reeta, Prof.A.K.Mariappan	2014
52	Relationship between online service quality and customer satisfaction. A Study in internet banking	Saha. Parmita Yanni Saho	2005
53	Adapting fuzzy linguistic servqual model: A comparative analysis of bank services	Charles, V., Kumar, M., Suggu, S.	2013
54	Relationships among customers' perceived service quality, satisfaction and loyalty in the retail banking sector of Pakistan	Hassan, M.U., Malik, A.A., Imran, M., Amna, H., Abbas, J.	2013
55	A study on improvement of airlines' cargo service quality	Chao, C.-C., Lin, J.-F.	2013
56	Collaborative applications over peer-to-peer systems-challenges and solutions	Bandara, H.M.N.D., Jayasumana, A.P.	2013
57	A cross-layer QoS-aware communication framework in cognitive radio sensor networks for smart grid applications	Shah, G.A., Gungor, V.C., Akan, O.B.	2013
58	Cloud computing service composition: A systematic literature review	Amin Jula a,⇑, Elankovan Sundararajan b, Zalinda Othman a	2014
59	Quality models for web services: A systematic mapping	Marc Oriol ⇑, Jordi Marco, Xavier Franch	2014
60	An interoperable and self-adaptive approach for SLA-based service virtualization in heterogeneous Cloud environments	A. Kertesz a,∗, G. Kecskemeti a, I. Brandic b	2014
61	Attribute based Service Customization and Selection	Jun Yan and Hao Gao Yi Mu	2014
62	E-Services quality assessment framework for collaborative networks	Georgiana Stegaru*, Cristian Danila, Ioan Stefan Sacala, Mihnea Moisescu and Aurelian Mihai Stanescu	2014
63	Neural networks for analyzing service quality in public transportation	Concepción Garrido, Rocío de Oña, Juan de Oña	2014
64	Online Reliability Prediction of Service Composition	Zuohua Ding Ting Xu Mei-Hwa Chen	2014
65	QoS-Analysis for service composition by human and web services	Donghui Lin Toru Ishida	2014
66	A model to improve service quality	Yeh, C.-W., Hou, A., Huang, C.-C., Huang, L.-C., Wu, K.-L.	2013
67	Assessment the determinant factor of service quality in travel agent company using servqual and ahp method	Moekoe, D.A.L., Utomo, W.H.	2013
68	Hybrid multi-attribute QoS optimization in component based software systems	Koziolek, A., Ardagna, D., Mirandola, R.	2013
69	Optimizing service selection and allocation in situational computing applications	Sandionigi, C., Ardagna, D., Cugola, G., Ghezzi, C.	2013
70	QoS Aware Healthcare System on Mobile Clouds	Priya Pandey, Karthika and P. Venkata Krishna B. Sarojini	2014
71	Transmission reliability of a stochastic imperfect vertex computer network with packet unreliability and time	Lin, Y.-K., Huang, C.-F.	2013

	attributes		
72	Genetic Binary Decision Tree based Packet Handling Schema for WBAN System	Madhumita Kathuria, Sapna Gambhir	2014
73	Towards context aware qos-based web service description and discovery	Satish, N., Wahidabanu, R.S.D.	2013
74	New information space as a factor of development of modern society	Novikova, K., Medvedeva, E.	2013
75	Performance of various routing protocols in mobile Ad Hoc networks-A survey	Menon, V.G., Joe Prathap, P.M.	2013
76	A dynamic programming algorithm for network selection in 3G/WLAN	Chen, J., Xu, Y., Ma, L., Deng, Z.	2013
77	QoS-aware SaaS services selection with intuitionistic fuzzy set for group user	Shang, Y., Lu, J., Zhang, L.	2013
78	Intelligent feature selection and classification techniques for intrusion detection in networks: A survey	Ganapathy, S., Kulothungan, K., Muthurajkumar, S., Vijayalakshmi, M., Yogesh, L., Kannan, A.	2013
79	Evaluation of service quality of leisure agriculture parks based on factor analysis and fuzzy set	Wang, J., Zhang, Y.	2013
80	Deployment of wireless regional area network and its impacton DTV service coverage	Foo, Y.-L.	2013
81	Demographic variables impact on service climate and overall customer perception about service quality: Evidence from healthcare industry	Irshad, R., Hashmi, M., Hassan, A., Zahid, T., Hassan, S.	2013
82	A learning-based framework for engineering feature-oriented self-adaptive software systems	Esfahani, N., Elkhodary, A., Malek, S.	2013
83	Aspects of the quality medical services in Romania	Stoian, E., Mocuta, D., Tudor, V., Tindeche, C., Micu, M.	2013
84	FC-PACO-RM: A parallel method for service composition optimal-selection in cloud manufacturing system	Tao, F., Laili, Y., Xu, L., Zhang, L.	2013
85	Measuring the Performance of Maintenance Service Outsourcing	Cruz, A.M., Rincon, A.M.R., Haugan, G.L.	2013
86	Hierarchical ethernet transport network architecture for backhaul cellular networks	Menachi, E., Giladi, R.	2013
87	A personalized QoE-aware handover decision based on distributed reinforcement learning	Ghahfarokhi, B.S., Movahhedinia, N.	2013
88	Integrated predictive call admission control and resource reservation for wireless networks: An adaptive filtering approach	Ukil, A., Misra, I.S.	2013
89	A genetic QoS-aware routing protocol for the smart electricity networks	Zaballos, A., Vernet, D., Selga, J.M.	2013
90	A service discover fuzzy matching algorithm in internet of things	Zhu, S.	2013
91	Cooperative multicasting for wireless scalable video transmissions	Wang, S.-C., Liao, W.	2013
92	Generalized nash equilibria for the service provisioning problem in cloud systems	Ardagna, D., Panicucci, B., Passacantando, M.	2013
93	Adaptive virtual channel partitioning for network-on-chip in heterogeneous architectures	Lee, J., Li, S., Kim, H., Yalamanchili, S.	2013
94	Assessing the impact of quality determinants and user characteristics on successful enterprise resource planning project implementation	Chou, J.-S., Hong, J.-H.	2013
95	The help4mood wearable sensor network for inconspicuous activity measurement	Perez-Diaz De Cerio, D., Boque, S., Rosell-Ferrer, J., Ramoscastro, J., Valenzuela, J., Colome, J.M.	2013
96	New roadmap for elastic grid resource matchmaking	Surendran, R., Varthini, B.P.	2013

