

Subject: Fw: PermitSF | OG Weekly Status Update – October 31, 2025
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Attachments: image.png, image.png, image.png

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Good afternoon,

Please find attached the PermitSF Weekly Status Report (October 31, 2025) for your review.

This week, the project achieved a major milestone with Validate Phase sign-off for Fire – Construction. In addition, Master Address Table (Data Migration), OTC, and Special Events permit types are on track for sign-off. Progress continues across all workstreams with strong collaboration between OpenGov and the City’s Core Project Team.

That said, the project health remains red, driven primarily by dependencies on EUNA’s payment processor integration. EUNA has not yet provided a confirmed integration schedule and has indicated limited availability during the upcoming holiday period. OpenGov continues to coordinate closely with both EUNA and CCSF to obtain commitments and reduce downstream risk.

We also received notice from the CCSF Data Team that an MOU is required before releasing parcel (GIS Flag) data to OpenGov, extending the validation timeline for that deliverable by approximately one week.

Despite these challenges, strong governance alignment and decisive leadership from the CCSF Core Team, particularly Liz, Bridget, Darcy, Florence, Ned, and Patrick, continue to drive momentum and maintain accountability across departments.

Next Week Focus Areas:

- Complete validation and sign-off for MAT (data migration), OTC, and Special Events permit types
- Finalize and execute the MOU for GIS Flag (Parcel Data)
- Conduct additional sessions on data migration and integration alignment
- Continue EUNA coordination for payment processor integration and scheduling
- Onsite Discovery sessions on Trade Permits and Configuration sessions on Fire-Contructions Record Types

As outlined in the attached report, the project remains in the Validate Phase, progressing steadily through collaborative engagement, focused governance, and clear mitigation planning to address schedule risk.

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		The project remains in the Validate Phase, with strong collaboration between OpenGov and the City's Core Project Team. While the City team continues to respond quickly and engage proactively, ongoing Q4 time-off schedules and dependencies on data and integration activities are limiting progress velocity. Last week, the City's data team identified that OpenGov must complete an MOU for access to parcel data (GIS Flag). This new requirement will delay this deliverable's validation and sign-off by approximately one week. In addition, there are knowledge gaps around OpenGov's data migration and integration processes on the City side. To address this, OpenGov will conduct additional sessions and provide reference materials to ensure full understanding and alignment to reduce future risk of miscommunication or rework. Despite these challenges, notable improvements in governance execution and collaboration are driving steady forward momentum. The core team members: Liz, Bridget, Darcy, Florence, Ned, and Patrick, have been instrumental in maintaining decision progress and reinforcing cross-department accountability.
Top Risk(s) 1. Payment Processor – Dependency on EUNA coordination remains open, impacting downstream integration and reporting timelines. 2. Change Management – Timely responsiveness and provision of City information at SMEs level are critical to maintaining project milestones. 3. Holiday Resource Capacity – Q4 vacation schedules continue to constrain staff availability, compressing timelines for deliverables.	Top Issue(s) 1. GIS Flag (Parcel Data) – MOU required before the City can release parcel data to OpenGov; expected to extend timeline by one week. 2. Data Migration and Integration Understanding – Additional clarity sessions planned to ensure shared understanding of OpenGov's data model and process to avoid decision delays.	Top Win(s) 1. Governance Execution – Enhanced alignment on roles, responsibilities, and escalation pathways. 2. Cross-Department Accountability – Core project team collaboration has improved; CCSF leadership demonstrating strong ownership and coordination. 3. Partnership Momentum – High engagement and problem-solving attitude from CCSF core team (Liz, Bridget, Darcy, Florence, Ned, Patrick) are helping maintain project traction despite constraints. 4. Validate Phase Progress – Fire – Construction workflow successfully signed off in Validate Phase. MAT, OTC, and Special Events permit types are on track for sign-off next week.

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	In Progress	In Progress	In Progress	In Progress
Configure	In Progress	Not Started	Not Started	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

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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	Small Mechanical	Special Events	Water Flow
Initiate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Validate	Completed Signed off on 10/28	In Progress Due by 11/7	In Progress Due by 11/21	Ready for sign-off	Not Started Due by 11/14	Not Started Due by 11/14	Ready for sign-off	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

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