**Chapter 6**

**Summary of System Analysis and Design on**

**Rajshahi Railway Station**

In the report, we have made an analysis on the prevailing system of Rajshahi railway station and tried to make certain changes which may improve the system.

Rajshahi railway station is a state-owned public transport organization responsible for the intercity communication among Rajshahi district and other districts of Bangladesh. It is one of the most reliable organizations. It links to the capital of Bangladesh Dhaka via Ishwardi-Sirajgani junction. There are several headquarters of western zone which are located within the station complex. The system of this organzation is monitored from the office of directorate general situated in Dhaka.

The principal objective of this organization js to provide quality service to the passengers. They are very keen to enhance the quality of their service to make the journey more comfortable for the passengers. They maintain proper confidentiality of the personal information and details of passengers.

They have their missions and visions too. They have started to digitalize their documents which were written in papers previously. These missions and visions can’t be achieved over night. Their target to digitalize the system and forming 'smart railway' will hopefully be achieved by 2041. From past we can see that they have made a lot of change in many sectors. So we can keep hope that they will overcome their shortcomings in future.

In our analysis previously we have identified several problems apparently. We have found that they have lacking in manpower and digitalization of the documents. The number of employees is less than the requirement. So in initial feasibility study we suggested to increase manpower. And finally in feasibility study we found that it is better to increase manpower than solving these problems in other way. They have already started to digitalize their documents so to take further steps in this matter are not necessary. We suggested to increase number of guards and light posts and to set up CC cameras in the station to stop thieves and robbers.

We have found that they have no server of their own and they depend on the third party for many important works which is why they had to compromise confidentiality of users. We suggested to have their own server rather than depending on third party in this matter though having third party for the payment system is necessary, fast and simple. In feasibility study we found that having own server is better. Well, actually dependency on third party in all aspects can’t be solved. But the organization don’t have an IT sector of their own which is why they are solely dependent on third party. But recently, they have made formed new organogram for IT cell and have proposed an IT cell of 63 skilled men.

We have gathered information from the organizatiom using different kinds of tools. We have collected their forms, documents and statistics. We have observed their working procedure onsite. Then we have arranged some interview session with the director/traffic, station manager and the programmer.

We have also collected information by opinion poll. These information made our work easy and we came to know about the inner details of railway station more clearly.

We have sketched a data flow diagram of the existing control system of the organization by which may lessen some problems. After analyzing the feasibilities to solve the given problems we have drawn another data flow diagram where we have made few changes. By this proposed data flow diagram actually our purpose is fully served. Anyone will understand what we wanted to change by seeing that data flow diagram of proposed examination control system at a glance.

We have designed the input/ output forms for changing NID, verification and other information of the user. The forms are designed to process digitally. So, a digital system must be designed to implement those forms in use. The implementation can be done using a website or a software. This process needs a qualified expert team and regular maintenance. A technical support team can be appointed for this purpose.

In the total analysis and design period, we have found that the employees and the staffs are very cordial and helpful. They have cooperated us whole heartedly. We wanted to change those systems by which passengers and staffs can get more benefit than the existing system and at the same time their cost will not increase for the change. We suggested three changes they can bring in their system. Other identified can also be solved but most of them are not economically feasible. We hope that in future the organization will bring more changes and digitalize whole system to keep pace with the modern world.