

**MANAGEMENT PROGRAMME
MBA (BANKING AND FINANCE)**

Term-End Examination

June, 2022

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

Time : 3 hours

Maximum Marks : 100

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

1. Explain the significance of call centers in the context of Banking Operations. Discuss the technologies that are considered while establishing a call center. How is the call center performance measured ?
2. What do you understand by 'Internet Banking' ? Discuss the different phases involved in the development of Internet banking.
3. Explain the Magnetic Ink Character Recognition (MICR) and Optical Character Recognition (OCR) clearing system. Discuss the components of MICR and OCR cheques processing system.

4. Define Supply Chain Management (SCM) and discuss the functions of SCM. What are the advantages and disadvantages of SCM ?
 5. Explain the concept of convergence of networks and the technologies supporting convergence. Discuss the applications of convergence of networks.
 6. Give the legal definition of 'Computer Crime'. Discuss the classification of computer crime in detail and the measures that are taken to prevent it.
 7. What is a Data Warehouse and why is it required by a bank ? Discuss the major steps involved in the process of development and implementation of a data warehouse.
 8. Write short notes on any **four** of the following :
 - (a) Local Area Network (LAN)
 - (b) Management Information System
 - (c) Technical Features of a CRM System
 - (d) Cryptography
 - (e) Business Processes Outsourcing
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