**REAL-WORLD CHALLENGES OF IMPLEMENTING INFORMATION SYSTEM IN A FINANCIAL INSTITUTION**

Purpose of the Information System

* What kind of information system is used?
* For what purposes is this information system used?
* Is there any separate information system dedicated for the use of a particular department?
* Are there any specialized technologies designed for the top level management?
* Do you have any information system dedicated for the use of the customers?
* What technologies are used to store customer data?
* What information system do you use for surveillance?
* Do you use cloud computing technology for any purpose?

Information System and Sources

* Did you ever face a major change in the requirements of the information system? How did you cope with the challenge?
* Does the information system maintenance team require any external support during the changes?
* Do you develop your own information system or do you purchase these from concerned companies?

Information System and Challenges

* How do you maintain uninterrupted services?
* Do you have any subsidiaries with whom you need to exchange data on a regular basis? What type of information system?
* How do you maintain secure data communication among the branches as well as online services?
* How do you keep your system safe from network vulnerabilities (virus, spyware, , malware)? Do you build your vulnerability defenses yourself or do you purchase these from software firms?
* What kind of encryption do you use?
* How do you deal with a system failure or damage of an information system?
* What is the procedure of data backup? What happens if you lose data?
* What steps are taken during an information system breach?

Information System and Strategic Advantage

* Did the organization gain competitive advantage because of the information system?
* “Undertake from time to time SWOT (Strength, Weakness, Opportunity and Threats) analysis for reviewing bank’s market position”- this was mentioned as a strategy point in your official website? What tools do you use for this purpose?
* Are there any challenging tasks that require automation?