97	Sub-channel allocation based on multi-level priority in OFDMA systems	Lee, J., Lee, M.	2013
98	A stochastic approach for evaluating quality of service in wireless cellular networks	Ejnioui, A., Otero, C.E., Kostanic, I.	2013
99	QoS-driven optimisation of composite web services: An approach based on GRASP and analytical models	Matos, R.S., Maciel, P.R.M., Silva, R.M.A.	2013
100	Simulation based on system dynamics for evaluating the quality of transport service in a complex social system [Simulación basada en dinámica de sistemas para evaluar la calidad del servicio de transporte en un sistema social complejo]	Cuervo, M.C., Bustos, H.A.V., Aldana, A.C.A.	2013
101	A fuzzy ServQual based method for reliable measurements of education quality in Italian higher education area	Lupo, T.	2013
102	Analytics service assessment and comparison using information service quality evaluation model1	Jeong, D.-H., Kim, J., Hwang, M., Song, S.-K., Jung, H., Kim, D.-W.	2013
103	Enhancing the performance of proxy cache management through browsing behavior-based learning mechanism	Hiranpongsin, S., Bhattarakosol, P.	2013
104	Design novel weighted rating of multiple attributes scheme to enhance handoff efficiency in heterogeneous wireless networks	Yang, S.-J., Tseng, W.-C.	2013
105	Traffic prediction based burst assembly mechanism for OBS	Garg, A.K.	2013
106	Evaluating routing metric composition approaches for QoS differentiation in low power and lossy networks	Karkazis, P., Trakadas, P., Leligou, H.C., Sarakis, L., Papaefstathiou, I., Zahariadis, T.	2013
107	Passengers preference and satisfaction of public transport in malaysia, part II: A comparative analysis of Komuter and LRT network	Ismail, R., Hafezi, M.H., Nor, R.M.	2013
108	5G on the Horizon: Key challenges for the radio-access network	Demestichas, P., Georgakopoulos, A., Karvounas, D., Tsagkaris, K., Stavroulaki, V., Lu, J., Xiong, C., Yao, J.	2013
109	Information system success model for customer relationship management system in health promotion centers	Choi, W., Rho, M.J., Park, J., Kim, K.-J., Kwon, Y.D., Choi, I.Y.	2013
110	Improved outage probability of indoor plc system for multiple users using resource allocation algorithms	Shin, J., Jeong, J.	2013
111	Analysis of the optimal customization degree of different service industries by integrating the neural network and the genetic algorithm	Wang, S.-T., Li, M.-H., Yeh, Y.-C., Lan, T.-L.	2013
112	The roles of socio-economic characteristics in satisfying repeat Umrah visitors	Wahab, N.A., Ahmad, N., Jusoff, K.	2013
113	Demand for traditional health care services in rural Ethiopia	Lemma, T.D., Sundara Rao, M.	2013
114	Resource management with borrowing from reservation for cognitive networks	Li, D., Zhang, R., Shang, X., Chen, Y.	2013
115	Performance analysis of an improved common radio resource management algorithm based on load balance and service characteristics	Shi, Z., Zhu, Q., Zhu, X.	2013
116	A practical traffic scheduling scheme for differentiated services of healthcare systems on wireless sensor networks	Kateretse, C., Lee, G.-W., Huh, E.-N.	2013
117	Connectivity analysis of vehicular ad hoc networks from a physical layer perspective	Neelakantan, P.C., Babu, A.V.	2013
118	Effect of the FDT transmission frequency for an optimum content delivery using the FLUTE protocol	De Fez, I., Fraile, F., Guerri, J.C.	2013
119	Nonconvex resource control and lifetime optimization in wireless video sensor networks based on chaotic particle swarm optimization	Tang, M., Xin, Y., Li, J., Zhai, J.	2013

120	A collaborative QoS-aware service evaluation method for service selection	Gao, C., Ma, J.	2013
121	Neighbour peer selection scheme based on effective capacity for mobile Peer-to-Peer streaming	Xia, H., Wang, N., Zeng, Z.	2013
122	Egalitarian based negotiation model for QoS based web service selection	Sathya, M., Beena, C., Dhavachelvan, P., Vivekanandan, K.	2013
123	Prevention of worm at router level for providing seamless communication in network environment	Milton Joe, M., Shaji, R.S., Ashok Kumar, K.	2013
124	The quality of mobile phone services provided by Romanian operators, from consumers' perspective	Pleşea, D.A., Sârbu, R., Kato, Z.	2013
125	Appraisal and analysis on diversified web service selection techniques based on QoS factors	Balaji, N., Sambasivam, G., Murugaiyan, S.R., Saleem Basha, M.S., Vengattaraman, T., Dhavachelvan, P.	2013
126	Tensor model of multiservice network with different classes of traffic service	Strelkovskaya, I.V., Solovskaya, I.N.	2013
127	Challenges and research opportunities in wireless communication networks for smart grid	Ho, Q.-D., Gao, Y., Le-Ngoc, T.	2013
128	A fuzzy extension of VIKOR for target network selection in heterogeneous wireless environments	Mehbodniya, A., Kaleem, F., Yen, K.K., Adachi, F.	2013
129	Analytical modelling and performance evaluation of realistic time-controlled M2M scheduling over LTE cellular networks	Gotsis, A.G., Lioumpas, A.S., Alexiou, A.	2013
130	The quality of experience for multimedia on the iphone in a transportation context	Jung, H., Copcu, M., Kim, Y.-H., Cheng, H.-I.	2013
131	New strategies for planning and performance evaluation of wireless networks: Case studies based on the cross-layer approach	Araújo, J., Rodrigues, J., Fraiha, S., Gomes, H., Costa, J.C.W.A., Cavalcante, G., Francês, C.	2013
132	A capacity and minimum guarantee-based service class-oriented scheduler for LTE networks	Ali, S., Zeeshan, M., Naveed, A.	2013
133	A joint design of security and quality-of-service (QoS) provisioning in vehicular ad hoc networks with cooperative communications	Zhu, L., Yu, F.R., Ning, B., Tang, T.	2013
134	Fair and QoS-oriented resource management in heterogeneous networks	Ertürk, M.C., Güvenç, I., Mukherjee, S., Arslan, H.	2013
135	Analysis of factors influencing the satisfaction degree of leisure agricultural parks management based on binary logistic model	Zhang, Y., Zhao, J.	2013
136	Using online consumer reviews as a source for demographic recommendations: A case study using online travel reviews	Korfiatis, N., Poulos, M.	2013
137	Optimal multiserver configuration for profit maximization in cloud computing	Cao, J., Hwang, K., Li, K., Zomaya, A.Y.	2013
138	Recognizing key service factors of attracting new virtual community members	Chen, L.-S.	2013
139	Optimizing wireless channel using adaptive modulation to improve QOS in vanet	Christopher, C., Noor, R.M., Mostajeran, E.	2013
140	Toward deployable methods for assessment of quality for scalable IPTV services	McDonagh, P., Pande, A., Murphy, L., Mohapatra, P.	2013
141	The mobility issue in admission controls and available bandwidth measures in MANets	Belbachir, R., Mekkakia Maaza, Z., Kies, A.	2013
142	Group communication on highways: An evaluation study of geocast protocols and applications	Di Felice, M., Bedogni, L., Bononi, L.	2013
143	Information services paradigm for small and medium enterprises based on cloud computing	Wang, H.	2013
144	A proximity-aware approach for discovering adaptation services	Fudzee, M.F.Md., Ramli, A.A., Salamat, M.A., Ismail, M.N., Ambak, K.	2013

