Policy, Priorities and Budgeting Committee Comité des politiques, des priorités et des budgets

Agenda 19 Ordre du jour 19

Thursday, November 25, 1999 - 9:15 a.m. Le jeudi 25 novembre 1999 - 9 h 15

Victoria Hall, First Level Bytown Pavilion, City Hall

Salle Victoria, niveau 1 Pavillon Bytown, hôtel de ville



Confirmation of Minutes Ratification des procès-verbaux

Minutes 18 (November 10, 1999)

Procès-verbal 18 (Le 10 novembre 1999)

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 2000
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 City Wide

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November 12, 1999 ACS1999-CS-ISS-0007

(File: CIM1254/0110)

Department of Corporate Services

Ward/Quartier City Wide

 Policy, Priorities and Budgeting Committee / Comité des politiques, des priorités et des budgets Information

• City Council / Conseil municipal

Information Systems - Year 2000 Project Status Report Systèmes informatiques - Rapport d'avancement du Project de l'an 2000

Information

This report covers activities and progress for the 3rd quarter 1999, project status and planned activities for the next quarter.

Executive Summary

Key Messages

- 1. We're ready. There is some remaining Y2000 work to be done, however, we are essentially ready for the rollover to Year 2000.
- 2. Work on our high priority systems is 95% complete. All coding is complete and all software is installed. Two small MAP functions remain to be deployed (by the end of November 1999) and some further testing remains to be completed.
- 3. Work on our medium priority systems is 88% complete and ahead of schedule. We are anticipating completing work on these systems by the end of November.
- 4. As a result of the progress above, we have been able to initiate work on low priority systems and now estimate that 60% will be Y2000 ready by the end of December.
- 5. The IT Infrastructure is ready, however we will judiciously apply vendor upgrades and conduct further testing in October and November.
- 6. All contingency plans have been prepared. Corporate and umbrella contingency plans have been reviewed and approved by the Y2000 Task Force and Management Committee.
- 7. Work on embedded systems is 96% complete. The remaining fixes and testing will be completed by the end of November. The remaining fixes will not impair normal operations of facilities.

- 8. Responses to letters of inquiry to our suppliers regarding Y2000 readiness are low but consistent with what most organizations are experiencing. We will use the next 2 months to ensure that we have assurances from suppliers of the goods and services we have identified as both critical and at possible risk of not being widely available.
- 9. We continue to meet with our most critical business partners, ie. utilities, ROC etc. and we remain confident that there will not be Y2000 related disruptions in service.
- 10. We remain within budget and are confident that we will complete the project in early 2000 within the Council approved budget for this project.
- 11. Key activities in the 4th quarter 1999 are:
 - complete Y2000 integration testing
 - complete Day 1 planning and testing
 - complete work on embedded systems
 - complete work on medium-priority systems
 - continue verification of key supplier Y2000 readiness
 - follow-up on risk mitigation measures.

High Priority Systems

The Licensing, Stores, Fleet (VEP), Accounts Receivable and MAP-GIS systems were implemented in the 3rd quarter.

The remaining work is scheduled to be complete in October and November and consists of the deployment of two small MAP functions and some further testing of the Tax system.

Please see Document 1 for further information.

Medium Priority Systems

Excellent progress was made on medium priority systems in the 3rd quarter and we are now well ahead of schedule. Of the 27 systems in this category, 17 are implemented and 9 are in testing or deployment. The 1 remaining system is our fuel management system and is being replaced by a new off-the-shelf system which we are expecting will be implemented by the end of November.

Please see Document 2 for more information.

Low Priority Systems

Although we have previously stated that we did not expect to get to low priority systems this year, the progress made on medium systems has allowed us to initiate this work. Of the 105 systems in this category, further Y2000 testing has determined that no action will be required for 37 of these systems. Of the remainder, 13 systems have been actioned and we anticipate that another 11 will be repaired by the end of December. We are targeting to complete repairs on the remainder of these systems by the end of the 1st quarter 2000.

It should also be mentioned that we have worked with the Business Continuity Planning team to identify the relative priority of these systems from a business perspective so that the systems that we will not get to until year 2000 are the lowest of the low priorities.

