

Subject: FW: PermitSF | OG Weekly Status Update – November 14, 2025
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For context

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Sent: Friday, November 14, 2025 4:53 PM
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Good afternoon,

Please find the attached PermitSF Weekly Status Report (November 14, 2025) for your review. The project continues to demonstrate steady progress and remains in Yellow status, with strong cross-team collaboration and alignment across CCSF, EUNA, and OpenGov.

Overall Status

- Project execution remains stable and on track with no critical risks to the February go-live timeline.
- Payment Processor Integration has progressed to Green, consistent performance, and clear coordination across all vendor partners.
- Integration remains Yellow as the team continues validation of the GIS Flag (Parcel) dataset received this week and prepares for downstream reporting integration activities.

- Change Management remains a key focus, with proactive planning underway to ensure smooth adoption and end-user readiness.

Schedule and Capacity

- The Validate and Configure phases are running in parallel, increasing activity levels and review demands. CCSF teams are managing this overlap while balancing their operational responsibilities. OpenGov has shared scheduling and tracking tools to support capacity planning and sustain project momentum.
- Configuration remains on track to be completed by the end of December, with Fire Construction and Special Events expected to begin early training in mid-December. January will be fully dedicated to training and change readiness to ensure a strong transition into the go-live phase.

Next Week's Focus

- Continue GIS Flag data validation and integration readiness
- Maintain progress on Payment Integration and Reporting setup
- On-site - Continue validate and configuration activities across all active workflows
- Launch weekly Strategic Change Management sessions with CCSF leadership
- Schedule the Steering Committee Meeting next week

PermitSF continues to progress through structured governance, proactive planning, and strong engagement from both teams. The program remains aligned with its implementation plan and overall February timeline

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 	Steady progress with manageable risks and strong cross-team alignment Project performance remains stable and trending positively. As the Validate and Configure phases now overlap, CCSF staff are dedicating increased time to reviewing prototypes, validating workflows, and providing feedback during configuration. To support this, OpenGov is developing shared scheduling and tracking tools to help manage meeting cadence, expectations, and workload balance across all teams. This week, OpenGov received the first draft of the GIS Flag (Parcel) dataset from CCSF. Both teams are working collaboratively to review and validate the data against integration requirements, marking a significant milestone in preparing for Addressing data integration. The Payment Processor integration continues to progress smoothly and remains on track following strong alignment across CCSF, EUNA, and OpenGov. Leadership engagement, consistent coordination, and quick business decision-making continue to drive implementation progress forward.	
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. Increased Meeting Load – Validate and Configure phase overlap requires added time from CCSF teams. OpenGov is collaborating with CCSF and implementing scheduling and tracking tools to help maintain alignment and prevent capacity strain.	Top Win(s) 1. Payment Integration On Track – CCSF, EUNA, and OpenGov coordination remains strong; deliverables progressing as planned. 2. GIS Flag Data Received – First dataset delivered; joint validation and integration planning underway. 3. Decision Velocity & Engagement – CCSF leadership and SMEs continue to demonstrate timely decision-making and strong participation.

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

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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	Solar**	Special Events	Water Flow
Initiate	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed
Validate	Completed	In Progress Due by 11/21	In Progress Due by 11/21	Completed	In Progress Due by 11/21	In progress Due by 11/26	Completed	In progress Due by 11/21
Configure	In Progress Due by 12/5	Not Started Due by 12/5	Not Started Due by 12/19	In Progress Due by 12/19	Not Started 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.

OpenGov

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