

# Summer School 2025

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# Operational Resilience: What is it and Why it Matters

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# About Us

- ⦿ Experienced Risk & Compliance Professionals
- ⦿ We offer GRC software solutions and services
- ⦿ Headquartered in Ireland
- ⦿ Client base in financial services, insurance, public sector, housing and other sectors



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**Resilience is all about being able to  
overcome the unexpected.**

*Jamais Cascio (American author and futurist)*

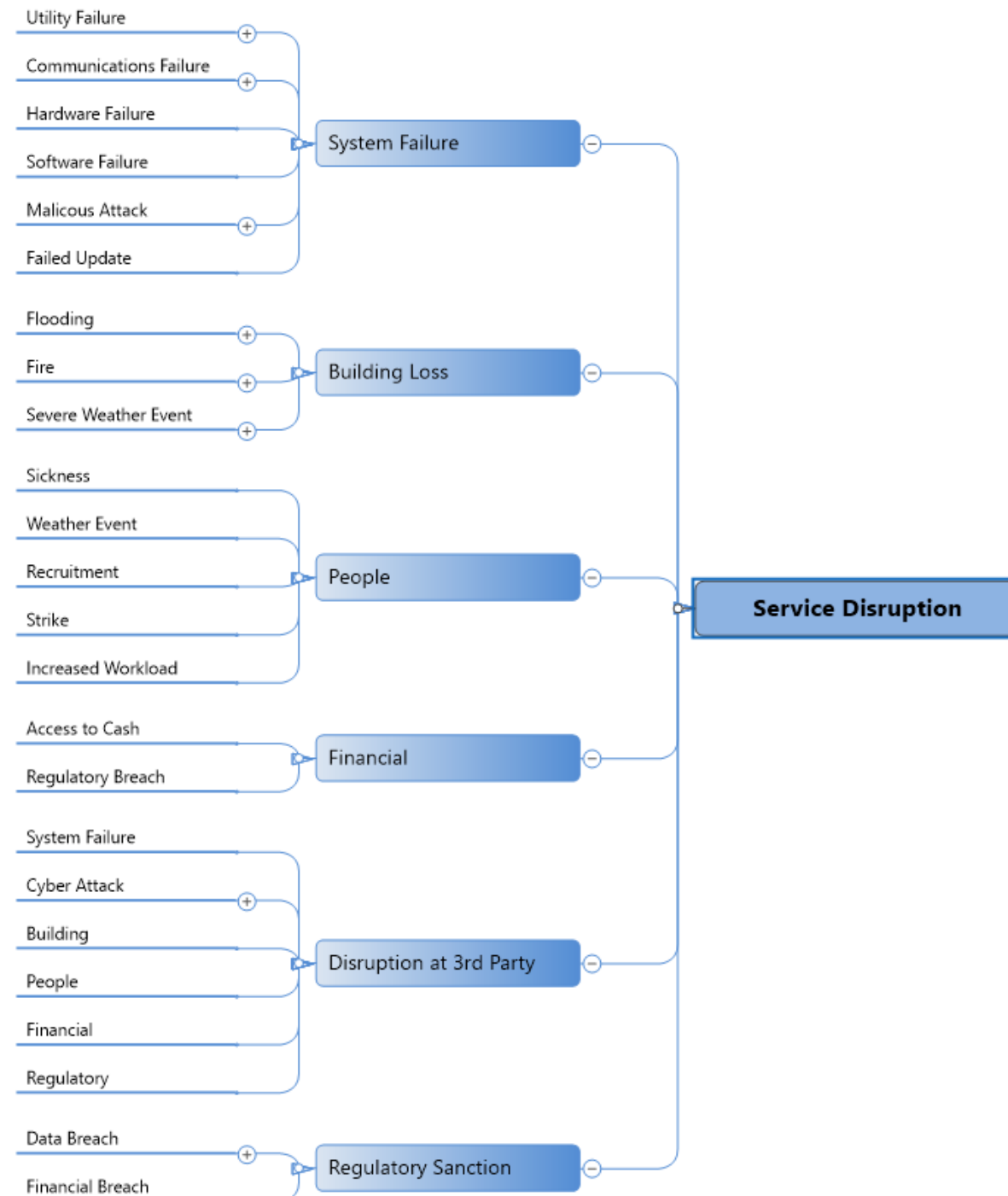
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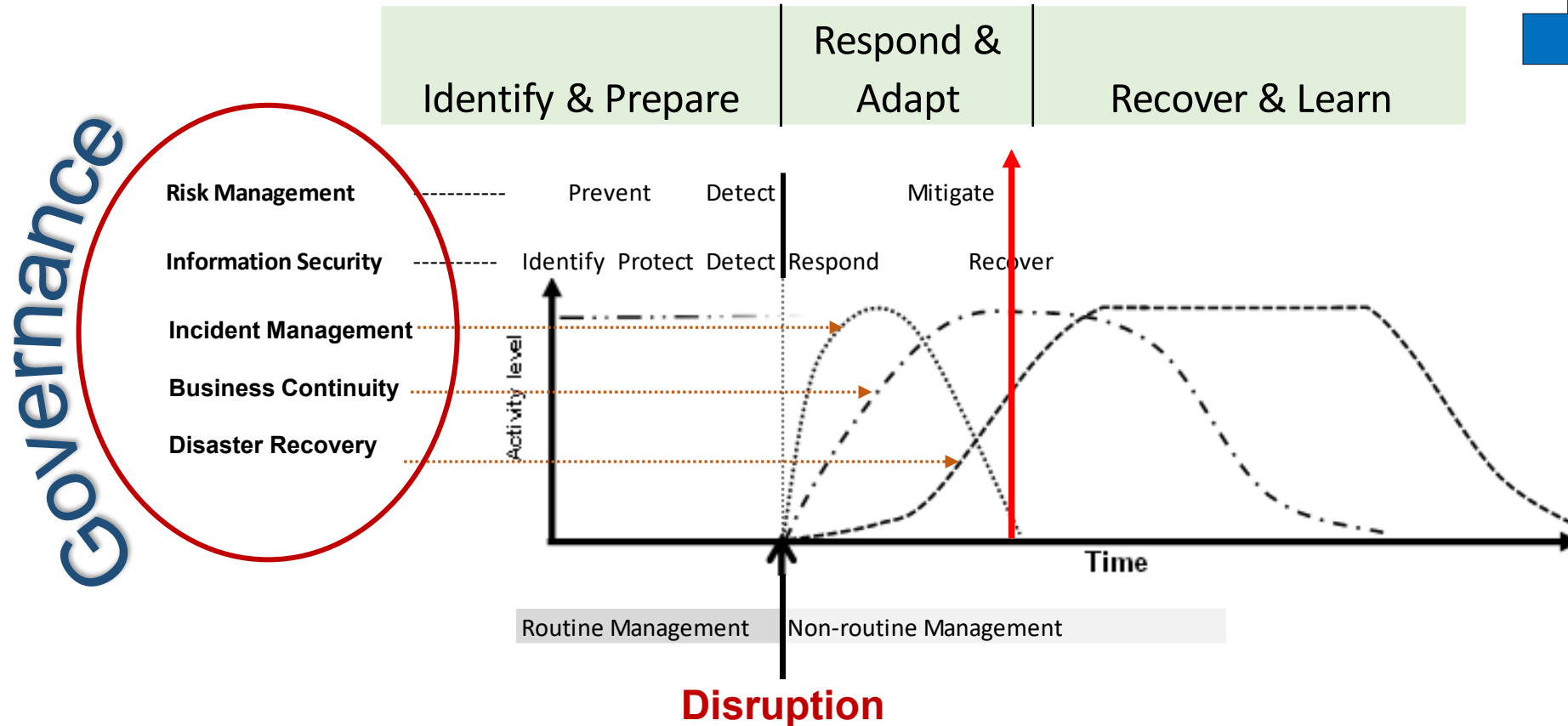
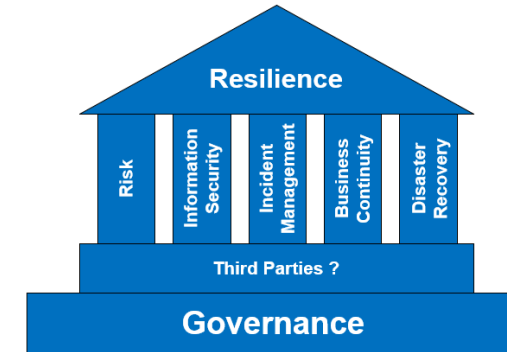
# AGENDA

- ⦿ Why regulators are prioritising resilience
- ⦿ Disruptive Incidents
- ⦿ Business Continuity in the context of Operational Resilience
- ⦿ Resilience Activities
- ⦿ Maturity Model
- ⦿ Extended Enterprise

