

MS - 425

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

**ASSIGNMENT
For
January 2025 and July 2025 Sessions**

MS - 425: Electronic Banking and IT in Banks

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



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

ASSIGNMENT

Course Code	:	MS - 425
Course Title	:	Electronic Banking and IT in Banks
Assignment Code	:	MS - 425/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. Discuss the Role played by Call Centres in the growth of modern business. Describe the various technologies used in Call Centres and the issues related to these technologies.
2. Visit a Bank of your choice and find out the new facilities/ vehicles provided by them to their customers in the form of providing access to banking from their own homes and offices. Discuss each of those vehicles in detail.
3. What is meant by Convergence of Networks? Discuss the technologies supporting convergence and its applications in banking.
4. Discuss the Concept of System Audit. How is it different from Computer Audit? Describe the procedure followed for System Audit in a Bank of your choice.
5. Explain the relevance of data warehouse concept in a bank. Describe the process of building a data warehouse in a bank.