Infrastructure

Excellent progress was made in this area as well during the last quarter. The work on replacing non-compliant 3rd party software is virtually complete.

In monitoring Y2000 technical advisories we determined that remote access to our network (ie. dial-in) could pose a risk to the network if the user PC is not compliant. We have therefore created a test CD and will require all dial-up users to verify that their PC's are compliant in order to maintain access privileges. This exercise should be completed by the end of November.

The only remaining work on infrastructure is to apply the most recent Microsoft service packs to our NT network servers. This should also be completed by the end of November.

Business Continuity Planning

Progress is on target with respect to Business Continuity Planning. In the third quarter, efforts regarding BCP's were focused upon the following areas:

- the completion of all departmental contingency plans;
- the preparation of key utility and umbrella plans for the following areas: Hydro, Fuel Supply, Natural Gas, Communications, Water, Fire Services, Finance, Informatics Systems, Operations (winter roads and sewers) and Shelters; and,
- the integration of Y2K planning and emergency planning efforts.

A joint meeting was held of Management Committee and the Y2K Task Force wherein the above-noted utility and umbrella services plans were presented. These plans were approved by Management Committee on September 13, 1999. In addition, mitigation measures were also approved to allow for proper fit up of key facilities for various utility hook-ups.

The final quarter will consist of more detailed testing and communication of utility and umbrella plans with key business partners. In addition, efforts will also be focused upon monitoring any changes to plans and the implementation of mitigation measures, both departmental and corporate.

Supply Chain

The City has prepared its own contingency plans and can rely on these in the event that potential failures occur to systems or assets. To ensure that other companies or individuals with which the City does business are also Year 2000 ready, compliance letters were issued. In total over 500 letters were sent to various individuals and companies making them aware

of Year 2000 potential problems, as well as requesting information as to their level of preparedness. The listing of suppliers was prepared based on input received from programs managers as to the critical suppliers identified from the Risk Assessment process.

In the 4th quarter we will be contacting key suppliers who have not responded to our enquiries with assurances of their readiness for year 2000. As at this writing we have not identified any areas of particular concern.

Embedded Systems

In the third quarter, staff from Asset Management completed the inventory phase respecting City facilities. All high priority facilities have been inventoried and for the most part, have also been closed out. Remaining issues consist primarily of testing new equipment or planned repairs. There are also a couple of facilities whereby letters of compliance have been sought but have yet to arrive. Once equipment has been tested and verified complete and compliance letters have been received, these facilities will be deemed closed. There are only four such facilities remaining in the high priority category. It is anticipated that these facilities can be closed out before the end of November.

Selected medium priority facilities were also surveyed in detail. There are five medium priority facilities that still have not been closed out. Once testing has been completed on the various repairs or upgrades the facilities should be signed off.

As indicated in the previous quarterly report, the low priority facilities have all been closed out.

All items containing embedded systems that were identified via inventories, or other reviews have been compiled onto a tracking list. The number of items reviewed currently exceeds 400. Progress has been good with respect to the review of these items and there are few outstanding items. In sum, the overall completion rate for review of these items is approximately 96%.

Day One Plans

The Year 2000 project has resulted in the development of numerous plans. In addition to departmental contingency plans, corporate utility and umbrella plans, and emergency plans, Day One or Boundary Plans have also being prepared. These plans have been developed by key areas within the Corporation for the time frame of December 29, 1999 to January 7, 2000.

The City's Day One planning efforts account for activities that will take place during some part of the roll-over period, as well as the designation of staff required to be on duty and on call. For instance, extra attendants have been placed on duty in the 24-hour call centre, key facilities will be checked, sewer pumping stations will be monitored, and systems will be shut down during the roll-over period.

On January 1st, all computer systems and networks will be restored and tested. This will provide for 2 days of contingency to address problems in the very unlikely event that they may occur.

The City will not be staffing its Emergency Operations Centre. However, all members of the Emergency Control Group will be on standby in the event that they are required. The City will have at least two members of its staff on duty on New Year's at the Region's Emergency Operations Centre who will be reporting back to staff at City Hall regarding global monitoring results, as well as other region-specific information.