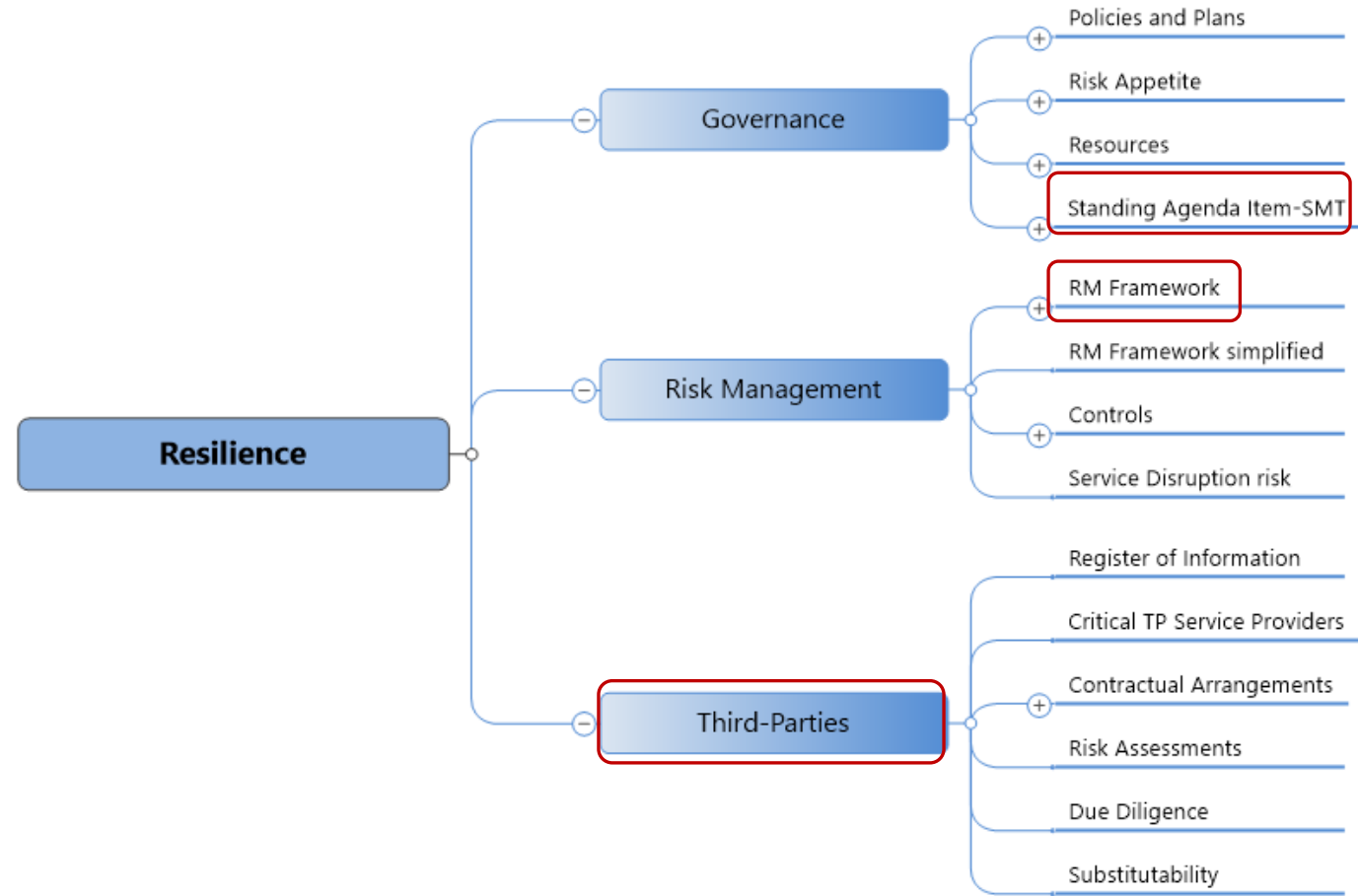
