

OpenGov 


CCSF - PermitSF

Weekly Status Report - April 27, 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>This week marks a significant program milestone: configuration for all remaining record types is complete, based on requirements provided by PermitSF. UAT officially kicked off this week across the majority of workflows.</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 / product features for high-complexity inspection scheduling now confirmed and in progress..</p> <p>The project is on track. Both teams are now shifting focus from configuration to testing and training in preparation for the June 15 go-live.</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. **Configuration Complete — All Selected Permit Types** — Configuration for the remaining record types has been completed per requirements provided by PermitSF. The program is now shifting to UAT and training plan development in preparation for the next launch.

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) In Progress (Jun)	N/A	Completed	Completed (Feb) Completed (Apr) In Progress (Jun)	Completed (Feb) Completed (Apr) In Progress (Jun)	Completed (Feb) Completed (Apr) In Progress (Jun)
Train	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)
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		In Progress Due by 4/29	Completed		In Progress Due by 4/29	Completed	Completed	Completed
Train	Completed		On Track May + June	Completed		On Track May + June	Completed	Completed	Completed
Launch	Completed		Not Started	Completed		Not Started	Completed	Completed	Completed

Project Health Tracker Dashboard

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

Delivery		Configuration complete for the selected prioritized record types. UAT officially kicked off this week across the majority of workflows. Inspection scheduling UAT and training at senior inspector and management level planned for early June, solution for high-complexity scheduling is confirmed and in place.
Schedule		Project on track.. Training plans for June workflows in development. Advanced inspection scheduling features are in active development by OpenGov with no schedule buffer, progress is being closely monitored. Early June UAT and training start for inspection scheduling is the critical near-term milestone.
Resource/ Capacity		OpenGov capacity steady across UAT and configuration wrap-up. PermitSF SME availability remains important through UAT to ensure timely feedback cycles. OpenGov continue provide support in configuration consultation, and additional trainings to PermitSF as needed.

Thank You