A STUDY OF THE INFORMATION SYSTEMS AND RELATED PROBLEMS AT ABN AMRO BANK WITH RESPECT TO COMMUNICATION, AUTOMATION, SOFTWARE DEVELOPMENT AND SUPPORT

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EXECUTIVE SUMMARY

The advent of the 21st century has brought with it numerous technological advancements that were, a couple of decades earlier, considered to be beyond the realms of human imagination and capabilities. The computer is one such blessing of technology that never ceases to amaze us. Unfortunately, we in Pakistan are mere dilettantes in the art of computer technology. No comprehensive research projects in this field are underway and much remains to be investigated in the fascinating world of information technology. Hence with slight trepidation I attempt to comprehend the shortfalls in the information systems installed in businesses (particularly in the banking industry) and hope to come up with substantial matter on the same.

The organization that I have chosen to conduct the research upon is ABN AMRO BANK. The reason being that I had been working in ABN AMRO as an internee for 2 months last year. On an average I worked for 4-5 hours daily and used the computer and related software constantly. The nature of the job required her to work with the special software developed by the BTO department for all inquiries, requests and complaints of the customers. As a result the researcher found herself as a witness of the deficiency or shortfalls in the operations of the systems, and been a victim of its hazards.

Thus this facilitated her in her research work to identify the major types of risks that a bank is exposed to as a result of certain malfunctions in its computerized operations. This lead to the identification of the factors causing problems related to communication, automation, software development and support and finding solutions

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to these problems. In the last I have made a few recommendations based on the interpretation and analysis of the data gathered.