A more detailed communications piece regarding Day One/Boundary plans will be going to Members of Council in December.

Communications

Internally we will be using Corporate Announcements and Pyramid to inform staff that the City is ready for the Year 2000. We will also be advising them that the policy restricting leave has been lifted. Staff identified as required for Day 1 activities have been identified and these special requirements have been communicated to all program managers.

Externally we are working with our READY 2000 partners to communicate both Year 2000 readiness and emergency preparedness messages. Fire Services will be promoting these messages as part of Fire Prevention Week in early October and a series of public information sessions will held in area high schools in the month of November (dates and locations will be advised). A Year 2000 tip sheet will also be distributed via all school boards in the region.

Year 2000 Cost Report

Please see attached Document 3. We continue to remain within budget and current projections show a \$210,000 budget surplus.

Areas of Concern

The sole remaining major area of concern at this time is the consequences of any significant abnormal human behaviour. We are continuing to work closely with our READY 2000 partners to provide appropriate information to the public to mitigate these risks. It is also our observations that the media have so far been helpful and responsible in their coverage of Y2000 during the last months leading up to the new millenium.

November 12, 1999 (12:54p)

R.T. Leclair

Commissioner of Corporate Services

TH:jb

Contact: Thomas Hope - 244-5300 ext. 1-2000

Financial Comment

As indicated on the Year 2000 Cost Report attached as Document 3, the projected Y2000 costs are expected to be within the total project envelope of \$12.4 million. Any potential surplus funds will be identified on a future Capital Status Report at the conclusion of the Y2000 program.

November 15, 1999 (12:52p)

for Mona Monkman City Treasurer

BB:ari

List of Supporting Documentation

Document 1 Status of Y2000 Critical Systems

Document 2 Status of Y2000 Medium Priority Systems

Document 3 Y2000 Cost Report

Part II - Supporting Documentation

Document 1

Status of Y2000 Critical Systems 3rd Quarter 1999

System Name	Accomplished 3rd Quarter 1999	Planned for 4 th Quarter 1999	Status
CAD - Fire Dispatch			System has been repaired, tested and put back in service.
Taxes	Initiated Y2000 functional testing of new version of the software.	 Complete Y2000 tests Interface to new version of FAMIS. 	New system is in production.
PTMS	 Resolved many of the functional and operational problems. IVR implemented. 	Implement additional functionality (not Y2000 related); financial controls.	System has been implemented.
FAMIS	 Completed Y2000 testing; Completed Accounts Receivable remediation; Completed Post-dated cheques remediation. 	Complete integrated interfacing tests with other systems.	System has been implemented.
Licensing	Cut-over to new system.		New system is in production.
Payroll			System has been implemented for both salary and wage payrolls.
COSF Pension Payroll	Conducted parallel runs of COSF system before implementation.		System implemented on October 1, 1999.

System Name	Accomplished 3rd Quarter 1999	Planned for 4 th Quarter 1999	Status
Operations Management System (OPMS)	Completed upgrade of system to incorporate outstanding requirements.	New system is in product	
Lansdowne Park Management System (LPMS)	• Implemented system on July 5, 1999.		New system is in production.
Fire Administration		 Awaiting results of Union negotiations, to determine impact on system with respect to Clothing. As a contingency, Y2000 testing will be carried out on the existing clothing component of mainframe system. 	 Most FAS functions will be addressed by the HRMIS and Payroll functions; Project is considered complete.
VEP and Stores	 Completed programming changes for VEP; Completed User acceptance testing; Completed Y2000 testing; Completed Interface testing; Cut-over to production. 		Both Stores and VEP have been repaired and are in production.
Booking Registration System			Upgraded system implemented.
Property Information System	 Installed system on client desktops; Completed job specific training Completed data conversion; Implemented MAP application (go live). 		System implemented on September 20th.

System Name	Accomplished 3rd Quarter 1999	Planned for 4 th Quarter 1999	Status
Cash Receipt (UPPW - Planning Permits)	System installed as part of GIS.	Complete roll-out of system in early November.	
Sewer Alarm System			Project completed.
Microstation/CAD			Project completed.
Securities Deposit (UPPW - Planning Permits)	System installed as part of GIS.	Complete roll-out of system in early November.	