145	A hybrid approach for the analysis and prediction of elevator passenger flow in an office building	Ding, B., Zhang, Y.-M., Peng, X.-Y., Li, Q.-C., Tang, H.-Y.	2013
146	CS-mobile: A cloud-based distributed storage middleware for mobile devices	Xiao, P., Zhang, Y.	2013
147	Adaptive rate control scheme for streaming-based content sharing service	Lee, S., Chung, K.	2013
148	Innovative method of the evaluation of multicriterial multicast routing algorithms	Stachowiak, K., Zwierzykowski, P.	2013
149	A simple analytical model for expected frame waiting time evaluation in IEEE 802.11e HCCA mode	Jansang, A., Phonphoem, A.	2013
150	Statistically enhanced multi-dimensional trust computing mechanism for cloud computing	Firdhous, M., Hassan, S., Ghazali, O.	2013
151	Web service selection algorithm based on principal component analysis	Kang, G., Liu, J., Tang, M., Cao, B.	2013
152	On the performance of TETRA DMO short data service in railway VANETs	Lehner, A., Rico García, C., Strang, T.	2013
153	Personalized QoS-aware web service recommendation and visualization	Chen, X., Zheng, Z., Liu, X., Huang, Z., Sun, H.	2013
154	Services selection method based on multiple attribute decision making theory for group user	Cheng, L., Zhang, L., Wu, S., Yang, Y.	2013
155	A framework for providing optimal QoS routing information in vehicular ad hoc network	Mu'azu, A.A., Amin, A.H.M., Hasbullah, H., Lawal, I.A., Fageeri, S.O.	2013
156	Optimal scheduling of track maintenance on a railway network	Zhang, T., Andrews, J., Wang, R.	2013
157	Design of competitive web services using QFD for satisfaction of QoS requirements	Wang, G., Zhang, L., Huang, Y., Sun, Y.	2013
158	Application of ordinal regression model to analyze service quality of Riga coach terminal	Yatskiv, I., Spiridovska, N.	2013
159	Optimization of adaptation plans for a service-oriented architecture with cost, reliability, availability and performance tradeoff	Potena, P.	2013
160	Ontology and tool support for quality service management	Alti, A., Boukerram, A., Roose, P.	2013
161	Distributed online flash-crowd detection in P2P swarming systems	Pruteanu, A., D'Acunto, L., Dulman, S.	2013
162	Evaluation of the quality of experience for 3D future internet multimedia	Kulik, I., Trinh, T.A.	2013
163	Optimal sink position selection algorithm for wireless sensor networks	Zhang, W., Yuan, L., Tan, X., Zhao, H.	2013
164	A novel ranking algorithm based network selection for heterogeneous wireless access	Lahby, M., Cherkaoui, L., Adib, A.	2013
165	User-oriented QoS control method based on CSMA/CA for IEEE802.11 wireless LAN system	Kishida, A., Iwabuchi, M., Shintaku, T., Sakata, T., Hiraguri, T., Nishimori, K.	2013
166	Analyzing characteristics of TCP quality metrics with respect to type of connection through measured traffic data	Ikeda, Y., Kawahara, R., Kamiyama, N., Kimura, T., Mori, T.	2013
167	A price-based approach to optimize resource sharing between cellular data networks and WLANs	Wang, J., Chen, M., Leung, V.C.M.	2013
168	Multi-level extensible synthetic evaluation of the quality of passenger transport service of high-speed rail	Fu, Y., Chen, Z., Zhao, X.	2013
169	Delivery of video-on-demand services using local storages within passive optical networks	Abeywickrama, S., Wong, E.	2013
170	Optimization of service value	Park, G.-W., Park, K., Dessouky, M.	2013
171	Analysis of factors contributing to criteria for selection of European container terminals	Saeed, N., Aaby, B.	2013

172	Genetic algorithm approach for QoS-based tree topology construction in IEEE 802.16 mesh networks	Yousefi, S., Bastani, S., Mazoochi, M., Ghiamatyoun, A.	2013
173	Selecting skyline services for QoS-aware composition by upgrading MapReduce paradigm	Wu, J., Chen, L., Yu, Q., Kuang, L., Wang, Y., Wu, Z.	2013
174	Fast and reliable structure-oriented distortion measure for video processing	Hasan, M.M., Ahn, K., Lee, J., Ishraque, S.M.Z., Chae, O.	2013
175	A SERVQUAL model for assessment of service quality in supply chain	Zhang, S., Hou, Y.	2013
176	Using fuzzy approach to assess service quality in one round survey	Li, Y.	2013
177	Simulation-based evolution of resupply and routing policies in rich vendor-managed inventory scenarios	Vonolfen, S., Affenzeller, M., Beham, A., Lengauer, E., Wagner, S.	2013
178	Factors affecting customer satisfaction of the Wi-Fi services	Muda, N., Mohd Suradi, N.R.	2013
179	Qualitative preference-based service selection for multiple agents	Wang, H., Zhang, J., Wan, C., Shao, S., Cohen, R.	2013
180	Active queue management: A survey	Adams, R.	2013
181	State-based search strategy in unstructured P2P	Wu, K., Wu, C.	2013
182	Model of information classification in the agricultural information push service	Chen, C., Wu, H.-R.	2013
183	Trust mechanisms for cloud computing	Huang, J., Nicol, D.M.	2013
184	Stochastic game for wireless network virtualization	Fu, F., Kozat, U.C.	2013
185	QoS guarantees and service differentiation for dynamic cloud applications	Rao, J., Wei, Y., Gong, J., Xu, C.-Z.	2013
186	Research on credibility of web service composition based on Stochastic Petri net	Guo, J., Fang, X., Zheng, D., Zhang, X.	2013
187	Cross-layer dual domain scheduler for 3GPP-long term evolution	Lai, W.K., Yang, K.-T.	2013
188	Deadline-aware group based scheduling algorithm in CLOUD computing environment	Lavanya, M., Vaithiyanathan, V.	2013
189	Study on the optimization of vehicle scheduling problem under the e-commerce environment	Yang, H., Li, J.	2013
190	High-load transit line passenger transmission and productiveness efficiencies	Bunker, J.	2013
191	Multicast scheduling and resource allocation algorithms for OFDMA-based systems: A survey	Afolabi, R.O., Dadlani, A., Kim, K.	2013
192	Sliding modes for anomaly observation in TCP networks: From theory to practice	Rahme, S., Labit, Y., Gouaisbaut, F., Floquet, T.	2013
193	No-reference PSNR estimation for HEVC encoded video	Lee, B., Kim, M.	2013
194	The lower limb prosthetic devices quality management	Buzatu, M., Gheorghe, G., Dontu, O., Berteanu, M.	2013
195	Physical layer monitoring techniques for TDM-passive optical networks: A survey	Esmail, M.A., Fathallah, H.	2013
196	A vascular-network-based nonuniform hierarchical fault-tolerant routing algorithm for wireless sensor networks	Li, H., Gao, P., Xiong, Q., Shi, W., Chen, Q.	2012
197	Construct a service quality index in performance-based ratemaking	Zhou, H.	2012
198	An Approach to evaluating the power supply control system designs with 2-tuple linguistic information	Gao, Q., Yao, Z., Wang, X.	2012
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541	WSAP: Provide loss rate differentiation with active queue management	Zhang, M., Wu, J., Xu, K.	2005
542	A simple and scalable handoff prioritization scheme	Diederich, J., Zitterbart, M.	2005
543	Handoff performance improvement with latency reduction in next generation wireless networks	Akan, O.B., Baykal, B.	2005
544	Toward an architectural knowledge base for wireless service engineering	Niemelä, E., Kalaoja, J., Lago, P.	2005
545	Design and demonstration of policy-based management in a multi-hop ad hoc network	Phanse, K.S., DaSilva, L.A., Midkiff, S.F.	2005
546	Combining precomputation and on-demand routing for multicast QoS routing	Tseng, C.-J., Chen, C.	2005
547	Preemptive and delay-based mechanisms to provide preference to emergency traffic	Beard, C.	2005
548	Automatic creation and reconfiguration of network-aware service access paths	Fu, X., Karamcheti, V.	2005
549	Worm detection and auto-signature extraction in large scale network	Yi, X., Fangbingxing, Yunxiaochun	2005
550	Providing quality of service guarantees in wireless LANs compliant with 802.11e	Korakis, T., Tassiulas, L.	2005
551	Quality-of-service adaptive control of multimedia services in short-term resource reservation networks	Rovithakis, G.A., Malamos, A.G., Varvarigou, T., Christodoulou, M.A.	2005
552	QoS for applications	Morrison, G.	2005
553	Resource allocation between persistent and transient flows	Deb, S., Ganesh, A., Key, P.	2005
554	Design and implementation of an SAN system based on the fiber channel protocol	Shu, J., Li, B., Zheng, W.	2005
555	Experiments with equivalent differentiated services in a grid context	Primet, P.V.-B., Echantillac, F., Goutelle, M.	2005
556	Enhancement layer rate control for high bitrate SNR	Xie, J., Chia, L.-T.	2005

