

DORA – Mapping and classification of ICT services for financial entities

Does the service qualify as an ICT service?

ICT services are defined as:

- **digital and data services** provided through ICT systems;
- to one or more internal or external users on an **ongoing basis**;
- including hardware as a service and hardware services, which includes the provision of **technical support** via software or firmware **updates** by the hardware provider;
- excluding traditional analogue telephone services.

Yes

Requirements relating to third party risks

- ensuring an **effective and prudent management of ICT risks**.
- drafting and implementing **documentation**, including:
 - adaptation and regular review of a strategy on ICT third-party risk;
 - contractual arrangement with ICT services providers (including intragroup); and
 - maintaining and updating a register of information.
- required **cooperation** of the ICT third-party service provider in the event ICT **incidents** occur relating to the ICT service.
- **annual reporting** requirement to the **regulator**.

No

Third party risk requirements not applicable to the service

Outsourcing rules may still apply if the service qualifies as outsourcing.

Does the ICT service support a critical or important function?

Critical or important function means a function:

- the **disruption** of which would **materially impair** the **financial performance** of a financial entity, or the **soundness or continuity of its services and activities**;
- or the **discontinued, defective or failed performance** of that function would **materially impair** the continuing **compliance** of a financial entity with the **conditions and obligations of its authorisation**, or with its **other obligations under applicable financial services law**.

No

Yes

Additional requirements relating to ICT service supporting critical or important functions

- **additional contractual provisions** to include in the contractual arrangement with the ICT third-party service provider (e.g. on subcontracting and audit).
- additional information required to be included in the **register**.
- **notification to the regulator** of any planned contractual arrangement on the use of ICT services supporting critical or important functions as well as when a function has become critical or important.

Our Benelux DORA team is happy to answer any questions



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