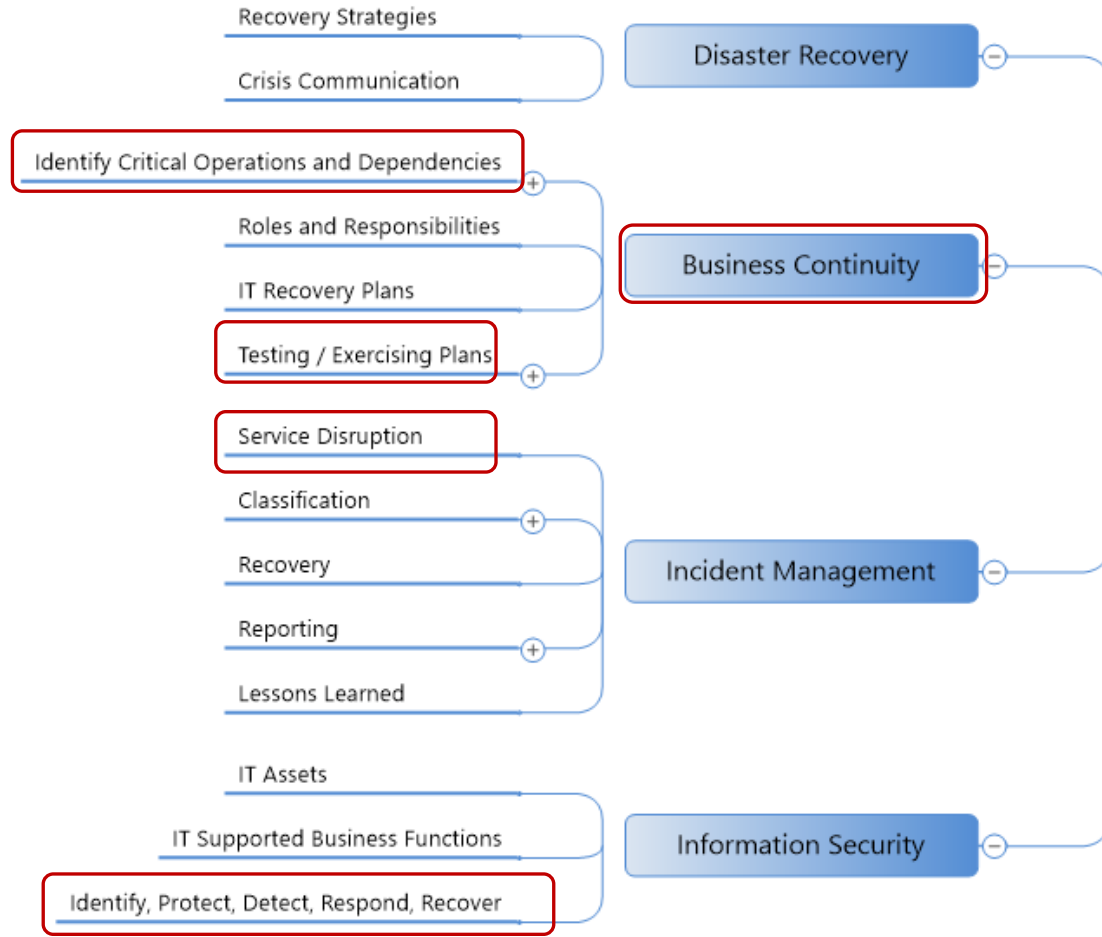
# Service Disruption