	scalable video coding		
557	A new technique to expedite RSVP path Re-establishments in 802.11 wireless LANs	Passas, N., Salkintzis, A.K., Nikolaidis, G., Katsamani, M.	2005
558	Ordered samples control charts for ordinal variables	Franceschini, F., Galetto, M., Varetto, M.	2005
559	A spot pricing framework for pricing intra-domain assured bandwidth services	Gupta, A., Kalyanaraman, S., Zhang, L.	2005
560	VoIP protection and performance improvement	Karol, M., Krishnan, P., Li, J.J.	2005
561	Fair resource allocation with guaranteed statistical QoS for multimedia traffic in wideband CDMA cellular network	Xu, L., Shen, X., Mark, J.W.	2005
562	Application-aware buffer management: New metrics and techniques	Bai, Y., Ito, M.R.	2005
563	Providing QoS guarantees for self-similar traffic flows	Wen, J., Zhang, R., Lu, X.	2005
564	Efficient transmission of MPEG-2 video bit streams over HIPERLAN/2	Wang, J., Ikram, M.J., Khokhar, A.	2005
565	The Network Processing Forum switch fabric benchmark specifications: An overview	Elhanany, I., Chiou, D., Tabatabaee, V., Noro, R., Poursepanj, A.	2005
566	Slot allocation strategies for delay sensitive traffic support in asynchronous ad hoc wireless networks	Manoj, B.S., Vidhyashankar, V., Siva Ram Murthy, C.	2005
567	On using handoff statistics and velocity for location management in cellular wireless networks	Lam, K.-Y., Liang, B.Y., Zhang, C.L.	2005
568	Intelligent content aware services in 3G wireless networks	De Angelis, F., Habib, I., Davide, F.A.M., Naghshineh, M.	2005
569	QoS provisioning with new effective bandwidth/buffer calculation scheme in wireless IP networks	Kim, Y.	2005
570	Adaptive packet video streaming over IP networks: A cross-layer approach	Ahmed, T., Mehaoua, A., Boutaba, R., Iraqi, Y.	2005
571	Characterization of a class of error correcting frames for robust signal transmission over wireless communication channels	Rath, G., Guillemot, C.	2005
572	Bandwidth allocation for multiservice access on EPONs	Luo, Y., Ansari, N.	2005
573	Quality of deployment in surveillance wireless sensor networks	Onur, E., Ersoy, C., Deliç, H.	2005
574	Variable-target admission control for nonstationary handover traffic in LEO satellite networks	Lee, K.-D.	2005
575	Dynamic bandwidth management in single-hop ad hoc wireless networks	Shah, S.H., Chen, K., Nahrstedt, K.	2005
576	Revenue strategies: Land ho for the operators!		2005
577	Space-time adaptive MMSE multiuser receiver structures for wideband CDMA systems	Trivedi, A., Mehra, D.K.	2005
578	A distributed laxity-based priority scheduling scheme for time-sensitive traffic in mobile ad hoc networks	Karthigeyan, I., Manoj, B.S., Murthy, C.S.R.	2005

ANEXO C.

