Service management

service management is a set of specialized origaniazation capacility for enabling value to customer in the form on services

value

value is the prereceived benefit, usefullness and importance of something

origanization

Organization is a person or a group with defined responsibiility, authority, and relationship to achive objective

graph TD A[Service Provider] -- Offers Service --> B[Service Relationship]; B -- Co-creates Value --> C[Value is Realized]; D[Service Consumer] -- Uses Service & Achieves Outcomes --> B; A -- Also a Consumer of other services --> D; D -- Also a Provider of other services --> A;

service relationship

A service relationship is a cooperation between a service provider and service consumer. Service relationships include service provision, service consumption, and service relationship management.

Service relationships are established between two or more stakeholder organizations toco-create value.