

# DORA: HUMAN ASPECT OF DIGITAL RESILIENCE

## OVERVIEW

The Digital Operational Resilience Act (DORA) is in place to solve digital operational risk within financial services. The regulation focuses on the protection, detection, containment, recovery, and repair capabilities against ICT related incidents. It seeks to strengthen companies operating in financial services by improving their operational resilience.

It is critical that organisations are not vulnerable to humans becoming a single point of failure when working to stay compliant. This is where process automation can support organisations.

## PROCESS AUTOMATION

Process Automation is a great option for organisations to record and consolidate critical knowledge and gain an understanding of business processes to satisfy DORA requirements for incident response and business continuity.

To automate a process, it must be defined and documented to improve understanding and ensure consistent application of policies. This may document previously unrecorded activity and tacit knowledge that can be used by staff to maintain a process.

Documentation should include the process flow, relevant systems, and resources to create a holistic view of the process, allowing it to be automated or manually run, consistently.

Process automation will ensure that the right systems and resources are engaged at the right stage to streamline the flow and completion of the tasks and overall workflow.

### **Addressing DORA**

To address this aspect of DORA, organisations can automate a checklist with guard rails to guide staff through the process. This is an effective way to address the risk of knowledge loss about how a process is performed, a system is accessed/recovered, or any other key activity that relies on people to operate.

Addressing human operational vulnerability with process automation will mitigate this risk aspect of DORA non-compliance.

### **A Responsiv Outlook**

Responsiv has the skills and resources to assist your teams in defining, documenting, implementing, and supporting your business processes to mitigate the human risk for DORA compliance.

Find out how with a discovery workshop, where we can start exploring your stakeholders, risks, and processes.



## AT A GLANCE

### CHALLENGES

- Reliance on key individuals
- Human resilience
- Loss of knowledge
- Regulatory demands
- Lack of skills

### BENEFITS

- Document undefined processes
- Ensure regulatory compliance
- Knowledge consolidation
- Digital and human resilience

## HOW CAN RESPONSIV HELP?

Responsiv has a wealth of knowledge around process automation and IBM BAW.

Read our customer case studies below:

- [UK Airline Improves Efficiency with Streamlined Processes](#)
- [Government Agency Saves Money with Streamlined Processes](#)

## CONTACT US

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Read more about DORA, [here](#).