

OpenGov 


CCSF – PermitSF

Weekly Status Report – November 7, 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)

<b>PermitSF Project Health</b>		<p>Overall health improved as key risks have been mitigated through strong alignment and leadership action.</p> <p>This week marks a significant turning point in project performance. The Payment Processor integration, once a major risk, has been stabilized through close collaboration and alignment across CCSF, EUNA, and OpenGov. Leadership engagement, rapid business decision-making by CCSF, and unified implementation planning have transformed this area from high risk to low risk.</p> <p>While this improvement moves the overall project health to Yellow, key dependencies and seasonal constraints still warrant close attention. Change management remains a high-priority, high-risk area, and Q4 time-off and holiday schedules may affect capacity and responsiveness. Both teams are actively managing these challenges through early planning, consistent communication, and governance discipline.</p> <p>The MOU for GIS Flag (Parcel Data) remains pending from CCSF, delaying data transfer to OpenGov. Integration activities will begin immediately upon execution.</p>
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Top Risk(s)
<ol style="list-style-type: none"><li><b>Change Management</b> – Timely responsiveness and provision of City information are critical to maintaining project milestones.</li><li><b>Holiday Resource Capacity</b> – Q4 vacation schedules continue to constrain staff availability, compressing timelines for deliverables.</li></ol>

Top Issue(s)
<ol style="list-style-type: none"><li><b>GIS Flag (Parcel Data)</b> – Pending MOU from CCSF delaying data access; expected resolution end of this week.</li></ol>

Top Win(s)
<ol style="list-style-type: none"><li><b>Payment Integration Success</b> – Cross-team alignment and leadership coordination downgraded this deliverable from high risk to low risk.</li><li><b>Decision Velocity</b> – Quick turnaround by CCSF leadership and SMEs strengthened milestone execution.</li><li><b>Workflow Progress</b> – All workflows remain on track; Validate and Configure phases running in parallel with close monitoring and proactive governance.</li></ol>

# 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	In Progress	Completed	In Progress	In Progress	In Progress
Configure	In Progress	Not Started	In Progress	Not Started	Not Started	In Progress
Train	Not Started	Not Started	Not Started	Not Started	Not Started	In Progress
Launch	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started

# 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 11/14	In Progress Due by 11/21	Completed	In Progress Due by 11/14	In progress Due by 11/26	Completed	Not Started Due by 11/21
Configure	In Progress Due by 11/14	Not Started Due by 12/5	Not Started Due by 12/19	Not Started Due by 11/21	Not Started Due by 12/5	Not Started Due by 12/5	Not Started Due by 11/21	Not Started Due by 12/5
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

**Status Indicators** (**GREEN** = on track, no major issues; **YELLOW** = potential risk to project delivery; **RED** = issues present with major impact to scope, schedule, resources)

<b>Delivery</b>		Significant improvement this week with Payment Integration transitioning from high risk to low risk. Strong alignment across CCSF, EUNA, and OpenGov has driven clarity in requirements and implementation planning. Delivery momentum remains steady, with continued focus on managing the pending GIS Flag MOU and maintaining decision cadence through November's heavier workload overlapping the validate and configure phases.
<b>Schedule</b>		Slight risk persists. Overlapping Validate and Configure phases and the ongoing GIS Flag MOU delay continue to compress timelines. Holiday schedules may add additional pressure; detailed forward planning and prioritization sessions are underway to sustain trajectory toward February go-live.
<b>Resource/Capacity</b>		Still constrained but improving. Cross-department coordination and proactive planning have helped offset resource challenges. Q4 time-off schedules and availability remain watchpoints, but engagement across teams is strong, and mitigation actions are in place.

Thank You