



# INDIAN INSTITUTE OF BANKING & FINANCE

(ISO 21001:2018 Certified)

VIRTUAL TRAINING PROGRAMME ON

**Business Analytics, Machine Learning, and Artificial  
Intelligence and Its Implication in Banks**

**From 05<sup>th</sup> to 07<sup>th</sup> May 2026**



*Program Co-Ordinator: Dr. N K Bhasin, Mr. Sudip Kaviraj*

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*Indian Institute of Banking & Finance, PDC NZ  
C-5/30 Safdarjung Development Area (SDA)  
Opposite IIT Delhi-New Delhi-110016*

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**Individuals can also register for the program at their own cost**

# **Business Analytics, Machine Learning, and Artificial Intelligence and Its Implication in Banks**

## **Background**

During its 98 years of service, IIBF has emerged as a premier institute in the banking industry. Considering the emerging requirements of the bankers in the dynamic environment, IIBF has been offering certification courses and training programmes to the banking professionals.

The training programmes are designed in consultation with the industry experts and human resources personnel with an endeavour to address the skill gaps on a continuous basis. The regular offerings in varied areas prepare the banking professionals ahead of the impending change.

IIBF offers virtual training programmes for its Blended Certification courses and many other programmes to facilitate learning across the country.

IIBF also has state-of-the-art training facilities at its Leadership Centre at Mumbai. It also has six Professional Development Centres (PDCs) at Delhi, Chennai, Kolkata, Mumbai, Lucknow & Guwahati with residential facilities at Delhi to accommodate approx 50 participants at a time to cater to the increasing demand for focused training programmes.

## **PURPOSE**

Artificial Intelligence (AI) and Machine Learning (ML) represent a new technology era, becoming essential for organizations, especially banks, to stay competitive. AI enhances automation and decision-making in the financial sector, improving speed and accuracy. In India, banks are utilizing ChatBot for better customer experiences and integrating robotics to streamline repetitive tasks. To gain a competitive edge, banks need to scale AI technologies beyond initial use cases. AI will enable personalized customer experiences and, through real-time data analytics in areas like Customer Service and Fraud Detection, help banks improve profits, customer segmentation, and innovation cycles.

## **OBJECTIVES**

The programme focuses on the following aspects:

- Understanding the concepts of Business Analytics, Artificial Intelligence and Machine Learning, along with their relevant applications in the banking sector.
- To gain practical exposure to machine learning models in the banking sector, work with tools such as R and Python.
- To gain an understanding on why Banks and FIs must have a well-defined AI strategy and how to align the same with business goals to ensure cohesive implementation.
- Understanding the Strong Data Governance & Effective data management practices by successful AI applications.
- To pinpoint the obstacles to implementing AI in financial services and also the key factors for success.

## CONTENT OVERVIEW

- Role of data and analytics in modern banking
- Advanced Excel for data analysis, dashboards, and financial modeling
- SQL for data extraction, querying, and reporting
- Customer analytics for personalization and retention strategies
- Predictive analytics for credit scoring and risk assessment
- Machine Learning techniques for fraud detection and customer segmentation
- AI applications in banking: chatbots, automation, and smart decision-making
- Operational efficiency through process automation and analytics
- Regulatory compliance (KYC/AML) using automated monitoring systems
- Data visualization and dashboarding for strategic insights
- Case studies: fraud detection, customer churn, and credit risk models
- Emerging trends: AI, Big Data, and digital transformation in banking

**PARTICIPATION CERTIFICATE SHALL BE PROVIDED AFTER THE COMPLETION OF THE TRAINING PROGRAM.**

## METHODOLOGY

- Virtual (Online) Interactive Lectures, Case Studies, Group Discussions, Presentations and Sharing of Experiences
- Live sessions by the Faculties shall be conducted and participants can view the sessions from home or office using their Laptop/Desktop. Login details for accessing the sessions shall be shared on registered mail IDs of participants 24/48 hours before the program

## TARGET GROUP

- ✓ **Bank Executives and Managers** who use ML/AI technologies to make data-driven decisions, improve operational efficiency, and enhance customer satisfaction.
- ✓ **Data Scientists and Analysts** who develop and implement models to predict trends, detect fraud, and optimize processes.
- ✓ **IT and Technology Team** who integrates AI and ML solutions into existing banking systems and ensure their smooth operation.
- ✓ **Risk Management Officers** leveraging these technologies to assess and mitigate risks more effectively.
- ✓ **Customer Service Representatives** using AI-powered ChatBot and virtual assistants help them provide better and faster service to customers.
- ✓ **Regulatory and Compliance Officers**
- ✓ **Fintech Partners** of Banks and FIs
- ✓ Officials from **NBFCs and Housing Finance Companies**

## DURATION

3 Days from 05<sup>th</sup> to 07<sup>th</sup> May 2026

## FEE

Rs. 7500/- per participant plus GST @ 18% i.e. Rs. 1350/- aggregating to **Rs. 8850/-** (In case of TDS deduction, please send us TDS certificate). Programme fees may be remitted to the credit of Institute's account with State Bank of India, details of which are given below:

- ✓ Account in the Name of : Indian Institute of Banking & Finance
- ✓ Name of the Bank branch : State Bank of India, Vidya Vihar Branch
- ✓ Account no : 37067835430 (Savings A/c)
- ✓ IFSC code : SBIN0011710
- ✓ PAN No : AAATT3309D
- ✓ GST TIN ID : 07AAATT3309D2ZT

***For further details and nomination kindly contact:***

Ms. M Vaishnavi  
Jr. Executive, PDC New Delhi, IIBF  
Mobile: 7678510108  
Email: [je.pdcnz3@iibf.org.in](mailto:je.pdcnz3@iibf.org.in)

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### NOMINATION FORM for BANKs/Fls

## **“Business Analytics, Machine Learning, and Artificial Intelligence and Its Implication in Banks”**

**Date: 05<sup>th</sup> to 07<sup>th</sup> May 2026**

**Programme Type: Virtual Mode**

#### LIST OF PARTICIPANTS NOMINATED:

| Sl. No | Name (Mr./Ms./Mrs.) | Designation | Branch/Office | Mobile No. and Land Line No. | E-mail (PERSONAL AND OFFICIAL MAIL ID BOTH)* |
|--------|---------------------|-------------|---------------|------------------------------|----------------------------------------------|
| 1      |                     |             |               |                              |                                              |
| 2      |                     |             |               |                              |                                              |
| 3      |                     |             |               |                              |                                              |

#### \*LOGIN DETAILS OF THE PROGRAM SHALL BE SHARED ON PERSONAL MAIL ID.

Bank/Organisation: \_\_\_\_\_

GST Number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Pin Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

**FEE: Rs. 7,500/- per participant plus GST @ 18% i.e. Rs. 1,350/- aggregating to Rs. 8,850/- (In case of TDS deduction, please send us TDS certificate).**

Programme fees may be remitted to the credit of Institute's account with State Bank of India, details of which are given below:

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- ✓ **For Details & Nominations, please contact:**

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### NOMINATION FORM for SELF-SPONSORED CANDIDATES

## **“Business Analytics, Machine Learning, and Artificial Intelligence and Its Implication in Banks”**

**Date: 05<sup>th</sup> to 07<sup>th</sup> May 2026**

**Programme Type: Virtual Mode**

Details of nomination:

| Sl. No | Name (Mr/Ms) | Designation | Contact No. (Mobile) | E-mail (PERSONAL) | UTR NUMBER |
|--------|--------------|-------------|----------------------|-------------------|------------|
| 1      |              |             |                      |                   |            |

Bank/Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Pin Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

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