Status of Y2000 Medium Priority Systems 3rd Quarter 1999

	System Name	Accomplished 3rd Quarter 1999	Planned for 4 th Quarter 1999	Status
1.	Snow Removal - Operations planning			New system implemented.
2.	Contracts Management System			Existing System Y2000 ready.
3.	Vital Statistics	Repaired 1 outstanding problem;Obtained readiness sign-off.		Existing System Y2000 ready.
4.	Pavement Management System			Existing System Y2000 ready.
5.	Integrated Infrastructure Management System (IIMS)		 Obtain compliancy statement from the vendor to confirm Y2000 readiness. Conduct Y2000 testing. 	• 90 % Complete.
6.	Encroachment Permits			Existing System Y2000 ready.
7.	Facilities Performance Management System (FPMS)			Existing System Y2000 ready.

	System Name	Accomplished 3rd Quarter 1999	Planned for 4 th Quarter 1999	Status		
8.	Market Management System	 Completed programming of new system; Acceptance testing carried out; System implemented in August. 		New system implemented.		
9.	ICS Complaint System	 Replacement system installed as part of MAP - GIS. Implemented system for inspectors. 	Implement system at Client Service Center.			
10.	Inspection Scheduling	Replacement system installed as part of MAP - GIS.		System implemented.		
11.	Planning Applications Tracking	Replacement system installed as part of MAP - GIS.	Implement system in November.			
12.	Snow Removal Registration	Existing system tested for Y2000 readiness.		Existing system is Y2000 ready.		
13.	Hired Equipment	Existing system tested for Y2000 readiness.		Existing system is Y2000 ready.		
14.	BE - Financials/Budget	Existing system tested for Y2000 readiness.		Existing system Y2000 ready.		
15.	Building, Trade and Works (BTW) Recoveries	Existing system tested for Y2000 readiness.		Existing system Y2000 ready.		

System Name	Accomplished 3rd Quarter 1999	Planned for 4 th Quarter 1999	Status
16. Workplace Hazard (WHMIS)	Tested system to confirm Y2000 readiness of upgraded 3 rd . Party software.		Upgraded system Y2000 ready.
17. Occupational Health & Safety (Parklane)	Tested to confirm Y2000 readiness of upgraded 3 rd . Party software.		Upgraded system Y2000 ready.
18. Debt Management System			Existing system Y2000 ready.
19. Parking Control Systems	Upgraded City Hall system (The last remaining system).	Testing for Y2000 readiness.	
20. Retirees Benefit System	 Existing system tested for Y2000 readiness; System required minor fixes and is now Y2000 ready. 		Existing system Y2000 ready.
21. COMM 2000	Completed CSC upgrades.Test for Y2000 readiness.		Upgraded system Y2000 ready as of Oct 5.
22. Fuel Management System	 Replacement system procurement co-ordinated with Region's requirement; New system has been selected. 	Implement system by end November.	As a contingency, manual work-around has been developed
23. Financial Information Return (FIR) Preparation	Tested for Y2000 readiness.		Awaiting user sign-off.
24. Investment for City, including COSF	• Four of the six 3 rd party Upgrades applied.	 Apply remaining 3rd party Upgrades. Complete Y2000 tests. 	

System Name	Accomplished 3rd Quarter 1999	Planned for 4 th Quarter 1999	Status
25. Street/Tree Inventory	Y2000 remediation of existing system carried out.	Conduct Y2000 tests on remediated system in October 1999.	
26. Records Management System (RMS)		• Y2000 testing to be carried out in October 1999.	
27. Street cut permit	 Existing system tested for Y2000 readiness; System failed Y2000 readiness tests. 	System to be absorbed into GIS by end of November, 1999.	

