

Of course. Here is the provided text formatted into clear, markdown-friendly sections.

Key Concepts of Service Relationships

Service Relationship : Established between two or more stakeholder organizations to **co-create value**.

Service Provider : An organization that **creates and delivers** services.

Service Consumer : An organization that **receives** services.

Roles in Service Consumption

Within a service consumer organization, there are three specific roles:

Role Responsibility	:--- :---	Customer Defines requirements for services.
User Uses the services.	Sponsor Authorizes the budget for service consumption.	

Important Note: Each of these roles has different, and sometimes even conflicting, expectations from services.