



Date: June 17, 2026
 To: IFPTE Local 21, AFL-CIO
 From: Planning Department and Department of Building Inspection
 Cc: Civil Service Commission

Re: Response to Local 21’s Proposed OpenGov Knowledge Transfer Plan for PermitSF

Dear Local 21 Representatives,

Thank you for the discussion and opportunity to share our staffing plan, which we hope demonstrates our commitment to the technical staff who will be supporting the implementation and administration of a permitting solution for the City. The City appreciates the importance of a knowledge transfer plan that is clear and trackable. As discussed with Local 21 yesterday, knowledge transfer with OpenGov is both currently underway and the knowledge transfer plan is being developed. In an effort of transparency and collaboration, we want to provide an early, high-level picture of how the seven capabilities identified by the Union will be transferred to and supported by City staff.

Attached is the current PermitSF organizational chart. The program is staffed by four delivery workstream teams — Configuration & Build, Data & Finance, Training/CX & Communications, and Platform & Tech Integration — alongside Department subject matter experts. These teams already include Local 21-represented civil service classifications and will carry forward the capabilities described by Local 21. At a high level, responsibility maps are as follows:

Knowledge Transfer Capability	Supporting City Team
Full database access, including read/write capabilities	<p>Data & Finance (Data Engineers, Data & Reporting Analysts) Platform & Tech Integration (App Dev Leads, Tech Integration Specialists, Systems Analysts)</p> <p>Full direct database access is not available in OpenGov’s software model. Secure, controlled access to all City data is provided through the API and reporting tools.</p>

Knowledge Transfer Capability	Supporting City Team
<p>Training and admin access for City staff to configure new permit types</p>	<p>Configuration & Build (Implementation Configuration Specialists, Platform Improvement Specialists, User Admin & Access Administrators) Platform & Tech Integration (App Dev Leads, Tech Integration Specialists, Systems Analysts)</p> <p>City staff currently have Admin User Access and can configure new permit types. We anticipate the number of staff with this level of permission will grow as the project scales.</p> <p>Training has begun to transition from predominantly OpenGov to City Staff. Four staff joined the team this month with the goal of them – plus agency SMEs – running trainings in future phases. City staff will own training on new records during the project and once the project is complete, City staff will own training as part of onboarding of new staff. OpenGov will only retain training on new features as those are launched to all of their clients.</p>
<p>Configuring and coding event-based business process automation</p>	<p>Configuration & Build (Implementation Configuration Specialists, Platform Improvement Specialists) Platform & Tech Integration (App Dev Leads, Systems Analysts)</p> <p>Configuration is currently being done by City staff who have Admin User Access; as the project scales and project team expands, so will the number of staff doing configuration. Configuration is happening in conjunction with business process re-engineering on this project.</p> <p>Although direct coding into the backend of the product will not exist since this is a SaaS product, staff with Admin User Access will be able to configure event-based business process automation. We have identified event-based business process automation as a priority need for the permit types we will likely launch in Phase 2 and anticipate more robust features to accommodate this to be delivered within the next year.</p>
<p>Adding, editing, and archiving application data fields</p>	<p>Data & Finance team (Data Engineers, Data & Reporting Analysts)</p>

Knowledge Transfer Capability	Supporting City Team
	<p>Platform & Tech Integration (App Dev Leads, Tech Integration Specialists, Systems Analysts)</p> <p>City staff with Admin User access can add, edit, and archive data fields; as the project scales and project team expands, so will the number of staff with the ability to add, edit and archive fields.</p>
<p>Independent troubleshooting and resolution of system issues</p>	<p>Configuration & Build (Implementation Configuration Specialists, Platform Improvement Specialists) Data & Finance team (Data Engineers, Data & Reporting Analysts) Training, CX & Communications Platform & Tech Integration (App Dev Leads, Tech Integration Specialists, Systems Analysts)</p> <p>City staff can independently troubleshoot resolution of most system issues. As is consistent with all SaaS products, there will be some system issues that can only be resolved by OpenGov, such as bugs within new features.</p>
<p>Building and supporting third-party and internal integrations</p>	<p>Platform & Tech Integration (App Dev Leads, Tech Integration Specialists) Data & Finance (Data Engineers, Data & Reporting Analysts)</p> <p>The City is working with OpenGov to leverage and enhance OpenGov’s robust API framework to integrate with existing City systems and legacy technology providers, enabling City staff to build and support third-party and internal integrations.</p>
<p>Promoting changes from UAT to production</p>	<p>Platform & Tech Integration (App Dev Leads, Tech Integration Specialists) Data & Finance (Data Engineers, Data & Reporting Analysts)</p> <p>Although OpenGov will retain the exclusive ability to promote changes from their UAT (User Acceptance Testing) environment to production to ensure that changes don’t impact other agencies’ instances of the software, City staff with Admin User Access do have</p>

Knowledge Transfer Capability	Supporting City Team
	the ability to work within the Test environment to build, configure, and test new and modified record types.

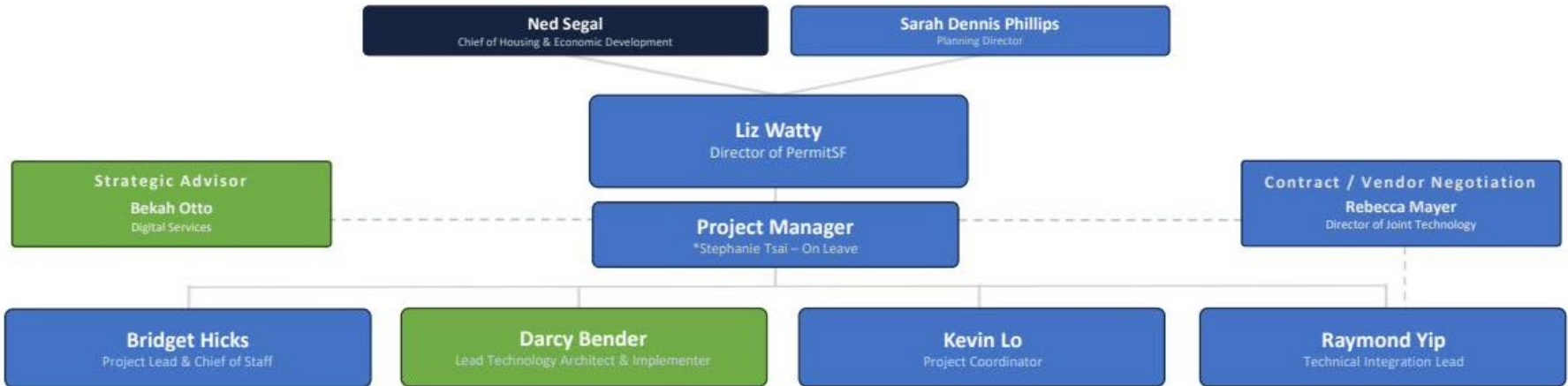
We are committed to providing regular updates to Local 21 on development and implementation of the knowledge transfer plan. Formal training and knowledge transfer sessions will be scheduled by the end of summer 2026. In the meantime, shadowing, training-the-trainers, and other hands-on learning are already occurring organically as part of the team's day-to-day work.

We look forward to continuing to work with Local 21 on a knowledge transfer plan that meets the Union's standard for enforceability and protects the long-term interests of our represented employees. Please let us know if it would be helpful to schedule a meeting to walk through this further.

Attachment: PermitSF Organizational Chart

PermitSF Organizational Chart

Office of the Mayor · Housing & Economic Development



DELIVERY WORKSTREAMS

