

OpenGov 

CCSF – PermitSF

Weekly Status Report – December 29, 2025



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)

PermitSF Project Health



The project continues to make solid progress as it transitions from configuration into readiness activities. All workflows remain in the Configuration phase, with Record Type workflows tracking Yellow due to a small number of outstanding configuration items that require final clarification and confirmation from CCSF. OpenGov received the updated fee schedule today, and the remaining configuration logic confirmations are expected from CCSF shortly, allowing this work to complete this week.

Preparation for User Acceptance Testing (UAT) is well underway, with kickoff planned for January 5. In parallel, OpenGov has provided CCSF with the information needed to begin drafting Standard Operating Procedures (SOPs) for each workflow scheduled for the February go-live.

The Training Plan has been proposed, reviewed with CCSF, and is ready for internal communication. Training rollout remains on track to begin the week of January 12, aligned with UAT and readiness activities. Payment Processing UAT also continues to track as planned.

Despite the holiday week, CCSF core project team members have continued to provide timely responses, and both CCSF and OpenGov remain aligned on maintaining implementation momentum into the new year.

Top Risk(s)

1. **Change Management / Readiness Risk** – Staff and applicant readiness remains a key focus as training and UAT begin.
2. **Holiday Resource Capacity** – Reduced availability requires continued coordination but remains manageable.
3. **Finalize Configuration Logic (OTC DSW)** – A small number of configuration and fee-related confirmations pending CCSF input; resolution expected this week.

Top Issue(s)

1. **Reporting & Dashboards Configuration** – Final data access approach and reporting tool selection pending CCSF confirmation.

Top Win(s)

1. **Training Plan Reviewed and Aligned** – Initial confirmation achieved; ready for CCSF internal communication.
2. **UAT Preparation on Track** – January 5 kickoff confirmed, with workflows and scenarios prepared.
3. **SOP Development Initiated** – CCSF began building SOPs using OpenGov-provided workflow details.

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	In Progress	N/A	In Progress	In Progress	In Progress	In Progress
Train	In Progress	N/A	In Progress	Not Started	Not Started	In Progress
Launch	Not Started	N/A	Not Started	Not Started	Not Started	In Progress

****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	Online Trade**	OTC DSW-R	Signs	Solar**	Special Events	Water Flow
Initiate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Validate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Configure	Completed	In Progress Due by 2/22	In Progress Due by 2/22	In Progress Due by 1/2	In Progress Due by 2/22	In Progress Due by 2/22	Completed	In Progress Due by 2/22
Train	On track for Jan Training	Not Started	Not Started	On track for Jan Training	Not Started	Not Started	On track for Jan Training	Not Started
Launch	Not Started Go Live: 2/13/26	Not Started Go Live: 4/13/26	Not Started Go Live: 4/13/26	Not Started*** Go Live: 2/13/26	Not Started Go Live: 4/13/26	Not Started Go Live: 4/13/26	Not Started Go Live: 2/13/26	Not Started Go Live: 4/13/26

Small Mechanical has been rolled up into the Online Trade category; it is now replaced by the Solar workflow.

Re-roofing Go Live Date: April 13th, 2026

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		Delivery continues to advance as configuration work stabilizes. February workflows remain on track, with only minor configuration items pending CCSF confirmation. Payment Processing UAT preparation is progressing as planned, and informal testing and SOP development indicate growing readiness for UAT and training.
Schedule		<p>The go-live schedule remains unchanged:</p> <ul style="list-style-type: none">• February 13 – Fire Construction, OTC DSW, Special Events• April 13 – Trade, Signs, Solar, Fire Operational, Water Flow <p>Configuration completion is expected imminently for February workflows. UAT will begin January 5, followed by training rollout starting the week of January 12. Overall timeline remains stable heading into readiness activities.</p>
Resource/Capacity		Resource capacity remains steady. CCSF has implemented a coverage plan to support critical decision-making through the holiday period. Both CCSF and OpenGov teams are increasing activity over the next two weeks to support UAT, finalize training materials, and align communications in preparation for deployment.

Thank You