Document 3

Year 2000 Cost Report as at September 30, 1999

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Note	Project Description	Revised Budget	Expended/ Committed	Estimate to Complete	Total Projected Cost Excluding Systems Integration Division Overhead	Surplus/ (Deficit)	Total Projected Cost with Distributed Systems Integration Division Overhead
	Business Applications						
	High Priority						
	Fire Department's Computer Aided Dispatch	200,000	200,000		200,000	0	200,000
	Taxes	400,000	349,377	50,623	400,000	0	504,000
	Parking Ticket System	675,000	641,371	8,629	650,000	25,000	668,840
	Licensing System	185,000	202,466	2,534	205,000	(20,000)	363,930
1	Payroll System	450,000	450,000		450,000	0	835,531
	Operations Management System (OPMS & LPMS)	250,000	290,322	21,378	311,700	(61,700)	570,509
	Fire Administration System	25,000			0	25,000	12,330
2	Financial Systems	1,450,000	1,702,202	22,198	1,724,400	(274,400)	1,926,482
	Vehicle & Equipment Pool/Stores Inventory	400,000	103,826	36,174	140,000	260,000	207,950
	Booking and Registration	25,000	23,877	1,123	25,000	0	25,000
	Planning & Development Information System	800,000	593,368	105,332	698,700	101,300	875,709
	Security Deposit Tracking	20,000			0	20,000	
	7780 Remittance Processor	70,000	62,802	7,198	70,000	0	70,000
	Sewer Alarm/Lantastic	500	120	380	500	0	500
	Microstation CAD/Applications +Byers Plotting SW	<u>5,000</u>			<u>0</u>	5,000	
	Sub Total High Priority Systems	4,955,500	4,619,731	255,569	4,875,300	80,200	6,260,781
	Medium Priority Systems	740,000	222,206	171,794	394,000	346,000	480,306
	Low Priority Systems	400,000	117,523	204,877	322,400	77,600	322,400
	Software Tools	200,000	<u>192,200</u>		<u>192,200</u>	<u>7,800</u>	<u>192,200</u>
	Total Business Applications	6,295,500	5,151,660	632,240	5,783,900	511,600	7,255,687
	Infrastructure	750,000	503,552	74,548	578,100	171,900	578,100

Policy, Priorities and Budgeting Committee (Agenda 19 - November 25, 1999) Comité des politiques, des priorités et des budgets (Ordre du jour 19 - Le 25 novembre 1999)

Not	e Project Description	Revised Budget	Expended/ Committed	Estimate to Complete	Total Projected Cost Excluding Systems Integration Division Overhead	Surplus/ (Deficit)	Total Projected Cost with Distributed Systems Integration Division Overhead
3	Embedded Systems	500,000	144,284	155,716	300,000	200,000	300,000
	IS Retention Costs	916,000	318,216	597,784	916,000	0	916,000
4	Other Costs (including Consulting, Training,						
	Sub Total - Y2000 Repair Costs	9,600,000	6,743,335	1,966,665	8,710,000	890,000	10,181,787
	Additional system costs above the base Y2000 repairs						
	New Fire CAD System	1,200,000			0	1,200,000	
	GIS Applications	1,600,000	<u>965,618</u>	634,382	1,600,000	<u>0</u>	1,600,000
	Year 2000 and System Enhancement Costs	12,400,000	7,708,953	2,601,047	10,310,000	2,090,000	11,781,787
	Systems Integration Div Systems Administration						408,213
		12,400,000	7,708,953	2,601,047	10,310,000	2,090,000	12,190,000
	S.I. Division Salaries & Benefits for 1998 & 1999		1,814,000	66,000	1,880,000	(1,880,000)	
	Year 2000 System Planning and Development	12,400,000	9,522,953	2,667,047	12,190,000	210,000	12,190,000

Notes:

- 1. Payroll portion of Human Resources Management Information System (HRMIS) Project 960331.
- 2. Project funding initial estimate (\$1 Million) + Transfer from Executive Information System (\$200,000) + transfer from Contingency (\$250,000) to cover increased costs following completion of contract negotiations.
- 3. Embedded Systems Project is still subject to major review. Updated projections will be provided for the March 31st Quarterly Report.
- 4. Budget for Other Costs Contingency includes \$100,000 for Y2000 Consulting (Project 970469) + \$100,000 for Business System Recovery Planning (Project 970471).

