

00885

**MANAGEMENT PROGRAMME  
(Banking and Finance)**

**Term-End Examination**

**December, 2010**

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

*Time : 3 hours*

*Maximum Marks : 100*

*(Weightage 70%)*

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

*(ii) All questions carry equal marks.*

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1. What is an Intranet ? How is it different from an Internet ? Explain the applications of Intranet in Banks.
2. Explain the required features of an on-line Banking web site. Discuss the different groups in which the banking software can be broadly categorized.
3. Explain the MICR and OCR technologies being adopted by banks in their clearing house operations.  
List out the details encoded in the lower white band of a cheque.  
Identify the equipments used in a MICR clearing and explain their functions.

4. Discuss how is E-business transforming key business processes by using Internet Technologies. Briefly explain the three dimensions, viz, SCM, CRM, and E-Commerce for carrying out E-Business.
  
  5. Discuss the role of Customer Relationship Management (CRM) as a customer intelligence solution.  
Explain the Performance Indicators of a CRM solution.
  
  6. Discuss the security threats involved in a typical Local Area Network (LAN).  
Explain the various categories of Intrusion Detection System (IDS) used for detecting intrusions.
  
  7. Explain the Strategic Resource Planning Process. Why is it treated as an important activity in Resource Planning ?  
Discuss the two levels of Strategic Resource Planning.
  
  8. What is Data Mining ? Describe some potential application areas where Data Mining can be used. Discuss the technologies which support data mining solutions.
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