

**ISQ Examination - Winter- 2012**  
**Information Technology in Financial Services - Stage- I**

- Q. a. Explain the concept of outsourcing in banks.
- b. State TWO advantages of outsourcing to banks.
- c. State TWO disadvantages of outsourcing to banks.
  
- Q. a. State the key components of an IT policy for a bank?
- b. Differentiate between IT standards and IT procedures with respect to the IT policy framework. Give examples.
- c. State FIVE main components of an IT back-up policy.
  
- Q. a. Define the concept of branchless banking and provide examples of branchless banking services.
- b. State TWO benefits (each) of branchless banking to the customer and the bank.
- c. Are contactless payments a subset of branchless banking? Why or why not?
  
- Q. Point of sales terminals offer more facilities than the most modern cash register.
  - a. Name at least THREE features that make a POS different from cash register and identify their benefits to customers and merchants.
  - b. State any TWO issues for merchants in using POS terminals.
  
- Q. Internet banking has made banking faster, and, in many cases, easier for the customer. However, it has its own issues and security threats.
  - a. State any THREE issues and security threats faced with internet banking.
  - b. State any TWO measures that can be taken to avoid them.

- Q. What is IBFT facility? What are the names of the two ATM switches available in Pakistan? List two services you can utilize through IBFT facility with your Debit Card on the ATM machine apart from withdrawing cash and viewing your statement.
  
- Q. How does RTGS work in Pakistan? State any four features of RTGS.
  
- Q. Describe any TWO models of e-commerce with relevant examples. Explain how payments (financial transactions) are made in e-commerce.
  
- Q. Describe the role of network switch and router in LAN and WAN connectivity. Give reasons, why most of organizations are implementing Virtual Private Network (VPN)?
  
- Q. A call centre is a centralized office used for the purpose of receiving and transmitting a large volume of requests by telephone. Most major businesses use call centers to interact with their customers. Examples include utility companies, mail order catalogue retailers, and customer support for computer hardware and software. Some businesses even service internal functions through call centers. Examples of this include help desks, retail financial support, and sales support.
  - a. Why is it necessary to monitor the performance of call centers? What are the key performance indicators and metrics used to evaluate the performance of a call centre?
  
  - b. Criticisms/ Issues related to call centers generally follows a number of common themes, from both callers and call centre staff.
    - i. Elaborate two issues from callers perspective
  
    - ii. Elaborate two issues from call centre staff perspective.

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