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November 16, 1999 ACS1999-CS-PTY-0009

(File: RHI2712/3000)

Department of Corporate Services

Ward/Quartier OT4 - Rideau

 Policy, Priorities and Budgeting Committee / Comité des politiques, des priorités et des budgets Action/Exécution

• City Council / Conseil municipal

2. Property - Civic - Disposal - 569 Foxview Place Propriété municipale - Cession - 569, place Foxview

Recommendation

That the City-owned property at 569 Foxview Place be declared surplus to City requirements in accordance with By-law 87-95 and be disposed of in accordance with the Corporate Policy on Disposal of Surplus City-owned Property and the delegation of Authority Report approved by City Council on January 20, 1999.

November 15, 1999 (3:12p)

R. T. Leclair Commissioner of Corporate Services November 16, 1999 (2:09p)

Approved by John S. Burke

Chief Administrative Officer

NH:nh

Contact: Nancy Hay - 244-5300 ext. 1-3718

Financial Comment

Subject to City Council approval, the net proceeds from the disposal of the property will be credited to the General Capital Reserve Fund.

November 16, 1999 (11:35a)

for Mona Monkman City Treasurer

EM:ari

Executive Report

Reasons Behind Recommendation

The City-owned property at 569 Foxview Place, as well as the adjacent property at 575 Foxview Place, were originally identified as potentially surplus properties in the October 1992 Three Year Disposal Strategy. At that time, City Council directed staff to initiate the normal clearance for surplus status process, as well as public consultation, and report back to Council on the potential surplus status of these two lots.

Through the public consultation process, a requirement for this property was identified by the residents of the City Living development known as Thorncliffe Village, which is located immediately to the rear of this property. A Safety Audit carried out in conjunction with the Ottawa Carleton Regional Police Services and the Crime Prevention Bureau, identified the need for safer and easier access from Thorncliffe Village to the bus stop and shops on Montreal Road. The residents requested that one of these Foxview Place lots be retained for the development of a pedestrian path to address this linkage requirement.

On July 3, 1996, a report was submitted to City Council recommending that the City-owned properties at 569 Foxview Place (incorrectly referred to in that report as 573 Foxview Place) and 575 Foxview Place be declared surplus for disposal. At that meeting, City Council approved the surplus status of 575 Foxview Place only and carried a motion that 569 Foxview Place be transferred to City Living for the sum of \$1.00 conditional on construction of a pedestrian pathway across this property being undertaken within two years. Failing construction of the pedestrian pathway, the lot was to be returned to the City.

The two year term ended in June of 1998 and the pedestrian path has not been constructed. Therefore, the subject lot has reverted back to the City. While this Department supports the requirement for a pedestrian link to Montreal Road, the proposed pathway alignment through the City-owned lot on Foxview Place is not a feasible location. This is due to the steep slope from the Foxvew lot to Thorncliffe Village, the necessary relocation of mature trees and the close proximity of the pedestrian path to Thorncliffe residential units. In addition, as a result of the steep slope, the pathway could not be winter maintained and therefore the linkage would only be available for a portion of the year.

City Living is still interested in developing a pedestrian pathway to Montreal Road. The City's preferred approach would be to develop the pedestrian path in conjunction with the future development of the property immediately south of the Thorncliffe Village community. This privately-owned land separates Thorncliffe Village from Montreal Road, provides the most direct linkage and is currently being used by Thorncliffe Village residents as an unauthorized footpath to connect with Montreal Road. The Department of Finance is currently pursuing a way to implement and finance this approach with City Living.

Development of 569 Foxview Place by City Living as a pedestrian pathway has not been carried out in accordance with Council direction. In addition, it has been determined that use of this property as a pedestrian pathway to link Thorncliffe Village and Montreal Road is not a feasible use for this property. As there is no Corporate requirement for this property, this recommendation seeks to declare 569 Foxview Place surplus to the requirements of the City of Ottawa. In order to maximize the disposal revenue, 569 Foxview Place will be marketed for disposal in conjunction with the adjacent surplus City-owned property at 575 Foxview Place.

Disposition

Originating Department

List of Supporting Documentation

Document 1 Sketch illustrating location of 569 Foxview Place

Part II - Supporting Documentation

Document 1

