

CPS 230 DIGITAL COMPLIANCE AND OBSERVABILITY

An Executive Briefing on Operational Resilience

Insights from an interdisciplinary research project led by QUT with support from Cisco and Splunk

APRA's CPS 230 takes effect on 1 July 2025, introducing new standards for operational risk and resilience across all APRA-regulated entities. This regulation affects the entire organisation - from Board governance and legal oversight to operational delivery and digital infrastructure.

This executive briefing summarises a research project between QUT, Cisco, and Splunk. It introduces a novel mapping approach that bridges communication gaps between legal, risk, and technology teams, and explores the role of digital observability in navigating CPS 230 compliance.



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PROJECT SUMMARY

With APRA's CPS 230 regulation taking effect on 1 July 2025, organisations have a strategic opportunity to move beyond compliance and reimagine operational resilience. This report, led by Queensland University of Technology in partnership with Cisco and Splunk, highlights how digital compliance - leveraging technology to meet regulatory requirements - can strengthen organisational agility and risk oversight.

Success under CPS 230 demands more than systems upgrades; it requires seamless collaboration across legal, risk, compliance, assurance, and cybersecurity teams. One of the regulation's key challenges is fostering effective communication between these diverse disciplines.

To address this, this white paper introduces an innovative interactive mapping tool designed to break down silos and support shared understanding of compliance responsibilities. This approach encourages boards and executive teams to align compliance strategies with broader business goals while navigating regulatory complexity.

This timely resource empowers leaders to build more resilient, adaptive organisations - transforming regulatory compliance into a driver of strategic clarity, cross-functional cohesion, and long-term operational strength.

What is CPS 230?

CPS 230 is an APRA Prudential Standard focused on operational risk management. Coming into effect on 1 July 2025, it requires all APRA-regulated entities to ensure they can prevent, respond to, recover from, and learn from operational disruptions.

What is Observability?

Observability refers to an organisation's ability to monitor, measure, and understand the internal state of systems through real-time data. In the context of CPS 230, observability supports risk identification, issue detection, and system resilience.

What is Compliance in this Context?

Compliance involves meeting regulatory obligations and demonstrating clear governance, risk management, and reporting across business functions. CPS 230 expands compliance responsibilities to include resilience, business continuity planning, and oversight of third-party service providers.

KEY INSIGHTS FOR EXECUTIVE LEADERS



CPS 230 is cross-functional:

Compliance spans legal, tech, operations, governance, with the Board ultimately responsible for compliance.



Observability creates visibility:

Data monitoring tools help track real-time operational resilience.



Visual mapping supports alignment:

Two unique visual tools developed in this research assist in aligning functional teams for action.

WHAT SHOULD EXECUTIVE TEAMS DO NEXT?

1

Understand your obligations

CPS 230 places final accountability on Boards. Clear oversight and reporting must be demonstrated.

2

Identify your critical operations and dependencies

Mapping internal processes and external providers is essential for resilience planning.

3

Build cross-functional dialogue

Use shared tools and observability platforms to align legal, compliance, and tech teams.

4

Apply visual tools for strategic planning

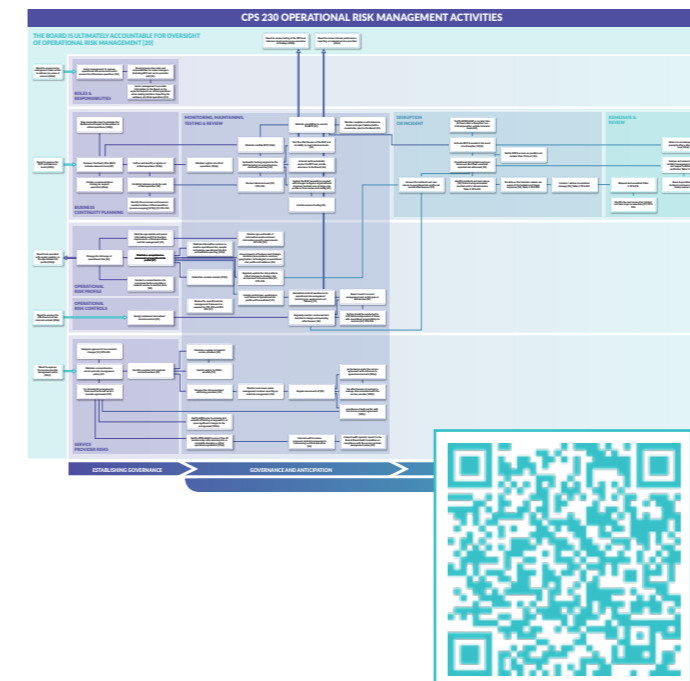
This research introduces:

- Operational Risk Activities Map – aligns CPS 230 activities into timelines and swimlanes.
- Observability Affordances Map – shows where technology can enable compliance.

MAPPING DIGITAL COMPLIANCE



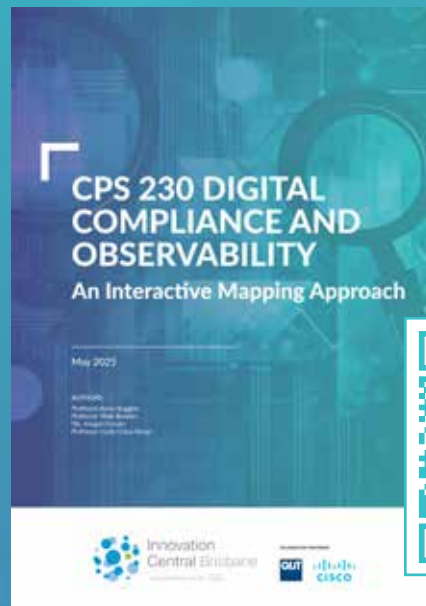
CPS 230 OPERATIONAL RISK ACTIVITIES MAP



CPS 230 OBSERVABILITY AFFORDANCES MAP



DOWNLOAD THE WHITE PAPER



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SUPPORTED BY



If you are interested in discussing this white paper, or exploring how the interactive digital mapping tool can apply to your organisation, please contact Innovation Central Brisbane.

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