MS-425

MANAGEMENT PROGRAMME
(Banking and Finance)

Term-End Examination
December, 2011

00388

MS-425 : ELECTRONIC BANKING AND IT IN BANKS

Time : 3 hours *Maximum Marks : 100*

(Weightage 70%)

Note : (i) Answer **any five** questions.

(ii) All questions carry **equal** marks.

1. What is a Local Area Network (LAN) ? Explain its characteristics and discuss the basic elements that are required to install LAN in an organisation.

2. What is a 'Networked Bank' ? Discuss the major technologies which enable the networked bank.

3. Explain the need for information systems in banks. Discuss the different levels of MIS structure and their information needs in an organisation.

4. What is 'Tele Banking' ? Discuss the services generally provided by banks under tele-banking and the technologies used for this purpose.

5. What is the role of 'Electronic Data Interchange (EDI) ? Discuss the main elements of an EDI system.

6. What is 'Customer Relationship Management' (CRM) ? Discuss the various steps involved in the implementation of a successful CRM solution.

7. What is 'Biometric Security' ? Discuss the widely used biometric techniques. Explain the advantages and disadvantages of Biometric Security.

8. Discuss briefly the following :
   (a) Strategic Resource Planning
   (b) Decision Support Systems.