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**MS-425**

**MASTER OF BUSINESS  
ADMINISTRATION  
(BANKING AND FINANCE)**

**[MBA] (B & F)**

**Term-End Examination**

**December, 2021**

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

*Time : 3 Hours*

*Maximum Marks : 100*

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

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1. Explain various methods of data transmission. Describe Very Small Aperture Terminal (VSAT) network system with its applications and benefits in banks.

2. Describe the various phases of Internet Banking and discuss the opportunities for Internet Banking.
3. Describe a Decision Support System (DSS) and explain the interactive decision-making process of DSS. What are the essential characteristics of DSS ?
4. What do you understand by Electronic Data Interchange (EDI) ? Explain the EDI process and the technological components of an EDI system.
5. Discuss the impact of Customer Relationship Management (CRM) on the functioning of an organisation. Describe the performance indicators of CRM solution.
6. Define 'Disaster Recovery' and explain how an effective Disaster Recovery Planning (DRP) is done by Banks. What are the different phases of DRP ?

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7. Explain the meaning of 'Digital Signature'.

Why it should be used ? Describe the process of using digital signatures and its verification by the recipient.

8. Write short notes on any *four* of the following :

(a) Computer Crime

(b) Credit Cards

(c) Call Centers

(d) Intellectual Property Rights (IPR)

(e) Data Mining