**4.2.3** **Dependency on third party organization**

Bangladesh Railway needs to depend on various third party organization to handle its great amount of task. These tasks often involve the security of information of the users. For example, the whole online system of ticketing is handled by Shohoj-Synesis-Vincen joint venture and online payment is handled by bkash, nagad, rocket etc. Confidential information like phone number, pin number etc. are dealt while ticketing. So, data security remains at stake.

However, if the organization doesn’t want to depend on third party organizations, it needs to implement a system which is fully self-sufficient. Implementation of such a system is not easy. It requires a good amount of manpower as well as good technical support. Now it is a matter of consideration that whether it is feasible to make a fully sufficient system without involving any third party organization or not.

A weighted candidate evaluation matrix is shown here to evaluate the effect of installing a fully self-sufficient system against continuing using the third party organizations.

In this matrix, we have considered security, reliability and efficiency in the performance section and salary/monthly charge, installation and maintenance in the cost section. We have given 4, 3, 5, 4, 4 and 5 for security, reliability, efficiency, salary/monthly charge, installation and maintenance as weighting factor. Then we have rated them out of 5. Then multiplying the rating with the weighting factor we got their score.

In total it is observed that the score of depending on third party organizations is more than installing fully self-sufficient system. So between this two proposed systems, depending on third party organizations is better in terms of cost effectiveness.

Table 4.2: Weighted candidate evaluation matrix to evaluate the effect of installing a fully self-sufficient system against continuing using the third party organizations.

|  |  |  |  |
| --- | --- | --- | --- |
| **Evaluation Criteria** | **Weighting Factor** | **Installing fully self-sufficient system**  **Rating Score** | **Depending on third party organizations**  **Rating Score** |
| **Performance**  Security  Reliability  Efficiency | 4  4  5 | 5 20  3 12  3 15 | 3 12  4 16  5 25 |
| **Cost**  Salary/Monthly Charge  Installation Cost  maintenance | 4  4  5 | 3 12  3 12  3 20 | 4 16  5 20  4 20 |
| **Total Score** |  | 91 | 109 |