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**MS-425**

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

**Term-End Examination**

**June, 2023**

**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. Describe an Automated Teller Machine (ATM). Explain the basic models and the various components of the ATM system.
2. Explain the concept of a Local Area Network (LAN). Describe the basic elements of LAN and their respective functions including LAN Hardware and Software Media and Communication equipment. What are the advantages of LAN ?

**P. T. O.**

3. How is system audit different from computer audit ? Discuss the importance of system audit for an organisation and the procedure adopted for developing an effective audit plan.
4. What do you understand by the term 'outsourcing' ? Explain the advantages and disadvantages of outsourcing. Discuss the phases involved in the process of outsourcing.
5. Discuss the technological components required for Customer Relationship Management (CRM) implementation. Describe the different steps involved in successful implementation of CRM solution.
6. Describe the technology on which smart cards function. Discuss the variety of smart cards that are available in the market.
7. What do you understand by Electronic Commerce ? Discuss its advantages over paper based commerce. Explain the activities and functions of Electronic Commerce.

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

- (a) Data Warehouse
- (b) Home Banking
- (c) Intellectual Property Rights
- (d) Supply Chain Management
- (e) Group Decision Support System
- (f) VPN