



DELHI SCHOOL OF BUSINESS
By Vivekananda Institute of Professional Studies - TC

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

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

Instructions:

1. All questions are compulsory. Laptop is allowed for coding.
2. Answer all the questions in the same sequence of Question Paper.

Q.1 GreenMart Superstore, a rapidly expanding chain of supermarkets, is facing difficulties in managing its daily transactions across its growing number of store locations. Transactions, such as sales, inventory management, billing, and returns are processed manually, leading to frequent errors, delays, and discrepancies. Help the customer by solving below queries:
(15 Marks) CO 1,2,3

A) Explain the key components of a Transactional Processing System (TPS) and describe how it works to efficiently handle daily transactions like sales, inventory updates, and returns. Focus on how each component interacts to ensure seamless and accurate processing of large volumes of transactions across multiple locations.

B) As a consultant advise the company on different stages involved in ERP implementation, their challenges and potential work arounds.

Q.2 Optima Healthcare is a chain of hospitals and clinics that provides healthcare services across multiple regions. Over the years, the organization has faced challenges in managing patient care, clinical decision-making, and operational efficiency.
(15 Marks) CO 1,2,3

A) As a consultant help Optima Healthcare design and integrate a Decision Support System (DSS) that utilizes historical patient data, diagnostic information, and clinical guidelines to assist doctors and medical staff in making better, evidence-based decisions. List down key components of DSS along with challenges and solutions.

B) As a consultant help Optima Healthcare design and integrate a Knowledge Management (KM) system to ensure that valuable knowledge and experiences from medical staff were shared across the organization. List down key components of system along with challenges and solutions.



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Q.3 Imagine you are working as SQL database administrator, explain when you would prefer creating views over tables. Highlight the difference between views and CTE with examples and syntax. (5 Marks) CO 2

Q.4 Explain the different DDL and DML commands with syntax. (5 Marks) CO 2

Q.5 You have below "Employees" table that stores details about employees in a company. Write SQL queries to solve below questions: (20 Marks) CO 3

CREATE TABLE Students (

StudentID INT PRIMARY KEY,

StudentName VARCHAR(100),

Age INT,

Course VARCHAR(100)

);

INSERT INTO Students (StudentID, StudentName, Age, Course) VALUES

(1, 'John Doe', 22, 'Computer Science'),

(2, 'Jane Smith', 19, 'Mathematics'),

(3, 'Alice Brown', 21, 'Physics'),

(4, 'Bob Johnson', 18, 'Chemistry'),

(5, 'Charlie Davis', 23, 'Computer Science');

- i. Write an SQL query to calculate the average age of students who are enrolled in the "Mathematics" course.
- ii. Write an SQL query to retrieve the StudentName and Age of students who are older than 20.
- iii. Write an SQL query to count the number of students for each distinct course.
- iv. Write an SQL query to retrieve the StudentName of the student with the lowest age.