

OpenGov 


CCSF – PermitSF

Weekly Status Report – January 26, 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 |  | <p>The project continues to make strong progress through the training and readiness phase. Following a successful first week, Week 2 of training was completed as planned, with expanded hands-on workshops and office hours reinforcing role-based adoption for February workflows.</p> <p>This week marks the start of super-user training for PermitSF teams, building internal champions ahead of go-live. In parallel, applicant readiness activities and applicant-facing testing began this week (1/26), ensuring external users are prepared alongside staff.</p> <p>OpenGov and PermitSF also finalized the pre-, during-, and post-go-live support plan, providing clear communication paths, processes, and resource coverage for February launch. Strong collaboration between OpenGov and CCSF leadership continues to support confidence and momentum as the project enters its final readiness window.</p> |
|------------------------------------|---|---|

Top Risk(s)

1. **Staff & Applicant Readiness** – Focus on strong communication, clear processes, and accessible tools as the project transitions into launch.
2. **Focus on February Workflows** – Emphasis on February delivery may reduce attention on April workflows; mitigated through parallel planning and tracking.

Top Issue(s)

1. **SOP Alignment Across PermitSF** – Differences in business processes across departments may slow SOP finalization; active coordination underway to resolve and align prior to go-live.

Top Win(s)

1. **Week 2 Training Completed Successfully**– including hands-on workshops and office hours.
2. **High Engagement from Staff** – with continued strong participation and feedback.
3. **Alignment on February Go-Live Support Plan** – including pre- and post-launch coverage.

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****

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

Project Health Tracker Dashboard

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| | | |
|-------------------|---|---|
| Delivery |  | Delivery remains on track as the project advances through training and readiness execution. February workflows are stable, super-user training has begun, and applicant testing is underway. The launch phase support plan further strengthens readiness for go-live. |
| Schedule |  | The February 13 go-live for Fire Construction, OTC DSW, and Special Events remains unchanged, with April 13 planned for remaining workflows. Readiness activities are progressing as scheduled, with no changes to milestone dates. |
| Resource/Capacity |  | Resource capacity remains steady. CCSF and OpenGov teams are coordinating closely to support training, applicant testing, SOP alignment, and communications. Coverage plans and collaboration continue to improve execution during this high-intensity period. |

Thank You