Master of Business Administration (Banking & Finance) (MBF)

ASSIGNMENT
For
January 2025 and July 2025 Sessions

MMPB-003: Information Technology and Digital Banking

(Last date of submission for January 2025 session is 30th April, 2025
and for July 2025 sessions is 31st October, 2025)

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THE PEOPLE'S UNIVERSITY

School of Management Studies
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI – 110 068

ASSIGNMENT

Course Code	:	**MMPB-003**
Course Title	:	**Information Technology and Digital Banking**
Assignment Code	:	**MMPB-003/TMA/JAN/2025**
Coverage	:	**All Blocks**

Note: Attempt all the questions and submit this assignment to the coordinator of your study centre. Last date of submission for January 2025 session is 30th April, 2025 and for July 2025 session is 31st October, 2025.

1. Explain the Information Security Softwares used by banks. What are the features of Fraud Risk Management Software?

2. Select any bank of your choice and try to find out the various types of data used by the bank and the methods used for managing data. Also try to collect information about the practices and technologies that are used for protecting the data. Give a brief report of your findings.

3. Try to find out from your bank or any other bank of your choice, the various types of Retail Payment Systems used by the bank. Give a report of your findings.

4. Explain the concept of Customer Relationship Management (CRM). Why do banks need CRM software? Discuss the components of a CRM software. What are the uses of CRM in banks?

5. Explain Public Key Infrastructure (PKI) and the components of PKI. What are the Advantages of PKI over Private Key System? Discuss the Uses of PKI and challenges in using PKI.