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RECCO UPDATE ON THE APPROACH TO THE REVIEW OF SERVICE PROVIDER IT PERFORMANCE AND CAPACITY AND SECURITY OF REC SERVICES

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FOR INFORMATION	In November (REC PAB_25_11_25_ 02), RECCo provided the scope and timetable for RECCo providing updates on its review of Service Provider IT performance and capacity and security for REC Services. As set out in the paper, RECCo is now providing a brief update on the approach we are expecting to take to the review for the PAB's information.

1 BACKGROUND AND OBJECTIVES

The 2025-2026 Performance Assurance Operating Plan provides an opportunity for RECCo to provide the Performance Assurance Board with updates on a review of IT performance and capacity and security for REC Services.

The objectives of these updates are to:

- Ensure that REC Services are adequately planned for (IT performance and capacity Management);
- Ensure REC Services are secure and meet the standards expected within the Code (Security);
- Build stakeholder confidence; and
- Identify opportunities for improvement

In November RECCo set out the expected scope of its review and the timetable of expected updates to the PAB. Please see RECPAB_25_1125_02 for more information.

This paper summarises the approach RECCo expects to take to both review areas.

2 security of rec services- review approach

Our approach to the review of the Security of REC Services will be to use the knowledge of our security subject matter experts (SMEs) at RECCo will produce a security questionnaire for our REC Service Providers to complete. The questionnaire will be based on security best practice and key areas of potential security risks to RECCo. We then expect to undertake the following key steps:

- Our REC Service Providers will complete the questionnaire, and the responses will be reviewed by our security SMEs;
- We will schedule review calls to determine the next steps for any areas that require clarification or where there is a concern and agree clear actions with milestone dates;
- Following the review, the frequency of future reviews will be determined based on the criticality of the service, the data held by the service and the responses to the questionnaire;
- Once in place the questionnaire will go through regular reviews by SMEs to ensure they continue to reflect best practice, and any changes will be highlighted to our Service Providers so that they are aware ahead of future reviews.
- RECCo will be able to roll out this approach to new Service Providers that form part of transformation activity, and RECCo ensures that robust contractual security requirements are in place for its Service Providers.

As RECCo is undertaking more activity in-house, we also need to ensure we have appropriate oversight of the security measures we have in place and, consequently, RECCo is working to obtain ISO27001 accreditation which will involve a robust external assessment and audit. This is currently expected to be limited to RECCo's internal operation. A gap analysis exercise is being undertaken to enable us to determine the timescales for the audit completion, and we will provide further details in our scheduled updates in May and August as this develops.

3 IT PERFORMANCE AND CAPACITY OF REC SERVICES- REVIEW APPROACH

The review approach to IT Performance and Capacity will be built based on the following user needs:

- Is the service available?
- Is it responsive?
- If it's broken, how does it get fixed, how quickly and how am I updated?

As the user needs for each of the REC services are different, RECCo, with the support of its IT SME, will review the performance based on the existing service levels, future need and a review of the Service Provider's response to performance issues/incidents.

4 REVIEW OUTPUTS

The outputs from these reviews will be a report to:

- Confirm the areas where the services are running optimally,
- Identify any gaps and agreed next steps; and
- Identify any areas of improvement and agreed next steps.

A summary of these findings will be shared with the PAB in line with the timetable provided in REC PAB_25_11_25_ 02 along with the timescales for any further activity or analysis being undertaken.

5 NEXT STEPS

RECCo requests PAB Members to **NOTE** the proposed approach to RECCo's reviews and provide RECCo with comments