

# Operational Resilience

## Key date:

**31st March 2022** - firms must have identified their important business services, set impact tolerances, carried out necessary mapping and testing, and identified any vulnerabilities in their operational resilience. Full compliance by March 2025

## Operational Resilience Key Regulatory Requirements

**1.** Identify important business services

↳ The important business services can be shown in **BusinessOptix** using an Operating Model or a Capability Map, allowing the users to drilldown and report. The business services can be assigned to the correct stakeholder.

**2.** Set impact tolerances for important business services

↳ Impact tolerance metrics, limits and other data can be added to the **BusinessOptix** models at the Business Service level or lower.

**3.** Map resources supporting the important business services

↳ Use **BusinessOptix** modelling and master data functionality to Model processes and map supporting resources – people, systems, 3rd party relationships and risk framework. Models and data are searchable and reportable, with a full audit trail of changes.

**4.** Design scenarios to identify vulnerabilities in the important business services

↳ **BusinessOptix** Scenario Modelling and Simulation will allow users to understand where the bottlenecks and breakpoint and identify vulnerabilities. Configurable Reports and Dashboards will support this.

## The BusinessOptix platform will

Strengthen the resilience of firm's business model and allow you to understand, scenario test and report on processes and resources supporting your important business services.

**5.** Where impact tolerances are exceed, conduct lessons learned

↳ Lessons Learnt can be documented inside or outside of **BusinessOptix**, attached to the process and rolled up to the business service.

**6.** Develop internal and external communications plans

↳ **BusinessOptix** outputs are generated real-time at a touch of a button and can be used to include in the Communications.

**7.** Complete a self-assessment document

↳ **BusinessOptix** forms can be configured to create self-assessments and linked to the models, or there is a full assessment capability in our GRC module.

**8.** Annual reassessment for any material changes

↳ Once this is setup, Annual Reassessment becomes straightforward, with the **BusinessOptix** Review & Approval Workflow and Collaboration capabilities amongst the assigned stakeholders.

## About BusinessOptix

At BusinessOptix, we help organizations Control Today, Navigate Tomorrow™ to achieve the next level of customer and operational excellence. Our cloud-based Business Process Transformation suite is used by hundreds of global firms to capture and redefine business operating and process models, accelerate transformations across the enterprise, improve operational efficiencies and streamline go-to-market processes.

For further information please visit our website, or contact us:

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