



CENTRAL UNIVERSITY

FIRST SEMESTER EXAMINATION: 2017/2018

DEPARTMENT OF FINANCE

SBBF 309

ELECTRONIC & INNOVATION BANKING

LEVEL 300

MATAHEKO & MIOTSO CAMPUSES

STUDENT ID No.....

INSTRUCTIONS

Answer ALL questions from sections 'A' and TWO (2) questions ONLY from Section 'B'

DO NOT TURN OVER THIS PAGE UNTIL YOU HAVE BEEN TOLD TO DO SO BY THE
INVIGILATOR

KINDLY ATTACH AND SUBMIT THE QUESTION PAPER TOGETHER WITH YOUR
ANSWER BOOKLET AT THE END OF THE EXAMINATION

Time Allowed: 2.5 Hours

Section A [40 marks]
(Attempt all questions in this section)

1. What are the *four (4)* major components of a finance portal? [4 marks]
2. Differentiate between transactional and informational websites. [6 marks]
3. Identify *five (5)* ebanking delivery channels. [5 marks]
4. Name *four (4)* potential risks associated with a transactional website. [4 marks]
5. Differentiate between a *third-party e-banking program* and an *in-house e-banking program*. [6 marks]
6. List the *two (2)* components of a content management system. [5 marks]
7. Differentiate between phishing and pharming ebanking attacks. [4 marks]
8. Differentiate between a proxy server and an internet banking server [6 marks]

Section B [60 marks]

Answer Question 1 and any other one (1) question from this section

1. a.) Banks in Ghana have adopted various e-banking products and services. Identify five major factors that drive development of electronic banking programmes in Ghana. [10 marks]
- b) Developing a successful electronic banking programme depends to a larger extent on four factors. Discuss these factors in detail. [10 marks]
- c) E-banking systems rely on a number of common components or processes work together to deliver e-banking services such as the following:
 - i. Website design and hosting.
 - ii. Firewall configuration and management.
 - iii. Intrusion Detection System.
 - iv. Network Administration.
 - v. Security Management.
 - vi. Internal Network Servers.
 - vii. Automated Decision Support Systems.

Discuss any *five (5)* of these components or processes [10 marks]

2. Differentiate between the following:
- a) Debit card and Cash card [4 marks]
 - b) Debit card and Credit card [4 marks]
 - c) Credit card and charge card [4 marks]
 - d) Visa Card and Visa Electron card [4 marks]
 - e) Explain *four(4)* potential risks associated with a informational websites [4 marks]
 - f) Explain *three(3)* objectives of ebanking audit [6 marks]
 - g) Differentiate between negative and positive verification [4 marks]
3. a) What is electronic banking? [3 marks]
- b) Write short notes on the following terms related to ebanking development:
- i. Internet service provider [4 marks]
 - ii. Network administrator [4 marks]
 - iii. Broadband and dial-up internet connection [4 marks]
 - iv. Partner relationship management [4 marks]
 - v. Content management system [4 marks]
 - vi. Bill presentment [4 marks]
- c) State three (3) authentication methods in ebanking. [3 marks]
4. a) Differentiate between strategic risk and business risk. [6 marks]
- b) Explain *three (3)* sources of e-banking strategic risk. [6 marks]
- c) Discuss any *four (4)* obligations of banks to the customers of e-banking products and services. [6 marks]
- d) List four crimes e-banking websites are exposed to. [6 marks]
- e) Differentiate between tiered single factor authentication system and a two factor authentication system. [6 marks]
5. a) Explain *five(5)*activities to be carried out when auditing ebanking third-party contracts [10 marks]
- b) Describe *five (5)*barriers to ebanking development in Ghana. [10marks]
- c)Differentiate between in-house and third-party ebanking configurations. [6 marks]
- d) Explain the following electronic banking products/services
- i. Electronic funds transfer
 - ii. Cross selling
 - iii. Account aggregation
 - iv. Balance transfer [4 marks]

END OF PAPER