LISTADO DE ARTICULOS PRIMARIOS

Id	Título	Autores	año
1	A broker-based quality evaluation system for service selection according to the QoS preferences of users	Cheol Rim Choi, Hwa Young Jeong	2014
2	A Unified Network Selection Framework Using Principal Component Analysis and Multi Attribute Decision Making	Dimitris E. Charilas · Athanasios D. Panagopoulos · Ourania I. Markaki	2014
3	Analytical model of quality of service scheduling for optical aggregation in data centers	Walter Cerroni · Carla Raffaelli	2014
4	Comparative Analysis of Handover and Traffic Classes in UMTS using OPNET Simulator for Improving QoS	Meenakshi, Satvika Akhil Kaushik	2014
5	Dynamic, behavioral-based estimation of resource provisioning based on high-level application terms in Cloud platforms	George Kousiouris a,∗, Andreas Menychtasa, Dimosthenis Kyriazis a,b, Spyridon Gogouvitis a, Theodora Varvarigou	2014
6	Modeling Multi-node Network under Heterogeneous M2M Services Arrival	Xuefen Chi a; , Wen Dong a, Di Wu a, Lin Guan b	2014
7	Monitoring of Quality of Service in Dynamically Adaptive Systems	Sihem Loukil, Slim Kallel, Ismael Bouassida Rodriguez, Mohamed Jmaiel	2014
8	Network Layer Support in SpaceFibre Protocol	Nadezhda Matveeva, Elena Suvorova	2014
9	Network Selection Based onWeight Estimation of QoS Parameters in HeterogeneousWireless Multimedia Networks	Kiran Ahuja · Brahmjit Singh · Rajesh Khanna	2014
10	Power and Delay-aware Multi-path Routing Protocol for Ad Hoc Networks	Salwa Othmen 1, Aymen Belghith 1, Faouzi Zarai1, Mohammad S. Obaidat	2014
11	Quality of service management for IPTV services support in VANETs: a performance evaluation study	Michael Oche • Rafidah Md Noor • Ali Jalooli	2014
12	Research and Development the Methods of Quality of Service Provision in Mobile Cloud Systems		2014
13	Service composition with consideration of interdependent security objectives		2014
14	Specification and Modeling of QoS Based on AADL		2014
15	Towards an efficient full IP networks		2014
16	A genetic ant colony algorithm for routing in CPS heterogeneous network	Gao, Z., Ren, J., Wang, C., Huang, K., Wang, H., Liu, Y.	2013
17	Performance analysis of QoS-based web service selection through integer programming	Siadat, S.H., Ferreira, A.M., Khoei, T.T., Ghapanchi, A.R.	2013
18	On reliability of binary systems in a random environment	Rykov, V.V., Nghia, T.A.	2013
19	A QoE handover architecture for converged heterogeneous wireless networks	Rosário, D., Cerqueira, E., Neto, A., Riker, A., Immich, R., Curado, M.	2013
20	Power management in multiuser adaptive modulation transmission under QoS requirements	Althunibat, S., Zorba, N., Skianis, C., Verikoukis, C.	2013
21	Architecture discovery enabled resource allocation mechanism for next generation optical-wireless converged networks	Ranaweera, C., Wong, E., Lim, C., Nirmalathas, A., Jayasundara, C.	2013
22	Resource allocation for real time services in lte networks: Resource allocation using cooperative game theory and virtual token mechanism	Iturralde, M., Wei, A., Ali-Yahiya, T., Beylot, A.-L.	2013
23	Low-complexity distributed multiple description coding for wireless video sensor networks	Liu, W., Vijayanagar, K.R., Kim, J.	2013
24	A view-based monitoring for usage control in web services	Hassina Meziane · Salima Benbernou · Mohand-Said Hacid ·	2014

		Zaki Malik · Mike Papazoglou	
25	SLA Management and Service Composition of Virtualized Applications in Mobile Networking Environments		2014
26	Stateful Data Delivery Service for Wide Area Monitoring and Control Applications		2014
27	Design and QoS of a wireless system for real-time remote electrocardiography	Kang, K., Ryu, J., Hur, J., Sha, L.	2013
28	SLA-driven Federated Cloud Networking: Quality of Service for cloud-based Software Defined Networks		2014
29	Performance-constrained energy reduction in data centers for video-sharing services	Hang Yuana,∗, Ishfaq Ahmadb, C.-C. Jay Kuoa	2014
30	A QoS balancing model for Mobile Ad hoc Networks	HENG LUO, DAVID. I. LAURENSON, AI-HUANG GUO, JIANPING CHEN, PEIDE YANG, HUA JIANG	2014
31	A resource elasticity framework for QoS-aware execution of cloud applications	Pankaj Deep Kaur∗, Inderveer Chana	2014
32	An Intelligent Agent Based Privacy Preserving Model for Web Service Security	Chakaravarthi.S Selvamani.K Kanimozhi.S Pradeep Kumar Arya	2014
33	Discrete gbest-guided artificial bee colony algorithm for cloud service composition	Ying Huo · Yi Zhuang · Jingjing Gu · Siru Ni · Yu Xue	2014
34	Dynamic task assignment and resource management in cloud services by using bargaining solution	Kwang Sup Shin1, Myoung-Ju Park2 and Jae-Yoon Jung2	2014
35	Health Management Information Systems (HMIS) Implementation Characteristics that Influence the Quality of Healthcare in Private Hospitals in Kenya	Jimmy MACHARIA1, Charles MAROA2	2014
36	Introducing web service accessibility assessment techniques through a unified quality of service context	Dimitris Giakoumis · Konstantinos Votis · Dimitrios Tzovaras	2014
37	IoT Service Selection based on Physical Service Model and Absolute Dominance Relationship	Xiongnan Jin, Sejin Chun, Jooik Jung, and Kyong-Ho Lee	2014
38	Multi-Objective Quality-Driven Service Selection—A Fully Polynomial Time Approximation Scheme	Immanuel Trummer, Boi Faltings, and Walter Binder	2014
39	Ontology-based Service Matching in Cloud Computing	Li Liu Xiaofen Yao Liangjuan Qin Miao Zhang	2014
40	Probabilistic top-K dominating services composition with uncertain QoS	Shiting Wen · Chaogang Tang · Qing Li · Dickson K.W. Chiu · An Liu · Xianglan Han	2014
41	Quality of Web Service Prediction by Collective Matrix Factorization	Richong Zhang, Chune Li, Hailong Sun, Yanghao Wang, Jinpeng Huai	2014
42	Internet service quality and customer satisfaction: Examining internet banking in Greece	Ilias Santouridisa, Panagiotis Trivellasa and Panagiotis Reklitisb	2009
43	The relationshio between service quality and customer satisfaction - a factor specific approach.	G.S. Sureschandar, C. Rajendram, R.N. Ananthraraman	2002
44	The Impact of Service Quality on Customer Satisfaction in Internet Banking	S. Fatemeh Sakhaei, Ahmad J. Afshari, Ezzatollah Esmaili	2013
45	Low-cost web service discovery based on distributed decision tree in p2p environments	Wang, S., Zhu, X., Sun, Q., Zou, H., Yang, F.	2013
46	Quality aware Virtual Service Delivery System	Fraś, M., Kwiatkowski, J.	2013
47	Web service selection based on the QoS of interval grey number	Du, W., Wu, C., Du, W., Ling, Y., Li, F.	2013
48	Relationship between online service quality and customer satisfaction. A Study in internet banking	Saha. Parmita Yanni Saho	2005
49	Adapting fuzzy linguistic servqual model: A comparative analysis of bank services	Charles, V., Kumar, M., Suggu, S.	2013
50	A study on improvement of airlines' cargo service quality	Chao, C.-C., Lin, J.-F.	2013

