

**MANAGEMENT PROGRAMME
(BANKING AND FINANCE)**

Term-End Examination

June, 2021

**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. "Financial services providers are faced with new business demands and are seeking to make more effective use of technology to respond to those challenges." Discuss.
2. Discuss the phases involved in the process of designing and developing of internet banking followed by Banks.
3. Explain the Smart Card Technology. What are the advantages of smart cards ?

4. Explain the meaning and functions of Supply Chain Management. Describe the push-based supply chain and pull-based supply chain.
 5. Describe the features of a Customer Relationship Management (CRM) system. Discuss the steps to a successful CRM solution implementation.
 6. What is Computer Crime ? Discuss the various Software and Hardware related crimes.
 7. What is a Data Warehouse and why is it required by Banks ? Describe the process of building a data warehouse.
 8. Write short notes on any *four* of the following :
 - (a) Integrated Services Digital Network (ISDN)
 - (b) Telebanking
 - (c) Electronic Commerce
 - (d) Biometric Security
 - (e) Decision Support System
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