In my previous article, I have talked about all that you need to [know about service provisioning in ITIL 4.](#) In this article, I want to talk about some of the facts that you need to know about service consumption in ITIL 4 or service management. Follow me as we are going to look at that together in this article.

Service consumption has to do with the [management of the resources](#) needed in order for consumers to enjoy resources that they have paid for. It is the duty of the consumer and the service provider to ensure that the resources that they needed to enjoy the services that they have paid for.

At times, when you buy data, it is not the duty of the service provider to repair your phone for you.

DSTV Sample

They will ensure that there is a cable connection and the signals are strong but you are the one to ensure that you charge your phone and that you have strong reception.
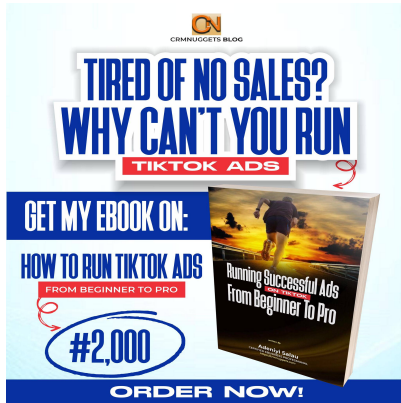
You have to make sure that you take care of the service provider resources in your care. For cable TV, the service provider owns the dish bit it is your duty to ensure that the dish you are using for reception is in good condition.

As part of the service consumption process, you need to ensure that you request the service package that you need. DSTV has several packages but you have to choose one of the service packages based on what you can afford.

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The should be a receipt of acknowledgement of that products and services. You have to show your reservation of that products and services. The organisation will also be expecting feedback in return in order to know how you feel about the service being rendered.

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.

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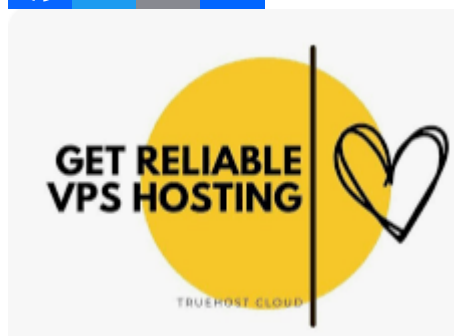**Pinterest**:**CRMNUGGETS**
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