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MS-425

MANAGEMENT PROGRAMME
(BANKING AND FINANCE)

Term-End Examination, 2019

MS-425 : ELECTRONIC BANKING AND IT IN BANKS

Time : 3 Hours]

[Maximum Marks : 100

(Weightage 70%)

Note : Attempt any five questions. All questions carry equal marks.

1. What is a call centre ? Discuss the issues that are considered while establishing a call centre. Explain the different technologies that are considered while establishing a call centre.
2. Explain a Shared Payment Network System (SPNS). Describe the SPNS Set-up and the advantages of SPNS.
3. What is a Virtual Private Network (VPN) ? Discuss the categories of VPN products and its role in the financial sector.
4. Explain the concept of electronic commerce. What are the reasons for electronic commerce not becoming the

most common method of carrying out business transactions. Discuss the issues important to the design of an electronic commerce framework.

5. Discuss the principle of Biometric Security. What are the different Biometric techniques that are widely used?
6. Explain the concepts of outsourcing and cosourcing. What are advantages and disadvantages of outsourcing and cosourcing ? Discuss the important phases through which organisations go through during the process of outsourcing.
7. What do you understand by the term groupware computing ? Explain the model of groupware. Describe in detail the Group Decision Support System (GDSS).
8. Write short notes on any four of the following :
 - (a) Data mining
 - (b) Mobile banking
 - (c) Computer crime
 - (d) Electronic bill presentment and payment (EBPP) system.
 - (e) Smart cards