



# DELHI SCHOOL OF BUSINESS

By Vivekananda Institute of Professional Studies - TC

## PGDM / PGDM FINTECH Program THIRD TRIMESTER (Batch: 2024-26) END-TERM EXAMINATION, APRIL 2025

Course Name	MIS ERP	Course Code	
Duration	Three Hours	Max. Marks	60

### Instructions:

1. There are three sections in the question paper. Instructions for each of them are mentioned separately at the beginning of these sections. Go through them carefully before attempting the questions in each section.
2. Questions from the respective sections are to be answered together. Failing to do so might result in penalty.

### Section A

(Questions 1 - 4 are compulsory. Answer any one of the questions between 5 and 6)

(20 Marks) CO2

1. Write the fundamental difference (with example) between:  
(4)
  - a. Left Join and Right Join
  - b. Where and Having clause
  - c. DDL and DML
  - d. Insert and update statement
2. What is the function of window functions? Explain with an example.  
(2)
3. Answer the questions based on the given code snippet:  
(a) Identify and explain the constraints being used in the query given below.  
(2)  
(b) Fill the missing part of the query.  
(2)  
CREATE TABLE Departments (



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DEPT\_ID INT PRIMARY KEY,

DepartmentName VARCHAR(50)

);

CREATE TABLE Employees (

EmployeeID INT PRIMARY KEY,

FirstName VARCHAR(50) NOT NULL,

LastName VARCHAR(50),

Age INT,

DepartmentID INT,

Salary DECIMAL(10, 2),

FOREIGN KEY ( ) ( ) ,

CHECK (Age >= 18)

);

4. A "students" table with the columns "student\_id", "name", "marks" and "location" is given.

(i) Find the maximum marks obtained by students belonging to "Delhi".  
(1)

(ii) Retrieve the details of the students who received marks more than the class average.  
(2)

(iii) Display the grade of the students where:

Grade	Marks
A	>= 85
B	>= 70 and < 85
C	>= 60 and < 70
D	>= 50 and < 60
E	>= 35 and < 50
F	< 35



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(2)

5. Given:

Table 1: Customers

Customer_ID	First_Name	Last_Name	Email	Phone_Number	Address
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Table 2: Accounts

Account_ID	Customer_ID	Account_Type	Balance	Date_Opened	Branch
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Based on the above tables, write the queries for the following questions:

- (i) Write a query to list all customers who have no accounts in the bank.  
(3)
- (ii) List the customers who have opened their accounts after the year 2020.(2)

6. Given:

Table: Sales

Sale_ID	Product_Name	Quantity_Sold	Price_per_unit	Sale_Date
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Based on the above tables, write the queries for the following questions:

- (i) Update the table with the revenue for the sales made.  
(2)
- (ii) Find the products that had the maximum sales in terms of quantity.  
(2)
- (iii) Find the unique products that were sold in the Diwali season between 25<sup>th</sup> October and 5<sup>th</sup> November in the year 2024.  
(1)



**Section B**

**(Answer any eight questions)**

**(16 Marks)**

**(8 X 2 marks) CO1, CO2,**

**CO3**

1. Write two differences between CRM and SCM.
2. What do you mean by lead and opportunity in a CRM module? What are the different phases of an open lead?
3. What is the purpose of an ERP system?
4. What is a relational database? Explain with an example.
5. Explain supervised learning using an example.
6. What is the difference between data lakes and data marts.
7. Write four features of a blockchain.
8. Name two of the recent trends in system development. How have they improved the performance compared to the traditional ways?
9. When is IaaS and SaaS used by any company?
10. What is a cookie? How are websites using it to improve their performance?

**Section C**

**(Answer any three questions)**

**(24 Marks)**

**(3 X 8 Marks) CO1, CO2,**

**CO3**

1. Imagine you are tasked with setting up the IT infrastructure for a growing e-commerce company. What are the key components of IT infrastructure you would consider, and how would each of these elements contribute to ensuring smooth business operations? Explain the role of each component in supporting the company's needs.



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2. You are the CIO of a mid-sized financial services firm where the data is stored across multiple platforms including cloud. List 4 potential threats and their method of attack that you need to be prepared for. What will be your plan to ensure security from these attacks?
3. You, as a system analyst, have been given the opportunity to work on reorganizing the information systems of a bank. What would be your course of action in ensuring that the transition from legacy to new system take place smoothly?
4. If you are appointed as a manager at a retail company facing challenges in optimizing inventory and predicting customer demand, how can you make use of Artificial Intelligence (AI) to improve business decision-making in areas like inventory management, sales forecasting, and customer insights?