

## OBE based Teaching Lesson Plan 2019-20

**Program: B.Com / BBA**

**Course Name: BANK TECHNOLOGY MANAGEMENT**

**Course Code: EL 15 BK 606**

**Semester : VI**

**Lecture hours : 60**

**Faculty in-charge: Dr.Hariharan Ravi and Ms.Asha Joseph**

<b>Course Outcome No.</b>	<b>Course Outcomes</b>	<b>T level Indicator</b>
CO 1	Illustrate the Technological impact, opportunities, challenges and implementation of Technology in Banking operations	T3
CO 2	Evaluate the pros and cons of different Delivery Channels in Banking Operations	T5
CO 3	Examine the various components of Bank Back Office Management in the context of Treasury management, Risk management, Net working, MIS and CRM.	T4
CO 4	Use the various modes of Inter Bank Payment System and Network with the advent of Internet and Net Working Technology.	T3
CO 5	Evaluate the confluence of emerging technologies and its innovations in overcoming issues in Banking Techniques.	T5

<b>Module No. Topics Covered</b>	<b>Course Outcom e No.</b>	<b>No. of Lectur e Hours</b>	<b>Pre- Class Activit y</b>	<b>Instructio nal technique s</b>	<b>Assessmen t</b>	<b>T lev el</b>
<b>MODULE 1: BRANCH OPERATION AND CORE BANKING</b>  Introduction and Evolution of Bank Management - Technological Impact in Banking Operations - Total Branch Computerization - Concept of Opportunities - Centralized Banking - Concept, Opportunities, Challenges & Implementation	CO1	12	Videos and reference books	Lecture and Interaction	Discussion, Questions & Answers	T3
<b>MODULE 2: Delivery Channels :</b>  Overview of delivery channels - Automated Teller Machine (ATM) - Phone Banking - Call centers - Internet Banking - Mobile Banking - Payment Gateways - Card technologies - MICR electronic clearing	CO2	14	Books and Articles	Lecture and Interaction	Assignment	T5
<b>MODULE 3: Back Office Operations:</b>  Bank back office management - Inter branch reconciliation - Treasury Management - Forex Operations - Risk Management - Data centre Management - Network Management - Knowledge Management (MIS/DSS/EIS) - Customer Relationships Management (CRM)	CO3	14	Videos and reference books	Lecture and Interaction	Discussion, Questions & Answers	T4
<b>MODULE4 : Inter Bank Payment System:</b>  Interface with Payment system	CO4	<b>10</b>	Books and Articles	Lecture, Discussion	Assignment	T3

Network -Structured Financial Messaging system - Electronic Fund transfer - RTGS, - Negotiated Dealing Systems & Securities Settlement Systems - ElectronicMoney- E Cheques - - SWIFT - Electronic clearing system - Debit and Credit Clearing - RBI - Net data - Net bank wire.				and perform real time net transactions		
<b>MODULE 5: Contemporary Issues in Banking Techniques :</b>  Analysis of Banking Committee Reports on Technology Integration - E Banking-Mobile Banking-Touch banking-Budgeting - Banking Softwares -Analysis of Recent Core Banking Softwares. Bit Coin, E-Wallet, Crypto Currency and Innovations in banking related concepts.	CO5	<b>10</b>	Case study	Discussions, and case studies	Assignment	T5

### Continuous Internal Assessment

- Case study analysis via ERP- December second week
- Class test via ERP- Jan last week
- Assignment via ERP - Feb second week

### Books for Reference:

- Jessica Keyes -Financial Services Information Systems - Auerbach publication; 2nd edition (March 24, 2000)(Text Book)
- Kaptan S S & Choubey N S., "E-Indian Banking in Electronic Era", Sarup & Sons, New Delhi, 2003
- Vasudeva, "E - Banking", Common Wealth Publishers, New Delhi, 2005
- Turban Rainer Potter, Information Technology, John Wiley & Sons Inc
- Banking Technology - Indian Institute of Bankers Public