51	Collaborative applications over peer-to-peer systems-challenges and solutions	Bandara, H.M.N.D., Jayasumana, A.P.	2013
52	Neural networks for analyzing service quality in public transportation	Concepción Garrido, Rocío de Oña, Juan de Oña	2014
53	A model to improve service quality	Yeh, C.-W., Hou, A., Huang, C.-C., Huang, L.-C., Wu, K.-L.	2013
54	QoS Aware Healthcare System on Mobile Clouds	Priya Pandey, Karthika and P. Venkata Krishna B. Sarojini	2014
55	Genetic Binary Decision Tree based Packet Handling Schema for WBAN System	Madhumita Kathuria, Sapna Gambhir	2014
56	A service discover fuzzy matching algorithm in internet of things	Zhu, S.	2013
57	Cooperative multicasting for wireless scalable video transmissions	Wang, S.-C., Liao, W.	2013
58	Generalized nash equilibria for the service provisioning problem in cloud systems	Ardagna, D., Panicucci, B., Passacantando, M.	2013
59	Analytics service assessment and comparison using information service quality evaluation model1	Jeong, D.-H., Kim, J., Hwang, M., Song, S.-K., Jung, H., Kim, D.-W.	2013
60	Evaluating routing metric composition approaches for QoS differentiation in low power and lossy networks	Karkazis, P., Trakadas, P., Leligou, H.C., Sarakis, L., Papaefstathiou, I., Zahariadis, T.	2013
61	Information system success model for customer relationship management system in health promotion centers	Choi, W., Rho, M.J., Park, J., Kim, K.-J., Kwon, Y.D., Choi, I.Y.	2013
62	Analysis of the optimal customization degree of different service industries by integrating the neural network and the genetic algorithm	Wang, S.-T., Li, M.-H., Yeh, Y.-C., Lan, T.-L.	2013
63	Performance analysis of an improved common radio resource management algorithm based on load balance and service characteristics	Shi, Z., Zhu, Q., Zhu, X.	2013
64	A collaborative QoS-aware service evaluation method for service selection	Gao, C., Ma, J.	2013
65	Egalitarian based negotiation model for QoS based web service selection	Sathya, M., Beena, C., Dhavachelvan, P., Vivekanandan, K.	2013
66	New strategies for planning and performance evaluation of wireless networks: Case studies based on the cross-layer approach	Araújo, J., Rodrigues, J., Fraiha, S., Gomes, H., Costa, J.C.W.A., Cavalcante, G., Francês, C.	2013
67	A capacity and minimum guarantee-based service class-oriented scheduler for LTE networks	Ali, S., Zeeshan, M., Naveed, A.	2013
68	A joint design of security and quality-of-service (QoS) provisioning in vehicular ad hoc networks with cooperative communications	Zhu, L., Yu, F.R., Ning, B., Tang, T.	2013
69	Fair and QoS-oriented resource management in heterogeneous networks	Ertürk, M.C., Güvenç, I., Mukherjee, S., Arslan, H.	2013
70	Using online consumer reviews as a source for demographic recommendations: A case study using online travel reviews	Korfiatis, N., Poulos, M.	2013
71	Recognizing key service factors of attracting new virtual community members	Chen, L.-S.	2013
72	Optimizing wireless channel using adaptive modulation to improve QOS in vanet	Christopher, C., Noor, R.M., Mostajeran, E.	2013
73	Information services paradigm for small and medium enterprises based on cloud computing	Wang, H.	2013
74	Web service selection algorithm based on principal component analysis	Kang, G., Liu, J., Tang, M., Cao, B.	2013
75	Personalized QoS-aware web service recommendation and visualization	Chen, X., Zheng, Z., Liu, X., Huang, Z., Sun, H.	2013
76	Optimization of adaptation plans for a service-oriented architecture with cost, reliability, availability and performance tradeoff	Potena, P.	2013

77	Ontology and tool support for quality service management	Alti, A., Boukerram, A., Roose, P.	2013
78	Evaluation of the quality of experience for 3D future internet multimedia	Kulik, I., Trinh, T.A.	2013
79	A SERVQUAL model for assessment of service quality in supply chain	Zhang, S., Hou, Y.	2013
80	Using fuzzy approach to assess service quality in one round survey	Li, Y.	2013
81	Factors affecting customer satisfaction of the Wi-Fi services	Muda, N., Mohd Suradi, N.R.	2013
82	Trust mechanisms for cloud computing	Huang, J., Nicol, D.M.	2013
83	Deadline-aware group based scheduling algorithm in CLOUD computing environment	Lavanya, M., Vaithiyanathan, V.	2013
84	Multicast scheduling and resource allocation algorithms for OFDMA-based systems: A survey	Afolabi, R.O., Dadlani, A., Kim, K.	2013
85	Construct a service quality index in performance-based ratemaking	Zhou, H.	2012
86	Quality of experience evaluation of voice communication: an affect-based approach	Bhattacharya, A., Wu, W., Yang, Z.	2012
87	Efficient load balancing and QoS-based location aware service discovery protocol for vehicular ad hoc networks	Abrougui, K., Boukerche, A., Ramadan, H.	2012
88	Content driven QoE assessment for video frame rate and frame resolution reduction	Janowski, L., Romaniak, P., Papir, Z.	2012
89	The selection criteria of open source software adoption in Malaysia	Jusoh, Y., Chamili, K., Yahaya, J.H., Pa, N.C.	2012
90	Optimized statistical analysis of software trustworthiness attributes	Zhang, X., Li, W., Zheng, Z.M., Guo, B.H.	2012
91	A model for the integration of e-financial services questionnaires with SERVQUAL scales under fuzzy linguistic modeling	Carrasco, R.A., Muñoz-Leiva, F., Sánchez-Fernández, J., Liébana-Cabanillas, F.J.	2012
92	Cross-layer framework for QoS support in wireless multimedia sensor networks	Shah, G.A., Liang, W., Akan, O.B.	2012
93	Software application for QoS characteristics calculation	Hottmar, V., Adainec, B.	2012
94	Busy tone contention protocol: A new high-throughput and energy-efficient wireless local area network medium access control protocol using busy tone	Jibukumar, M.G., Datta, R., Biswas, P.K.	2012
95	A context-aware scheme for privacy-preserving location-based services	Pingley, A., Yu, W., Zhang, N., Fu, X., Zhao, W.	2012
96	A network-aware quality adaptation scheme for device collaboration service in home networks	Kim, D., Chung, K.	2012
97	Domain-specific service selection for composite services	Moser, O., Rosenberg, F., Dustdar, S.	2012
98	QoS assurance for dynamic reconfiguration of component-based software systems	Li, W.	2012
99	Flexible service selection with user-specific QoS support in service-oriented architecture	Zhao, L., Ren, Y., Li, M., Sakurai, K.	2012
100	Modeling and analysis of trust management with trust chain optimization in mobile ad hoc networks	Cho, J.-H., Swami, A., Chen, I.-R.	2012
101	Quality analysis and monitoring strategy research for web service in the internet	Liu, G.-Q., Zhu, Z.-L., Liu, Y.	2012
102	Quality assessment of multidimensional video scalability	Lee, J.-S, De Simone, F., Ebrahimi, T., Ramzan, N., Izquierdo, E.	2012
103	A novel architecture for Web service composition	Karunamurthy, R., Khendek, F., Glitho, R.H.	2012
104	View service quality testing according to INSPIRE implementing rules	Ardielli, J., Horak, J., Ruzicka, J.	2012
105	The Spatial-temporal characteristic of video content and its impact on the quality of wireless conduits	Sheluhin, O.I., Atayero, A.A., Ivanov, Y.A.	2012

