

Dept. of Safety and Professional Services: Elevator and commercial building customers transition to eSLA on Monday, April 12

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MADISON, Wis. – The Department of Safety and Professional Services will transition all elevator and commercial building plan review customers to its new submission platform, the Electronic Safety and Licensing Application (eSLA), on Monday, April 12, 2021. Several other service areas, including plumbing, amusement rides, and fire dues, have already transitioned to eSLA.

Starting on Monday, elevator and commercial building customers can create their eSLA accounts and review customer information that migrated from the old submission platform (Regulated Objects). To get started, customers should visit the [eSLA Customer Information page](#) for instructions on first-time login, frequently asked questions, and other resources.

“We encourage all commercial building and elevator customers to set up their eSLA accounts right away,” said DSPS Secretary-designee Dawn Crim. “This will give them the opportunity to learn the system and resolve any issues before they need to submit plans.”

To assist with the transition, DSPS offered a webinar on the new system and related processes. More than 350 attendees, mostly those working in or supporting the construction industry, attended the live event on April 2. Those who were not able to attend the webinar live can still view it on demand. The webinar recording and slide presentation are now accessible from the eSLA information sections of the [DSPS Home page](#) as well as on the [eSLA Customer Information page](#). A direct

link to the webinar can also be found [here](#).

“Our employees have been working hard to get eSLA ready for our customers and to help our customers get ready for eSLA,” Crim said. “This modernization project has been a significant undertaking for our department. I am proud of our team and I appreciate the support and input from the industries we serve.”

The modern eSLA technology has several advantages over the legacy systems currently in place, including the following:

- Customers on the mobile-responsive eSLA have increased self-service options, including online applications and credit card payments.
- User dashboards can help customers monitor and update current applications and view previous submissions.
- The system automates portions of the application process, which reduces manual data entry, fee calculation, and check handling. This allows staff members to focus on more complex tasks and customer service.
- Application information is automatically categorized and stored. This improves consistency and accessibility for staff across the agency, whether they are plan reviewers working in a DSPS office or are inspectors on a job site.
- Improved data visualizations and reporting will better inform division management and decisions.

Planning for eSLA began several years ago to marry the legacy systems that existed when DSPS was created out of a merger of the former Department of Commerce and Department of Regulation and Licensing in 2011. The agency has worked with Deloitte to develop and roll out the new system in multiple phases across several years. Deloitte and DSPS used feedback from early customer groups to refine the eSLA interface and functionality and to identify and develop tools and training resources, including videos and user guides.

The Department of Safety and Professional Services issues more than 240 unique licenses, administers dozens of boards and councils that regulate professions, enforces state building codes, runs the state fire prevention program, and maintains the award-winning Wisconsin Enhanced Prescription Drug Monitoring Program, which is a key tool in the multi-faceted public health campaign to stem excessive opioid prescribing. A fee-based agency, the Department of Safety and Professional Services is self-sustaining and receives no general fund tax dollars for its day-to-day operations. With five offices and 250 employees throughout Wisconsin, DSPS

collaborates with constituents and stakeholders across a wide range of industries to promote safety and advance the economy.