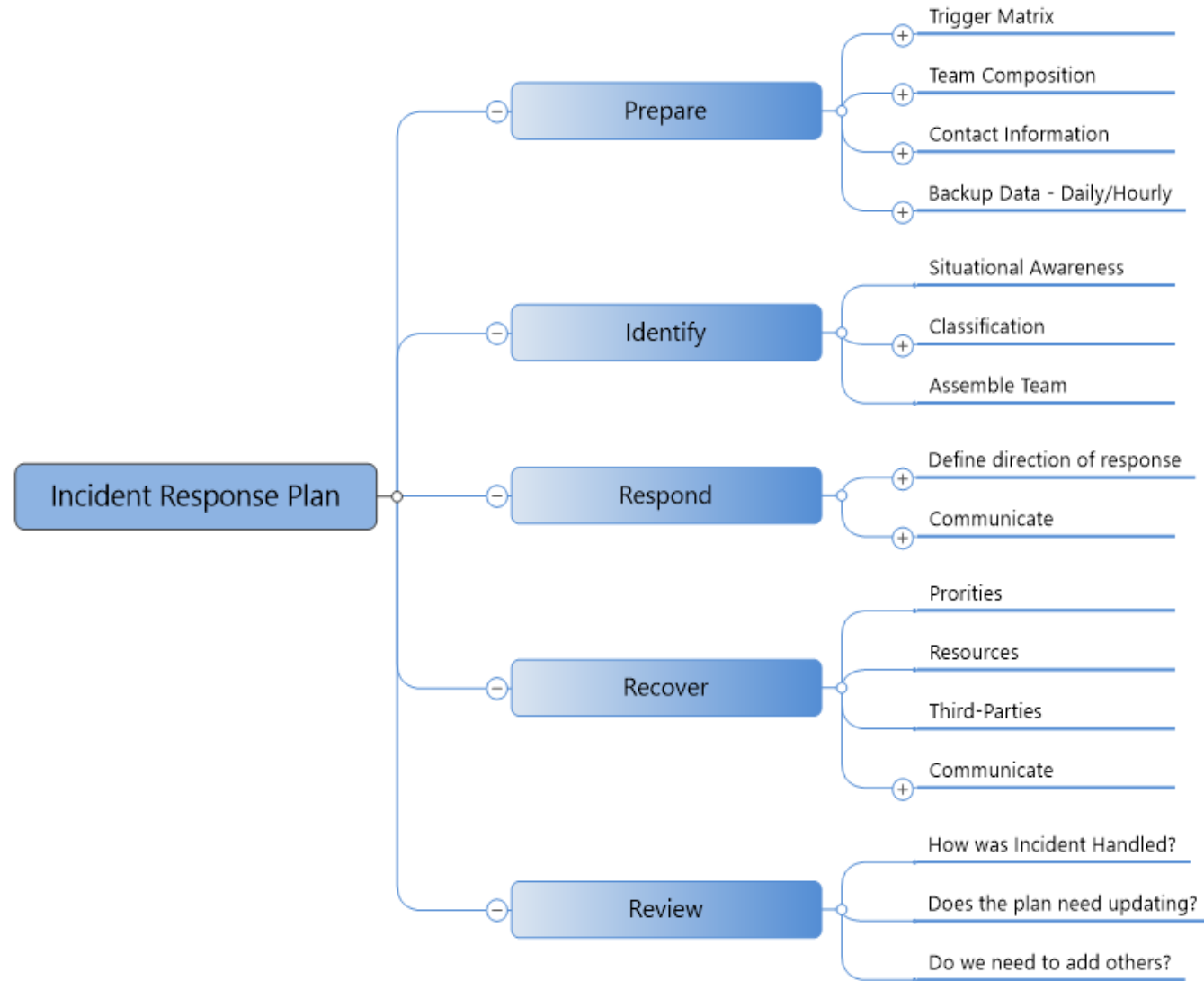
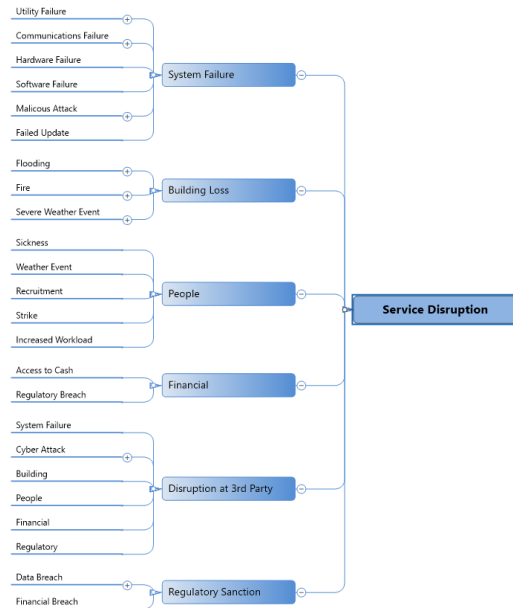
# Resilience Components