106	No reference video-quality-assessment model for monitoring video quality of IPTV services	Yamagishi, K., Okamoto, J., Hayashi, T., Takahashi, A.	2012
107	SecuredTrust: A dynamic trust computation model for secured communication in multiagent systems	Das, A., Islam, M.M.	2012
108	QoS2: A framework for integrating quality of security with quality of service	Taleb, T., Hadjadj-Aoul, Y.	2012
109	Policy based mobility & flow management for IPv6 heterogeneous wireless networks	Shen, C., Du, W., Atkinson, R., Kwong, K.H.	2012
110	A smart web service based on the context of things	He, J., Zhang, Y., Huang, G., Cao, J.	2012
111	Content delivery and caching from a network provider's perspective	Haßlinger, G., Hartleb, F.	2011
112	QoS-based routing protocols for wireless sensor networks: A survey	Ghaffari, A., Bannaeian, H.R.	2011
113	A novel prediction technique to improve quality of service (QoS) for heterogeneous data traffic	Newton, P.C., Arockiam, L.	2011
114	A taxonomy and classification of web service QoS elements	Godse, M., Bellur, U., Sonar, R.	2011
115	Evaluating the impacts of dynamic reconfiguration on the QoS of running systems	Li, W.	2011
116	User-Perceived quality assessment of streaming media using reduced feature sets	Dalal, A.C.	2011
117	Influence of network delay on quality of experience in free-viewpoint video transmission	Tatematsu, A., Liu, B., Fukushin, N., Ishibashi, Y.	2011
118	Effects of IS characteristics on e-business success factors of small- and medium-sized enterprises	Chang, L.-M., Chang, S.-I., Ho, C.-T., Yen, D.C., Chiang, M.-C.	2011
119	Delay-and disruption-tolerant networking (DTN): An alternative solution for future satellite networking applications	Caini, C., Cruickshank, H., Farrell, S., Marchese, M.	2011
120	Performance evaluation of H.264/SVC video streaming over mobile WiMAX	Migliorini, D., Mingozzi, E., Vallati, C.	2011
121	Trust evaluation model based on service satisfaction	Du, R., Ma, X.	2011
122	Service monitoring and differentiation techniques for resource allocation in the grid, on the basis of the level of service	Torres, E., Segrelles, D., Blanquer, I., Hernández, V.	2011
123	QFM - An efficient quality of service enabled application layer multicast protocol	Li, J., Xue, M., Zhang, W., Wen, M., Wang, Y.	2011
124	Reputation measure approach of web service for service selection	Wang, S., Sun, Q., Zou, H., Yang, F.	2011
125	A decision rules approach for improvement of airport service quality	Liou, J.J.H., Tang, C.-H., Yeh, W.-C., Tsai, C.-Y.	2011
126	Quality of service in wireless sensor networks: A survey and related patents	Balen, J., Zagar, D., Martinovic, G.	2011
127	Research on service-oriented policy-driven IAAS management	Luo, X.-X., Song, M.-N., Song, J.-D.	2011
128	Multimedia applications over metropolitan area networks (MANs)	Mehmood, R., Alturki, R., Zeadally, S.	2011
129	Survey: Research on QoS of P2P reliable streaming media	Xiong, X., Song, J., Yue, G., Liu, J., Xie, L.	2011
130	User-experience-based availability analysis model and its application in P2P storage systems	Wu, Y., Yang, Z., Qu, Z., Xiao, Z., Dai, Y.	2011
131	Exploiting service usage information for optimizing server resource management	Totok, A., Karamcheti, V.	2011
132	A survey on quality of service support in wireless sensor and actor networks: Requirements and challenges in the context of critical infrastructure protection	Chen, J., Díaz, M., Llopis, L., Rubio, B., Troya, J.M.	2011
133	A random obstacle-based mobility model for delay-tolerant networking	Wu, D., Li, J., Liu, J.	2011
134	On the QoS behavior of self-similar traffic in a converged ONU-BS under custom queueing	Obele, B.O., Iftikhar, M., Kang, M.	2011

135	Using a Simple Prioritisation Mechanism to Effectively Interoperate Service and Opportunistic Grids in the EELA-2 e-Infrastructure	Brasileiro, F., Gaudencio, M., Silva, R., Duarte, A., Carvalho, D., Scardaci, D., Ciuffo, L., Mayo, R., Hoeger, H., Stanton, M., Ramos, R., Barbera, R., Marechal, B., Gavillet, P.	2011
136	Performance of QoS routing using genetic algorithm for Polar-orbit LEO satellite networks	Rao, Y., Wang, R.	2011
137	A workflow framework for intelligent service composition	Song, X., Dou, W., Chen, J.	2011
138	Dynamic end-to-end QoS support for video over the Internet	Bai, Y., Chu, Y., Ito, M.R.	2011
139	Enforcing Quality of Service within Web Services communities	Serhani, M.A., Benharref, A.	2011
140	Combining VIKOR with GRA techniques to evaluate service quality of airports under fuzzy environment	Kuo, M.-S., Liang, G.-S.	2011
141	Online QoS management for multimedia real-time transmission in industrial networks	Silvestre-Blanes, J., Almeida, L., Marau, R., Pedreiras, P.	2011
142	Cross-layer QoS support framework and holistic opportunistic scheduling for QoS in single carrier WiMAX system	Lu, J., Ma, M.	2011
143	Quality of service provisioning in worldwide interoperability for microwave access networks based on cooperative game theory	Jiao, Y., Ma, M., Yu, Q., Yi, K., Ma, Y.	2011
144	Multirate and multi-quality-of-service passive optical network based on hybrid WDM/OCDM system	Beyranvand, H., Salehi, J.A.	2011
145	Grid resources valuation with fuzzy real option	Allenotor, D., Thulasiram, R.K.	2011
146	Technical target setting in QFD for web service systems using an artificial neural network	Zhu, L., Liu, X.F.	2010
147	Model-driven quality engineering of service-based systems	D'Ambrogio, A.	2010
148	A self-adjustment QoS architecture for wireless sensor networks	Xie, D.-L., Wang, F.-H.	2010
149	Choquet integral-based hierarchical networks for evaluating customer service perceptions on fast food stores	Hu, Y.-C., Hsiao-Chi Chen	2010
150	A formal description framework and a matchmaking technique for web service composition	Karunamurthy, R., Khendek, F., Glitho, R.H.	2010
151	Performance evaluation of Qos parameters in cognitive radio using genetic algorithm	Kaur, M.J., Uddin, M., Verma, H.K.	2010
152	Quality-assured and sociality-enriched multimedia mobile mashup	Zhang, H., Zhao, Z., Sivasothy, S., Huang, C., Crespi, N.	2010
153	Towards a common benchmark in WiMAX environment	Chrost, L., Brachman, A.	2010
154	Reputation improved web services discovery based on QoS	Esfahani, R.K.M., Mardukhi, F., Nematbakhsh, N.	2010
155	An optimal service selection based on trust	Tayel, M.B., El Fatatry, A.M., Nasr Eldin, M.A.	2010
156	Multicast and quality of service provisioning in parallel shared memory switches	Matthews, B., Arel, I., Rose, D., Bollinger, B.	2010
157	Web-services classification using intelligent techniques	Mohanty, R., Ravi, V., Patra, M.R.	2010
158	Integrated network experimentation for QoS measurements in opaque MANETs	Biswas, P.K., Poylisher, A., Chadha, R., Ghosh, A.	2010
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160	An architecture-driven software mobility framework	Malek, S., Edwards, G., Brun, Y., Tajalli, H., Garcia, J., Krka, I., Medvidovic, N., Mikic-Rakic, M., Sukhatme, G.S.	2010
161	Knowledge based quality-driven architecture design	Ovaska, E., Evesti, A., Henttonen,	2010

