

00505

**MANAGEMENT PROGRAMME
(BANKING AND FINANCE)**

Term-End Examination

June, 2018

**MS-425 : ELECTRONIC BANKING AND IT IN
BANKS**

Time : 3 hours

Maximum Marks : 100

(Weightage 70%)

Note : (i) Attempt any five questions.

(ii) All questions carry equal marks.

1. Explain the technologies that are considered when establishing a call center. What are the bench marks set for call center performance ?
2. What do you understand by Decision Support System (DSS) ? Explain the Interactive decision making process of DSS and its essential characteristics.
3. Describe the Magnetic Ink Character Recognition (MICR) technology used in the clearing house operations. How is the MICR cheques processing different from the Truncation of cheques system ?

4. Explain the meaning of 'Supply Chain Management' and discuss its functions. What are the advantages and disadvantages of Supply Chain Management (SCM) ?
 5. Describe the widely used Biometric techniques. What are the pros and cons of Biometric security.
 6. What is a 'Virtual Private Network' (VPN) ? Discuss the deployment of VPN and its role in the financial sector.
 7. What do you understand by a Data warehouse ? Why is a Data warehouse required ? Describe the major steps involved in a Data warehouse building process.
 8. Write short notes on **any four** of the following :
 - (a) Real Time Gross Settlement System (RTGS)
 - (b) Mobile ATM
 - (c) Financial EDI
 - (d) Intellectual Property Rights
 - (e) Data Mart
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