# New banks operational resilience information request

## Firm name:

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| Firm name |  | FRN |  |

## Part 1: Questionnaire

Please complete the following set of questions, focusing on identifying Important Business Services (IBS) and setting Impact Tolerances (the key elements of our expectations up to 2025):

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| **Important business services** |
| 1. Please detail how the firm will ensure the Business Services it identifies:    1. are at the level of granularity to which an impact tolerance can be applied; and    2. will allow Boards and senior management to make prioritisation and investment decisions. |
| **[Firm response]** |
| **Impact tolerances** |
| 1. Please outline how the firm will identify appropriate measures that would indicate that disruption to an Important Business Service could impact the following:    1. consumer protection;    2. market integrity; or    3. the firm’s safety and soundness. |
| **[Firm response]** |
| **Mapping** |
| 1. Please explain how the firm will ensure that its mapping approach covers all of the resources that contributes to the delivery of Important Business Services. In addition, please outline how the firm plans to use its mapping approach to identify vulnerabilities and to facilitate testing. |
| **[Firm response]** |
| **Testing** |
| 1. Please describe how the firm will identify which important business services should be planned for testing. |
| **[Firm response]** |
| 1. Please explain how the firm will ensure the types of tests used will provide sufficient assurance on the effectiveness of the firm’s response and recovery capability. |
| **[Firm response]** |
| **Governance** |
| 1. What governance will be put in place to ensure the list of Important Business Services is correct and updated appropriately? |
| **[Firm response]** |
| 1. Please outline how the firm intends to engage its Board to approve its impact tolerances and agree its mapping approach. |
| **[Firm response]** |
| 1. In relation to testing, how will identified remedial actions will be escalated? |
| **[Firm response]** |

## Part 2: Attestation

The following attestation should be submitted in conjunction with the questionnaire by the accountable SMF:

As the SMF with overall responsibility for implementing operational resilience policies, I attest that **[Firm name]** understands the standards set out in the Operational Resilience Parts of the PRA Rulebook and the expectations set out in Supervisory Statement 1/21 (Operational resilience: Impact tolerances for important business services) and compliance with this will be documented in a self-assessment which will be approved by the board.

#### Signature:

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| Signature |  | Date |  |