	and evaluation	K., Palviainen, M., Aho, P.	
162	Structural reliability of interactive cable television	Trstensky, D., Schwartz, L., Hottmar, V.	2010
163	Performance evaluation of TV over broadband wireless access networks	Issa, O., Li, W., Liu, H.	2010
164	Consumer perception of e-service quality [Vad utvärderar konsumenter i e-tjänster]	Holmlund, M., Harju, T.	2002
165	Evaluating service quality of online auction by fuzzy MCDM	Lee, W.-H., Wang, C.-H., Pang, C.-T.	2010
166	A quality function deployment framework for the service quality of health information websites	Chang, H., Kim, D.	2010
167	Real-time performance evaluation of asynchronous time division traffic-aware and delay-tolerant scheme in ad hoc sensor networks	Mavromoustakis, C.X., Karatza, H.D.	2010
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169	Resource service optimal-selection based on intuitionistic fuzzy set and non-functionality QoS in manufacturing grid system	Tao, F., Zhao, D., Zhang, L.	2010
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171	Internet banking service adoption: Private bank versus governmental bank	Mirza, A.P., Wallström, A., Hamidi Beheshti, M.T., Mirza, O.P.	2009
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INSTRUMENTO DE EVALUACIÓN PARA EL MODELO DE CALIDAD DE SERVICIOS SOPORTADOS POR TI – McServ.

Modelo de Calidad de Servicios Soportados por TI - McServ			
Encuesta de evaluación de elementos de calidad para Empresas proveedoras de servicios TI			
Fecha de aplicación		Organización	
Encuestado		Cargo que ocupa en la organización	
Unidad de Análisis			
Encuestador		Rol	
Descripción de la encuesta: A continuación, se presentan una serie de aspectos relacionados con el nivel de calidad de servicios soportados por tecnologías de la información. Usted como encuestado evaluará cada aspecto teniendo en cuenta los siguientes parámetros basados en la Norma ISO/IEC 15504 y que son adaptadas al contexto de la prestación del mismo. N: Indica una poca o nula evidencia de que se ha alcanzado el cumplimiento del elemento de calidad.			

P: Se evidencia una aproximación sistemática de la existencia del elemento de calidad, pero algunos de sus atributos no se dan.

L: Hay bastantes evidencias de que el servicio cuenta con el elemento de calidad, pero en algunos atributos no se cumple del todo.

F: Hay evidencia de que el elemento de calidad está cubierto plenamente en el servicio y de manera sistemática y no hay debilidades importantes de este elemento en la prestación del servicio.

Encuesta:

*Marque con una **X**, el nivel de cumplimiento de cada uno de los siguientes aspectos relacionados con el servicio, teniendo en cuenta la siguiente descripción:*

N: No alcanzado, **P**: Parcialmente alcanzado, **L**: Ampliamente alcanzado o **F**: Completamente alcanzado

No.	Aspecto	N	P	L	F
1	La prestación del servicio genera y mantiene registros de trazabilidad que facilitan rastrear los movimientos realizados por parte de los usuarios del mismo				
2	La trazabilidad se realiza en general para los movimientos del servicio autorizados y no autorizados (solo para los servicios autorizados y habilitados)				
3	Existe personal encargado de realizar una revisión de forma regular la trazabilidad del servicio, de modo que permita encontrar posibles vulnerabilidades de seguridad				
4	El acceso a un servicio se realiza por medio de una autenticación de usuario				
5	El servicio permite usuarios anónimos para su utilización				

6	El servicio prestado cuenta con niveles de autorización que restringen al usuario determinadas funcionalidades de acuerdo con su perfil y acuerdos de niveles de servicio				
7	La información y en general los datos del cliente están restringidos y están accesibles solo para aquellas personas a las cuales se les ha asignado permiso				
8	Los mensajes que se transmiten como parte del servicio, están debidamente encriptados de modo que estén protegidos de ataques externos que vulneren la seguridad de los usuarios				
9	Los mensajes del servicio que se transmiten por los canales de telecomunicaciones permanecen inalterados por entidades o personas no autorizadas al mismo				
10	Los mensajes del servicio que se transmiten por los canales de telecomunicaciones cuentan con firma de seguridad que permite garantizar su fuente de envío				
11	Los datos personales que se transmiten como parte del servicio no son compartidos y permanecen totalmente protegidos de cualquier otra entidad externa al proveedor de servicios				
12	Durante las actualizaciones del sistema, el servicio permanece activo				
13	El servicio tiene la capacidad de personalizarse de acuerdo con las características de los usuarios				

14	El servicio se adapta de acuerdo con las necesidades del cliente y sus preferencias				
15	El servicio cuenta con información de contacto que se expone de forma clara y en cualquier momento				
16	El servicio cuenta con tecnología de apoyo para ser utilizado por usuarios con algún tipo de discapacidad				
17	El servicio cuenta con opciones de configuración que facilitan su utilización por parte de los usuarios				
18	El servicio cuenta con registro óptimo de transacciones realizadas con éxito, en el tiempo indicado para tal fin, lo que garantiza que es usable y fácil de utilizar				
19	El servicio cuenta con las validaciones necesarias que garantizan la correctitud de la información que se transmite, sin que se altere durante el proceso de la prestación.				
20	El servicio tiene la capacidad de controlar la entrada de información errada mediante controles de ingreso y validación de información por parte del usuario.				
21	El servicio presenta al usuario la funcionalidad necesaria para utilizar el servicio sin lugar a ambigüedades o confusiones que dificulten el proceso.				
22	Los tiempos registrados durante el proceso de prestación del servicio son acordes a lo esperado y pactado con el usuario, evitando demoras y posibles inconvenientes.				

23	En el evento de una interrupción o falla, un servicio alternativo es prestado al usuario hasta que el servicio original se restablece.				
24	Cuando el servicio requiere actualizarse, se garantiza al usuario la continuidad del servicio, llevando este proceso de forma paralela a la actualización.				
25	Los servicios contratados con los usuarios están disponibles para su utilización de acuerdo con los acuerdos de niveles de servicio acordados.				

Firma del Encuestado   Firma del evaluador del Servicio