UNIVERSITI TEKNOLOGI MARA

PERFORMANCE ANALYSIS OF SLA – QoS UPE METRO ETHERNET

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Dissertation submitted in partial fulfillment

Of the requirements for the degree of

Master of Science

Faculty of Electrical Engineering

July 2014

ABSTRACT

A Service Level Agreement (SLA) between a service provider and its customers will assure customers that they can get the service they pay for and will obligate the service provider to achieve its service promises. Failing to meet SLAs could result in serious financial consequences for a provider. Hence, service providers are interested in gaining a good understanding of the relationship between what they can promise in an SLA and what their IT infrastructure is capable of delivering. Similarly, consumers are interested in understanding the impact of the SLAs they sign on their own productivity. In this paper, we analyze to find the good measurement and method to achieve some results of QoS for customer satisfaction and with follow the standards. This thesis presented several measurement parameter techniques to verify the guaranteed QoS in UPE Metro Ethernet for customer satisfaction based on the acceptable standard values.

ACKNOWLEDGMENT

In the name of Allah, the Most Merciful and the Most Gracious. Praise for His guidance and blessing for me. I would like to express my sincere gratitude to my supervisor, Assoc.Prof. Ruhani Ab Rahman for his guidance and assistance .His knowledge and support throughout this project has made this work possible.

I wish to express my love and appreciation to my wife Mardina bt Saari, my daughter and sons Alya Maisara and Aqil Muqri for their understanding and endless love through the duration of my studies and to all my friends who have given me the motivation and moral support. Last but not least to my beloved mother: Aminah bt Lob and my late father Zainudin bin Ramli for the valuable support, guidance, encouragement, inspirations and for always being there for me and for their prayers to make this dream come true.

Above all, Alhamdulillah, thank to Allah.

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