

Sharing Is Caring. If you enjoy this article, help us share with others.



In my previous article, I have 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 components of service in ITIL 4. Follow me as we look at that together in this article.

PS: Are you a Nigerian resident abroad and you need to send money to your loved ones back home ? The stress is over now! Send money to Nigeria using the MonieWorld app. It's fast, easy and has great rates! MonieWorld is powered by Moniepoint. Sign up with my link <https://spoo.me/iy8taz>

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 detonation 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.

PEOPLE ALSO READ: [Unknown Facts About Service Consumption In ITIL 4](#)

Powered by [Inline Related Posts](#)

Understanding costs...

Risks refer to possible events that could cost 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.

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

He has to also clearly 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 that I have raised in this article. You might not agree with some of the issues raised. Let me know your views about the topic discussed. We will appreciate it if you could drop your comment. Thanks in anticipation.

Fact Check Policy

**CRMNuggets** is committed to fact-checking in a fair, transparent, and non-partisan manner. Therefore, if you've found an error in any of our reports, be it factual, editorial, or an outdated post, please contact us to tell us about it.

Become Part Of our [\*\*Fan Base on Facebook. Click Here.\*\*](#)

Follow Us on Twitter. [\*\*Click Here.\*\*](#)

Many Crypto. One place. Use [\*\*Roqqu\*\*](#)

Hi, I now use RavenBank to send, receive and save money. I also pay my bills with ease, [\*\*you should try it out too\*\*](#)

PEOPLE ALSO READ: Good Service Management Data: Highlighting The Qualities

Powered by [\*\*Inline Related Posts\*\*](#)

## OUR MISSION

To create well-reached contents that will increase the intellectual prowess of our readers.

## OUR VISION

To become a reference point in the blogging space by the year 2030. We want to be among the first 30 blogs in Nigeria.

Official Social Media Pages for [crmnuggets.com](https://crmnuggets.com)

To Get Email Updates when we post new content, [\*\*Click Here.\*\*](#)

**Join Our Telegram Channel:** [\*\*CRMNUGGETS\*\*](#)

**Twitter:** [\*\*@crmngr\*\*](#)

**Facebook Group:** [\*\*@AdeniyiSalau\*\*](#)

**Facebook Page:** [\*\*CRMNuggets\*\*](#)

**Instagram:** [\*\*@crmnigeriablog\*\*](#)

**Pinterest:** [\*\*CRMNUGGETS\*\*](#)

**Threads**[@crmuggets](#)

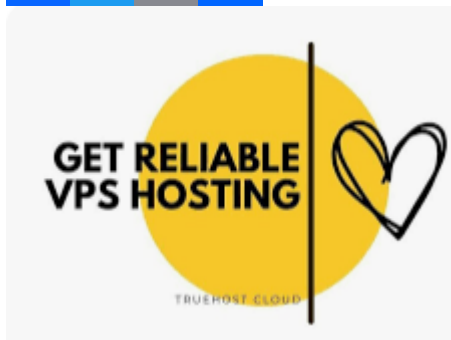
**Tiktok:**[CRMUGGETS](#)

**Youtube:**[@crmuggets](#)

Fact Check Policy

[Contact Us](#)

Sharing Is Caring. If you enjoy this article, help us share with others.



Related posts:

1. [IT Infrastructure Library: Professional Ways Of Managing IT Assets](#)
2. [Service Management Data: Some Of The Qualities Of A Good Data](#)
3. [Service Offering In ITIL 4: How To Leave Customers With Choice](#)
4. [Service Offering In ITIL 4: Improving Service Delivery To Customers](#)