

## 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.
- SYSC 15A/2
- [www.handbook.fca.org.uk](http://www.handbook.fca.org.uk)
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