

OpenGov 


CCSF - PermitSF

Weekly Status Report - May 11, 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 is in progress. Training plans have been developed and shared with PermitSF for confirmation.</p> <p>Inspection scheduling remains the one exception. Advanced features are in active development and on track to support the planned summer launch. UAT and training at the senior inspector and management level will begin in early June.</p> <p>The project is on track. Both teams are focused on training execution and UAT completion in preparation for the summer go-live milestones.</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	Re-roofing	Express & OTC Trades	OTC DSW	Solar App+	Special Events	Water Flow	Contractor Authorization
Initiate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Validate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Configure	Completed	In Progress	Completed	Completed	Completed	Completed	Completed	Completed
Train	Completed	Not Started	In Progress	Completed	In Progress	Completed	Completed	Completed
Launch	Completed	Not Started	Not Started	Completed	Not Started	Completed	Completed	Completed

Project Health Tracker Dashboard

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Delivery		UAT is in progress. Training plans have been developed and shared with PermitSF for confirmation. Inspection scheduling enhancement features remain on schedule to support the planned summer permit type launches.
Schedule		All prioritized record types are on track across training, UAT, and launch milestones. The near-term focus is an intensive training schedule ahead of the summer launch to ensure staff readiness and maintain inspection scheduling SLA performance levels.
Resource/ Capacity		OpenGov capacity is steady. While preparing for the next launch, it is suggested to PermitSF that each record type should have dedicated resources giving PermitSF staff a direct point of contact to shorten the feedback loop and accelerate issue resolution through training and go-live.

Thank You