

46

SVKM's NMIMS University
School of Distance Learning

Programmes: PGDBM / PGDHRM / PGDFM / DMM / DFM
Course: Information Technology for Banking

Date: 5.01.2010
Marks: 100

ADBFM / PGDBFM - SEM IV

Time: 3 Hours (3 to 6 pm)

Instructions: Candidates should read carefully the instructions printed on the question paper and on the cover of the Answer Book, which is provided for use.

Note:

1. Answer to each question to be started on a fresh page.
 2. Figure in brackets indicate full marks.
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- Q1. Answer any TWO of the following. (10)
- a) What are the different software development Models? Give brief description of each.
 - b) Describe briefly, the Information System Development life cycle.
 - c) What are the challenges in implementation of a Supply Chain Management System?
 - d) What aspects of information systems need to be audited and why?
- Q2. Write Short Notes on any THREE of the following: (15)
- a) Types of Networks.
 - b) Relational Database Format
 - c) System Analysis
 - d) Input / Output Devices.
- Q3. Attempt any THREE of the following. (45)
- a) How can information systems support an organisation's business operations, decision making by their managers and give them a competitive advantage? Discuss this in the context of a Bank.
 - b) What do you mean by information system architecture? How does it help in deploying an information system?
 - c) Discuss the components of a Retail Banking system indicating the functionality. How would it help the banks?
 - d) What controls are needed for improved security in end user computing? Identify three controls that could be used in a bank.

Q4. A major bank has an information system designed to keep track of loan officer assignments to clients and calls made on clients. The system was intended for use by the commercial loan department.

The bank has a large number of loans, and one officer might have 50 or 60 clients. As a result, it is very difficult for officers to maintain their own records. The computer system is designed to solve this problem.

In theory, an officer simply fills out a form when establishing a relationship with a new client or after having visited an existing account. This form is used to update a computer file and a report is produced showing each officer's clients and the date of the most recent call on the client.

Unfortunately, the system has fallen into disuse. A number of clients are listed on the report but no longer do business with the bank. Some accounts are listed as belonging to retired or deceased loan officers!

An administrative assistant in the loan department sent corrections each month to the input / output control section of the information service department. For some unknown reason, only about half of these corrections were ever made, according to the next report. As a result, after several months of trying, the administrative assistant gave up and no longer submits input or corrections. However, the report continues to be produced on a regular basis, though it is never read by users.

- a. Analyze the situation described above.
- b. Why did the system fail to deliver results?
- c. What action is required to improve the situation?

(30)