# Resilience Activities




# Incident Response Plan

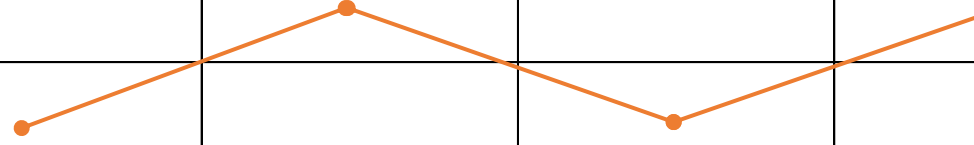




# Maturity Model

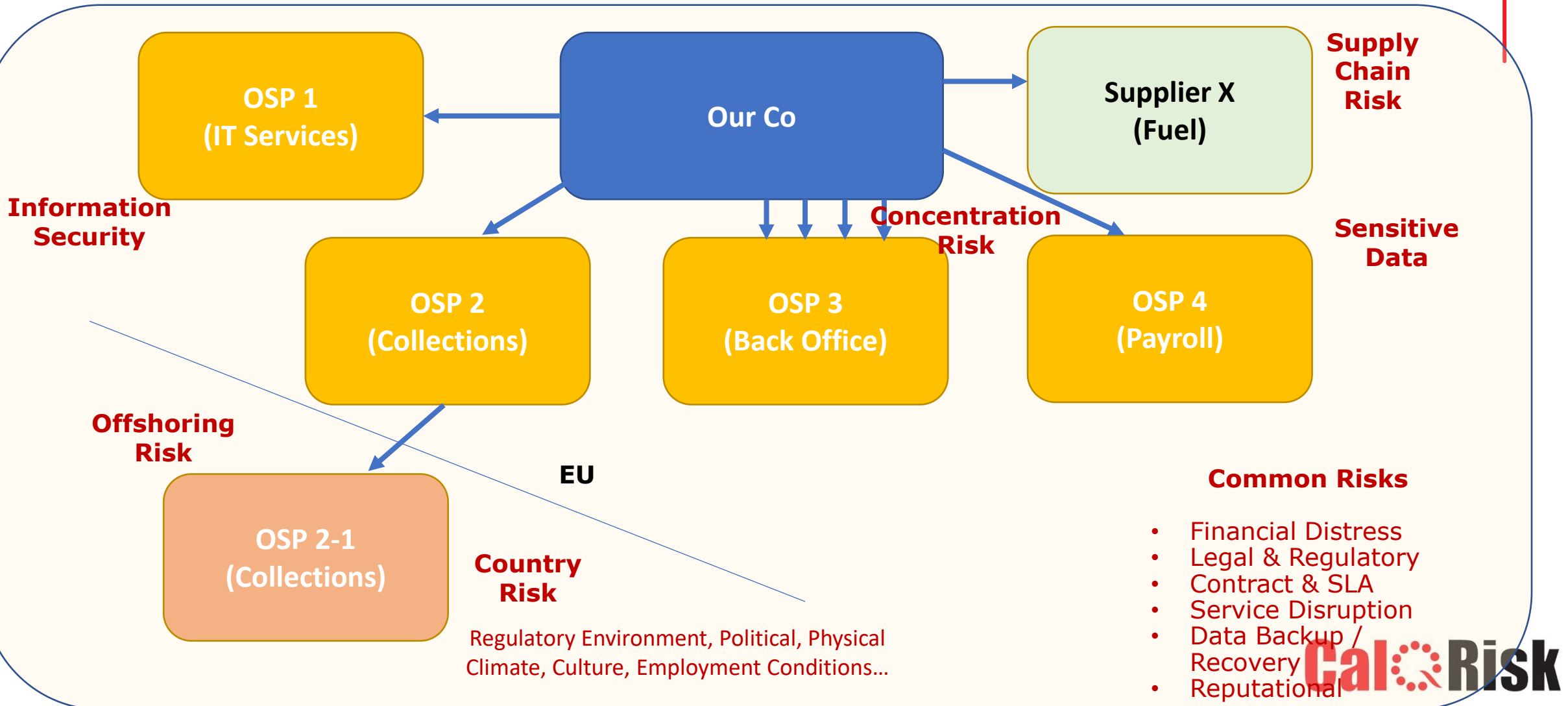


Level		People	Process	Technology	Third-Parties
5	Optimised	- Governance - Risk Management - Information Security - Incident Management - Business continuity - Disaster Recovery	- Governance - Risk Management - Information Security - Incident Management - Business continuity - Disaster Recovery	- Governance - Risk Management - Information Security - Incident Management - Business continuity - Disaster Recovery	- Governance - Risk Management - Information Security - Incident Management - Business continuity - Disaster Recovery
4	Integrated				
3	Structured				
2	Basic				
1	Initial				



*Original Concept*  
 A **maturity model** is a tool that helps people assess the current effectiveness of a person or group and supports figuring out what capabilities they need to acquire next in order to improve their performance

# Extended Enterprise



# Takeaways

- 🌀 Look at what you already have in place
- 🌀 Identify the gaps in your resilience programme
- 🌀 Identify what's critical or important...focus on that
- 🌀 Identify your dependencies (TPs, technology, people)
- 🌀 Record and learn from incidents....continuous improvement

# Any questions?





# Thank you

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