CTP.
The Training Environment

Ensuring Operational Resilience

In your organisation

Dates and Fees

Live Online
1 & 2 December 2026
09:30 to 12:45 each day
£595 + VAT

Savings available for multiple registrations

To book

Visit:
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Course outline and objectives

Operational resilience remains a top priority for regulators, incldluing in the UK. This is because operational disruptions can have a significant impact on the safety and soundness of your firm, your customers and on the economy.

This practical course will help you navigate the complex regulatory landscape, including the new UK rules on operational resilience incident reporting, which take effect on 18 March 2027. This course will help you to prepare for operational disruptions, whatever the source, and identify the steps that you can take to reduce the resultant impact. The key to a robust and effective Operational Resilience framework is understanding how you can leverage off existing activities, frameworks and artefacts, including operational risk management, to create and implement the eight steps necessary for effective Operational Resilience.

Training approach

The course programme will comprise a blend of trainer presentations, group discussion, practical examples and case studies. There will be ample opportunity for questions, experience sharing and networking. All course materials (and at face-to-face events, refreshments) will be provided.

Who will benefit?

This course will benefit everyone directly and indirectly involved with Operational Resilience in the UK and globally, including **Operational Resilience and risk professionals, business continuity managers, COOs, CROs, Non-executive directors, auditors** and **risk officers.**

Attending will help you:

- Understand the **global regulatory landscape, concerns** and expectations, including the new rules on operational resilience incident reporting in the UK
- Embed your **operational resilience framework** to your operational risk management and business continuity frameworks
- Recognise whether an operational disruption could cause you to **breach the Consumer Duty requirements**
- Establish **appropriate governance arrangements**
- Identify and map your **important business services** to the key operational resources
- Understand and establish **effective impact tolerances**
- Create and implement a **scenario process to assess resilience** in severe but plausible scenarios
- Learn from **operational disruptions**
- Understand and **manage the risks of third parties** to resilience

Course Leaders

The course will be led by **Dr. Jimi Hinchliffe** and **Andrew Sheen.**

Jimi has 25 years' experience in operational risk and regulation. In almost a decade at the UK regulator, Jimi held several roles, including operational risk policy SME, Basel 2 Technical Specialist, manager of the Basel 2 implementation team and in 4 years as supervisor, managed relationships with large Japanese and US GSIFI banks and investment firms. Jimi has held senior positions at MUFG, including as Head of EMEA Regulatory Affairs and Head of Compliance Policy, Risk and Regulatory Affairs Department. Since 2016 he has been a consultant specialising in operational risk, resilience and regulatory affairs and has undertaken projects in a variety of topics including Operational Resilience, Third Party Risk Management and Operational Risk.

Andrew is best known for the 8 years he spent at the UK regulator, firstly in the FSA and subsequently at the PRA. In his time with these authorities Andrew was manager of the Operational Risk Policy Team before moving to head the team responsible for providing Operational Risk subject matter expertise to supervisors. Andrew also represented the UK on the Basel Committee for Banking Supervisors Operational Risk Working Group and the European Banking Authority's Operational Risk Working Group.

Since retiring Andrew has been actively involved in Operational Resilience and is currently advising several banks looking to comply with the UK Operational Resilience requirements.

Course Programme

Session	Content
Operational Resilience, governance and roles and responsibilities	• Operational Resilience regulatory origins • BCBS approach and UK regulatory requirements • The importance of Governance • The role of the Three Lines of Defence • Operational Resilience as an outcome of Operational Risk • Linkages to other frameworks and tools • Business value of Operational Resilience
Important Business Services	• What is an Important Business Service? • Defining Important Business Services • Selection of Important Business Services • An assessment methodology to identify IBuS
Impact Tolerances	• Impact Tolerances – requirements and approaches • Relationship to Risk Appetite and Recovery Time Objectives • Selecting Tolerance – time only? • Setting impact tolerances in practice
Mapping and Identifying Resources	• Resources: People, Process, Premises, Technology, Third Parties, Data • Mapping requirements and methodologies • Relationship to Business Continuity Management, RCSA and process mapping • The importance of Third-Party risk management and MTPs • EU and UK regimes on Critical Third Parties
Severe but plausible scenarios and lessons learned	• Severe but plausible scenarios – requirements and approach • Lessons learned and use of internal/external incident data • Performing horizon scanning for operational resilience related threats
Communications and annual self-assessment	• Communications: Internal & External • The Annual Self-Assessment • Relationships to existing crisis/incident management • Relationship to SMCR and Board Expectations • Managing regulatory expectations • Building metrics and reports for resilience • Meeting the new UK rules on operational resilience incident reporting by March 2027

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