

OpenGov 

CCSF – PermitSF

Weekly Status Report – November 21, 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



Strong progress, high engagement, and well-managed risks: The project continues to move steadily through the overlapping Validate and Configure phases, with CCSF and OpenGov teams working in close coordination to stay on schedule.

Minor delays in the Fire Operational and Online Trade workflows are being addressed and are on track to complete Validate phase by next week. Solar finished ahead of schedule, while Water Flow and Signs are ready for sign-off. On the configuration side, Fire Construction (Alarm & Sprinklers) is complete, and OTC DSW-R is slightly behind but expected to finish on time.

These brief delays reflect ongoing change management alignment as processes are refined. CCSF has been highly responsive by owning prework, shortening decision cycles, and helping sustain delivery pace.

Overall, the project remains on track to complete all Validate phases by the end of November and finalize Configuration before Christmas week, setting up January for training and readiness ahead of the February go-live.

Top Risk(s)

1. **Change Management** – Timely responsiveness and provision of City information are critical to maintaining project milestones.
2. **Holiday Resource Capacity** – Q4 vacation schedules continue to constrain staff availability, compressing timelines for deliverables.

Top Issue(s)

1. **Validate Phase Delay** – Fire Operational and Online Trade validations delayed, but mitigation in place to complete by next week.
2. **Configuration Process** – Minor delay in OTC DSW-R due to alignment discussions; confidence remains high for completion on time.

Top Win(s)

1. **Solar Workflow** – Validation completed ahead of schedule.
2. **Fire Construction (Alarm & Sprinklers)** – Configuration successfully completed this week.
3. **Water Flow & Signs** – Ready for Validate phase sign-off.
4. **Cross-Team Coordination** – CCSF's proactive ownership and governance involvement continue to drive efficiency, risk management, and accountability.

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 | In Progress | Completed | Completed | In Progress | In Progress | In Progress |
| Configure | In Progress | N/A | In Progress | In Progress | Not Started | In Progress |
| Train | Not Started | N/A | Not Started | 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 | In Progress Due by 11/26 | In Progress Due by 11/26 | Completed | Completed | Completed | Completed | Completed |
| Configure | Completed | Not Started Due by 12/5 | Not Started Due by 12/19 | In Progress Due by 12/19 | In Progress Due by 12/5 | Not Started Due by 12/23 | In Progress Due by 12/5 | Not Started Due by 12/19 |
| Train | Not Started | Not Started | Not Started | Not Started | Not Started | Not Started | Not Started | Not Started |
| Launch | Not Started | Not Started | Not Started | Not Started | Not Started | Not Started | Not Started | Not Started |

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

Project Health Tracker Dashboard

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| | | |
|--------------------------|---|---|
| Delivery |  | Progress remains steady across workflows. Fire Construction configuration is complete, while Fire Operational and Online Trade validations will finish next week. The team is confident all configuration work will be completed before Christmas week. |
| Schedule |  | Minor delays in validation and configuration feedback cycles. Validate phase completion remains targeted for end of November, keeping the February timeline intact. Training readiness is in progress, with early sessions starting mid-December. |
| Resource/Capacity |  | Both teams continue to manage overlapping workload effectively. CCSF has shown ownership in completing prework, accelerating decision-making, and maintaining project alignment. The joint governance model continues to ensure effective communication and rapid issue resolution. |

Thank You