

OpenGov 

CCSF - PermitSF

Weekly Status Report - March 2, 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>The February go-live has successfully completed, including hyper-adoption support and two weeks of post-go-live monitoring. During this period, OpenGov and PermitSF partnered on daily end-of-day standups to review progress and identify improvements to meet the 2-day SLA target.</p> <p>Three post-go-live bugs were identified and resolved with immediate mitigation and permanent fixes within 24 hours, minimizing impact to staff and applicants. Overall system stability has remained strong.</p> <p>With February workflows live, focus now shifts to:</p> <ol style="list-style-type: none">1. Improving SLA performance,2. Finalizing remaining workflows go-live timelines,3. Continuing process optimization and adoption support. <p>OpenGov will continue supporting PermitSF through Expert Services with the same implementation team to reinforce adoption and workflow optimization.</p>
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Project Status – Risks, Issues, Wins

Top Risk(s)

1. **Remaining Workflow Go-Live Timeline (April & beyond)** – Timeline for remaining workflows still to be finalized on the PermitSF Clear prioritization is required to avoid schedule compression for April, May, and June releases.
2. **Governance & Decision Discipline** – Clear and timely decisions are needed to keep remaining workflows on track and ensure staff and applicants see intended improvements.

Top Issue(s)

1. **SLA Performance (2-Day Target)** – Current average turnaround from submission to issuance is not consistently meeting the 2-day goal for Fire Alarm and Sprinkler permits. Two primary delay areas have been identified:
 - Minimal Valuation (process update implemented 2/24)
 - Authorized Agent Form (pending PermitSF decision on next steps)PermitSF is reviewing downstream impacts and prioritizing workflow improvements daily.
2. **Scope Creep Risk** – New requests and refinements may continue to surface for the remaining workflows. Decision-makers could help to prioritize and align on change management to prevent reconfiguration cycles that could slow implementation progress.

Top Win(s)

1. **Successful February Go-Live** – including stabilization and hyper-adoption support.
2. **Rapid Bug Resolution** – Three post-go-live bugs resolved within 24 hours with no impact to active applications.
3. **Small Business Process Improvements** – Identified and prioritized for optimization.
4. **Training Plan Finalized for April Workflows** – Water Flow and Contract Authorization (target go live on April 13), supporting continued rollout momentum

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) In Progress (Apr)	N/A	Completed	Completed (Feb) In Progress (Apr)	Completed (Feb) In Progress (Apr)	Completed (Feb) In Progress (Apr)
Train	Completed (Feb) Not Started (Apr)	N/A	Completed	Completed (Feb) Not Started (Apr)	Completed (Feb) Not Started (Apr)	Completed (Feb) Not Started (Apr)
Launch	Completed (Feb) Not Started (Apr)	N/A	Completed	Completed (Feb) Not Started (Apr)	Completed (Feb) Not Started (Apr)	Completed (Feb) Not Started (Apr)

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	Express Authorization
Initiate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Validate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Configure	Completed	In Progress Due by TBD	In Progress Due by TBD	Completed	In Progress Due by TBD	In Progress Due by TBD	Completed	In Progress Due by 3/13	In Progress Due by 3/13
Train	Completed	Not Started	Not Started	Completed	Not Started	Not Started	Completed	Not Started	Not Started
Launch	Completed	Not Started Go Live: TBD	Not Started Go Live: TBD	Completed	Not Started Go Live: TBD	Not Started Go Live: TBD	Completed	Not Started Go Live: 4/13/26	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		February workflows are live and stable following two weeks of post-go-live support. Daily collaboration between OpenGov and PermitSF enabled rapid identification and resolution of issues. April workflows are in configuration and require sustained focus to maintain forward progress.
Schedule		February milestones have been completed on schedule. What's Next <ol style="list-style-type: none">1. Finalizing the Schedule: PermitSF leadership is currently refining the timeline for April and all remaining workflows.2. Current Progress: In the meantime, the OpenGov team is moving forward with the original work plan. This ensures the project stays on track and remains flexible enough to adjust once the final schedule is confirmed.
Resource/Capacity		OpenGov resource capacity remains steady. PermitSF is strengthening critical project roles within its team to support continued progress and optimize implementation success. Post-go-live support coverage remains active while parallel configuration work continues for upcoming workflows.

Thank You