

**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 30<sup>th</sup> April, 2025  
and for July 2025 session is 31<sup>st</sup> October, 2025)**



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

## ASSIGNMENT

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<b>Course Code</b>	<b>:</b>	<b>MS - 425</b>
<b>Course Title</b>	<b>:</b>	<b>Electronic Banking and IT in Banks</b>
<b>Assignment Code</b>	<b>:</b>	<b>MS - 425/TMA/JAN/2025</b>
<b>Coverage</b>	<b>:</b>	<b>All Blocks</b>

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**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 30<sup>th</sup> April, 2025 and for July 2025 session is 31<sup>st</sup> 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.