**Purdue Project and Weekly Assignment - Level 5**

Dante Worthington

For this week’s assignment, we will be covering the addition of three different systems for our level 5 Enterprise IT systems. These systems will save, relocate, and store valuable information that we need to use to ensure proper usage of our systems.

Identity and Access Management System (IAM). This system is the top of the pyramid of our water treatment schematic. It is used to ensure that user identities, authentication, and authorization across the enterprise. It ensures that only authorized personnel can access sensitive systems and data. Think of this as your digital security login form, monitoring that all users access only the assets and data that is authorized to the personnel that is accessing it.

Our next system that we will be adding to our schematic is the Data Recovery Appliance. This system is a backup data horde, that will download the current data and store it to secure cloud storage, in the case of a failure of the Historian database or any other malfunctions that occur to our system. This system is extremely important to our schematic, maintaining the value and accuracy of our data, otherwise costing us thousands, if not millions of dollars in damages and or loss of data.

Our next addition to the schematic is the Customer Relationship Management (CRM) system. This system serves as a vital tool for managing customer interactions, tracking service requests, and maintaining customer data such as water usage information and billing details. CRM enables us to seamlessly integrate operational data from the SCADA system with business processes, ensuring that any service disruptions or maintenance requirements are handled efficiently and communicated promptly to customers.

**COSTS:**

CRM System: Salesforce - $25-300/month.

IAM System: Okta - $2-15/month.

Data Recovery Appliance: Dell EMC Data Domain 3300 - $10,000 - $50,000.