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In my previous article, I looked at some of the differences between [ITIL Version 3 and ITIL 4](#). I. In this article, I want to look at what you need to know about Service Relationships in ITIL 5. Follow me as we will look at that together in this article.

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Service provisioning consists of activities performed by a service provider in order to perform services to their customers.

Service consumption also consists of activities performed by service consumers in order to consume services. Let's take, for example, you purchased mobile data, it is your duty to have a mobile phone or laptop to enjoy the services.

Service relationship consists of joint activities performed by a service provider and a service consumer to ensure continual value co-creation based on agreed and available service offerings.



Some things need to be guaranteed to guarantee service provisioning ...

There is a need for organisations to manage all the resources needed to deliver the services. In relation to Telco providers.

They need to make sure that their masts and other infrastructure are maintained in order to continue to make those services available to their subscribers.

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They also need to provide access to resources for users. They need to make sure that all medium-term infrastructure needed for the customers to have access to resources are provided.

At times, the customers are given resources from the organisation in order to make sure that they are able to enjoy such services.

[In providing services to their customers](#), the organisation has to ensure that they fulfil their promises to their customers. This is what will guarantee repeat purchases and increase the profitability of the organisation.

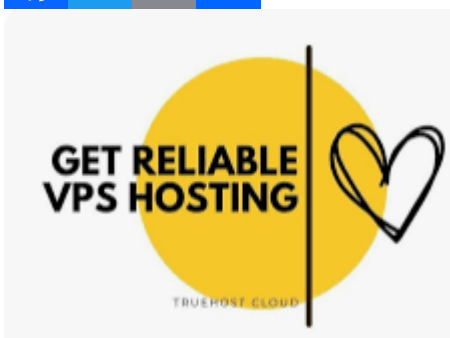
The last part of service provisioning has to do with service management and continual service improvement. The organisation has to ensure that it finds ways of getting feedback from customers and uses that feedback to improve the overall service performance.

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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