



CHARTERED INSTITUTE OF BANKERS, GHANA
ASSOCIATESHIP EXAMINATION
LEVEL III
BANK STRATEGIC INFORMATION MANAGEMENT
APRIL 2024

N.B.

1. Read carefully the instructions on the cover of the answer book.
2. ANSWER **FIVE** QUESTIONS ONLY.
3. EACH QUESTION CARRIES 20 MARKS. Where questions are subdivided, the marks for the subdivisions are shown in brackets.
4. No aids such as calculators, books, dictionaries, papers or mathematical sets are permitted in this examination.
5. Time allowed: **THREE HOURS**
6. Candidates must ensure that they answer questions in the appropriate answer book and **NOT on loose sheets** which are used only as supplementary sheets. Such answers will not be marked.
7. **DO NOT WRITE YOUR NAME ON THE ANSWER BOOK.**
8. **DO NOT OPEN THIS QUESTION PAPER UNTIL INSTRUCTED TO DO SO.**

ANSWER FIVE QUESTIONS ONLY

QUESTION 1

The Leadership of a prominent Financial Institution has detected instances of Card Management Fraud occurring within the Electronic Business Department. You have been selected to serve as an Advisor to the Management Committee, tasked with aiding in the identification of these fraudulent activities and implementing measures to remedy them.

- a. Outline and elaborate on four (4) risks linked with Electronic Banking and the utilization of Electronic Payment Channels. (12 marks)
- b. How would you guarantee that customers are shielded from the adverse consequences of these fraudulent activities? Offer two (2) examples. (8 marks)

[Total: 20 marks]

QUESTION 2

- a. Provide four (4) instances in which a bank might opt to allocate resources towards an Information Management System. (10 marks)
- b. Using scenarios, identify four (4) Primary Risks that could emerge following the implementation of an Information Management System. (10 marks)

[Total: 20 marks]

QUESTION 3

- a. The Manager of the Customer Service Department of a Financial Institution has been tasked to reduce the turnaround time on Customer Complaints and Enquiries. As a Manager, state four (4) practical measures you will implement with the introduction of Information Management System in order to achieve the objective of reducing turnaround time on Customer Complaints and Enquiries. (10 marks)
- b. How could an Information System decrease the duration of Credit Appraisal Processes within a Financial Institution? Illustrate with four (4) examples how this could provide the Institution with a Competitive Advantage over its peers. (10 marks)

[Total: 20 marks]

QUESTION 4

- a. What factors make it important for a Deposit-Taking Financial Institution to opt for the creation of a Strategic Information Management Plan? Elaborate with two (2) instances. (10 marks)
- b. The adoption of Digital Channels for Banking Services has brought about a multitude of Information Security threats. Offer two (2) instances where these risks are particularly widespread within the Financial Services Sector. (10 marks)

[Total: 20 marks]

QUESTION 5

- a. Using four (4) examples and scenarios, explain the rationale behind why a Bank's Management should create an Information Security Management System. (10 marks)
- b. What difficulties may arise for a Bank upon implementing an Information Security Management System? How can these difficulties be alleviated? Illustrate with four (4) examples. (10 marks)

[Total: 20 marks]

QUESTION 6

- a. In what ways can the introduction of the Internet enhance a major bank's ability to deliver services to its customers, thereby improving its financial prospects? Provide four (4) advantages that the introduction of Internet as a Channel of Service Delivery will accrue to the Bank. (10 marks)
- b. Elaborate on four (4) fundamental stages that might be included in the creation of an Information Management Plan. (10 marks)

[Total: 20 marks]

QUESTION 7

- a. What are the benefits of engaging Executive Management in the creation of an Information Security Management System? Offer four (4) relevant illustrations. (10 marks)
- b. Financial Technology (FinTech) Companies have revolutionized the Financial Services Sector by offering customized products and services aimed at providing consumers with convenient access to Banking Services. Provide four (4) instances where banks can harness FinTech Solutions to enhance their service offerings. (10 marks)

[Total: 20 marks]

QUESTION 8

- a. Examine four (4) real-life instances illustrating the transformative impact of implementing an Information Management System and FinTech on Financial Service Delivery. (10 marks)
- b. State and explain four (4) strategic reasons why a bank's Executive Management team will have to adopt and align the Bank's Vision, Mission, Strategic Goals and Objectives with its Information Systems. (10 marks)

[Total: 20 marks]