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In my previous article, I talked about all that you need to [know about service consumption in ITIL 4](#). In this article, I want to look at all that you need to know about the components of service in ITIL 4. Follow me as we look at that together in this article.

A service is a means of enabling value Co-creation by facilitating outcomes that customers want to achieve without customers having to manage specific costs and risks.

In this case, you are able to render the services without passing the bulk of the costs and risks to your customers.

Facts about services...

An output is a tangible or intangible deliverable of an activity. A good example includes reports, bills, among others.



An outcome is a result for a stakeholder, enabled by one or more service outputs.

A good example includes being able to get to the destination in time for a meeting. A good example is [those organisations](#) that allow customers to book rides through their mobile phones.

Some also provide services that allow individuals and co-workers to collaborate together. They are able to work on common projects without being in the same location together.

Understanding costs...

Risks refer to possible events that could cause harm or loss, or make it more difficult to achieve service objectives.

For instance, there are some risks removed by the service provider for the consumer. If you are using Uber, for example, you don't need to worry about flat tires or engine being knocked down.

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The consumer, in a way, also participates in the reduction of risks. He has to actively participate in the definition of service requirements as well as the classification of services to be provided.

He also has to communicate the critical success factors and constraints that apply to such services.

The service provider should also be able to get customer location data in order to know where to dispatch the car. That shows that both service provider and service consumer have

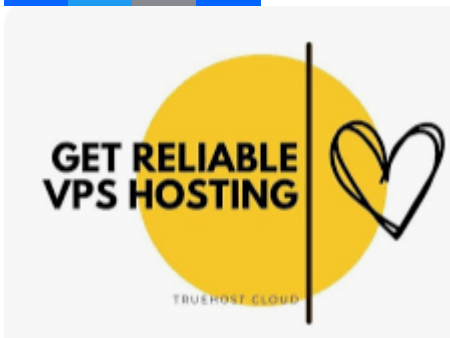
a role to play in service delivery.

Action Point

PS: I know you might agree with some of the points raised in this article or disagree with some of the issues raised.

Please share your thoughts on the topic discussed. We would appreciate it if you could drop your comment. Thanks in anticipation.

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