

OpenGov 


CCSF - PermitSF

Weekly Status Report - May 4, 2026



Project Status – High Level

Status Indicators (**GREEN** = on track, no major issues; **YELLOW** = potential risk to project delivery; **RED** = issues present with major impact to scope, schedule, resources)

<p>PermitSF Project Health</p>		<p>UAT has officially kicked off. The OpenGov team is on site this week delivering training, office hours, and configuration consultation sessions to support the PermitSF team through the testing phase.</p> <p>Inspection scheduling is the one exception. UAT and training at the senior inspector and management level will begin in early June, with a solution and product features for high-complexity inspection scheduling now confirmed and in active development.</p>
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Project Status – Risks, Issues, Wins

Top Risk(s)

1. **Inspection Scheduling: Advanced Features in Active Development** — OpenGov's engineering team is actively building the advanced inspection scheduling features committed to the roadmap. These features are on a tight timeline with no buffer for delay. Continued progress and on-time delivery remain critical to support the June UAT and training for next launch.

Top Issue(s)

1. **Ongoing SLA Metric Improvement** — The team continues to identify opportunities to strengthen SLA performance. No red flags at this time. OpenGov remains available to support PermitSF through additional training sessions or process improvement consultation as needed.

Top Win(s)

1. **City Team Expands Permit Types in Portal** — The PermitSF team began building additional permit types in the portal. OpenGov is supporting this work and will continue to provide consultation, training, and onsite support as the city team grows into the platform.

Project Status – Milestones

Status Indicators (**GREEN** = on track, no major issues; **YELLOW** = potential risk to project delivery; **RED** = issues present with major impact to scope, schedule, resources; **GREY** = not started)

Milestones/ Workstreams	Record Type Workflows	Data Migration	Payment Processor	Integration**	Reporting & Dashboards	Change Management
Initiate	Completed	Completed	Completed	Completed	Completed	Completed
Validate	Completed	Completed	Completed	Completed	Completed	Completed
Configure	Completed (Feb) Completed (Apr) Completed (Jun)	N/A	Completed	Completed (Feb) Completed (Apr) Completed (Jun)	Completed (Feb) Completed (Apr) Completed (Jun)	Completed (Feb) Completed (Apr) Completed (Jun)
Train	Completed (Feb) Completed (Apr) In Progress (Jun)	N/A	Completed	Completed (Feb) Completed (Apr) In Progress (Jun)	Completed (Feb) N/A (Apr) In Progress (Jun)	Completed (Feb) Completed (Apr) In Progress (Jun)
Launch	Completed (Feb) Completed (Apr) Not Started (Jun)	N/A	Completed	Completed (Feb) Completed (Apr) Not Started (Jun)	Completed (Feb) N/A (Apr) Not Started (Jun)	Completed (Feb) Completed (Apr) Not Started (Jun)

Integration includes Master Address Table, GIS with Flags, CSLB, Advanced Reporting Integration, Bluebeam




Project Status – Workflow/ Permit Type

Status Indicators (GREEN = on track, no major issues; YELLOW = potential risk to project delivery; RED = issues present with major impact to scope, schedule, resources; GREY = not started)

Workflow	Fire Construction	Fire Operational	Express & OTC Trades	OTC DSW-R	Signs	Solar App+	Special Events	Water Flow	Contractor Authorization
Initiate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Validate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Configure	Completed	Not Started	Completed	Completed	Not Started	Completed	Completed	Completed	Completed
Train	Completed	Not Started	In Progress	Completed	Not Started	In Progress	Completed	Completed	Completed
Launch	Completed	Not Started	Not Started	Completed	Not Started	Not Started	Completed	Completed	Completed

Project Health Tracker Dashboard

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Delivery		All deliverables are on schedule with no change to the committed delivery timeline, including the critical inspection scheduling enhancement features required for the trades permit launch. UAT has officially kicked off this week, with inspection scheduling UAT and training for senior inspectors, schedulers and management level planned for early June.
Schedule		Project is on track for prioritized record types across UAT, training, and launch milestones this summer. Training plans for June workflows are in development. Inspection scheduling remains the critical near-term dependency and is being closely monitored.
Resource/ Capacity		OpenGov capacity is steady. The project team is ready and available to be on site to support configuration, testing, training, launch, and post-go-live activities. PermitSF SME availability through UAT remains important to maintain timely feedback cycles.

Thank You