Chapter 15A

Operational resilience

15A.4 Mapping

15A.4.1 | R | A *firm* must identify and document the people, processes, technology, facilities and information necessary to deliver each of its *important business services*. This must be sufficient to allow the *firm* to identify vulnerabilities and remedy these as appropriate.

15A.4.2 | G | Where a *firm* relies on a third party for the delivery of an *important business service*, we would expect the *firm* to have sufficient understanding of the people, processes, technology, facilities, and information that support the provision by the third party of its services to or on behalf of the *firm* so as to allow the *firm* to comply with its obligations under ■ SYSC 15A.4.1R.

15A.4.3 | R | A *firm* must keep its compliance with ■ SYSC 15A.4.1R under review and, in particular, review its compliance in the following circumstances:

(1) if there is a material change to the *firm's* business, the *important business services* identified in accordance with ■ SYSC 15A.2.1R or *impact tolerances* set in accordance with ■ SYSC 15A.2.5R; and

(2) in any event, no later than 1 year after it last carried out the relevant assessment.

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