

Senior arrangements, Systems and Controls

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.