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CCSF – PermitSF

Weekly Status Report – January 20, 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)

PermitSF Project Health		The project completed the first week of training, including all planned seminars and lab sessions for February workflows. Staff engagement was strong, with thoughtful questions and feedback indicating increasing comfort with how the system supports day-to-day operations. The focus has now shifted to hands-on workshops, office hours, and role-based practice to deepen staff confidence. A key priority emerging from training is SOP readiness, timely completion and distribution of SOPs is critical to reinforce learning and support consistent execution ahead of the February go-live. In parallel, the project is increasing focus on applicant readiness, including preparation for applicant-facing testing beginning next week and coordination of internal and external communications.

Top Risk(s)

1. **Change Management / Readiness** – Ensuring staff and applicants are fully prepared as training moves from orientation to real-world execution.
2. **Public Communication Timeline** – Limited time to communicate changes broadly ahead of February go-live.

Top Issue(s)

1. **SOP Completion Pace** – SOPs are still being finalized and are critical to reinforcing training and operational confidence.
2. **Minor UAT-Driven Adjustments** – Small refinements continue to surface and must be managed without impacting training delivery and prioritized by Feb go-live critical adjustments only.

Top Win(s)

1. **Week 1 Training Completed** Successfully, including all seminars and lab sessions.
2. **High Staff Engagement** – Participants asked thoughtful questions and provided actionable feedback.
3. **Improved CCSF Cross-Department Collaboration** – Service areas began aligning on shared inspection processes and SOPs, strengthening operational consistency.
4. **Strong OG–CCSF Partnership** in coordinating training, communications, and post–go-live support planning.

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 (Web – Signed off) (Kiosk – UAT In Progress)	In Progress	In Progress	In Progress
Train	In Progress	N/A	In Progress	In Progress	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

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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	Completed	In Progress Due by 2/22	In Progress Due by 2/22	Completed	In Progress Due by 2/22
Train	In Progress	Not Started	Not Started	In Progress	Not Started	Not Started	In Progress	Not Started
Launch	On Track for Go Live: 2/13/26	Not Started Go Live: 4/13/26	Not Started Go Live: 4/13/26	On Track for*** Go Live: 2/13/26	Not Started Go Live: 4/13/26	Not Started Go Live: 4/13/26	On Track for 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

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Project Health Tracker Dashboard

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Delivery		Delivery remains on track as the project moves through training and readiness execution. February workflows are stable, with UAT close-out focused on minor refinements rather than redesign. Training delivery and labs are progressing as planned, reinforcing staff understanding and confidence.
Schedule		The February 13 go-live for Fire Construction, OTC DSW, and Special Events remains unchanged, with April 13 planned for remaining workflows. The schedule risk at this stage is tied to readiness activities: training, SOP finalization, and communications.
Resource/Capacity		Resource capacity remains steady. CCSF and OpenGov teams are operating at elevated intensity to support training delivery, SOP development, and communications planning. Departments are collaborating more closely than earlier phases, which is improving coordination and decision-making during this execution-heavy period.

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Thank You

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