MARCH 2021

DSPS Electronic Licensing and Safety Application (eSLA)

Customer Webinar

Overview

1 **eSLA Background**
The "Why" behind the Transition

2 **Intro to Salesforce**
Why Salesforce and what is it about?

3 **eSLA Demo**
Basic terminology and functionality

4 **Q&A**
Answering your questions

5 **eSLA Resources**
Where to go for help

eSLA Background

Project Mission Statement:

The mission of the eSLA project is to help DSPS make it easier to do business in Wisconsin and protect its citizens by designing and implementing an innovative and customer-centered solution.

Why are we transitioning to eSLA?

The transition from Regulated Objects to eSLA included many considerations, all centered around improving efficiency, effectiveness, and the customer experience.

Transform and streamline our business

Previous systems were outdated and required substantial manual data input. Processes could be redundant and cumbersome. Utilizing one system of record (instead of 3) that can provide enterprise-wide information seamlessly makes it easier to do business for everyone.

Elevate our customer service

DSPS should be in the business of serving our customers. To help facilitate this, staff need to be unburdened by tedious tasks that can be automated and be empowered to make decisions that mitigate bottlenecks. The Portal provides a fresh venue for customers to interact with us and enables them to perform actions in one location with ease.

Strengthen our brand

As a regulatory body, we need to ensure that we take steps to earn the respect of our customers, provide a positive experience, and utilize the latest technology that will save our customers time and keep their data secure.

Ensure Windows 10 Compatibility

Transitioning to eSLA will ensure there are no short- or long-term compatibility issues with the Windows 10 upgrade that is in progress.

eSLA Customer Portal Overview

What if we could provide a self-service customer experience that would allow our customers to seamlessly submit and pay for applications and view their statuses online? It would make their life easier and help foster a positive perception of our DSPS.
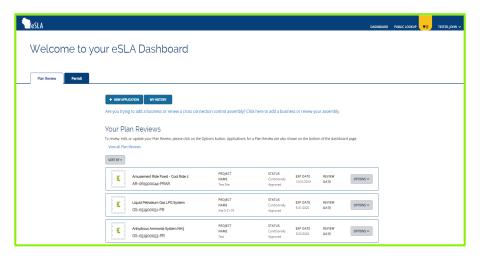
Submit Applications

✓ Submit plan review, permit and credential applications online

✓ Pay for applications using a credit/debit card or banking information
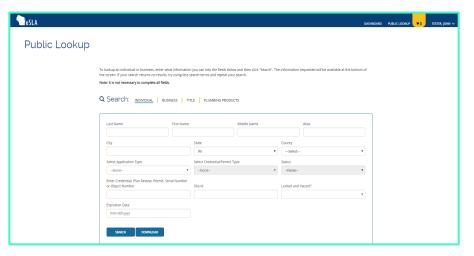
✓ Schedule consultations and attach multiple documents

Review and Take Action

✓ View in-progress and completed applications

✓ Perform service requests on permits and plan reviews, such as changing of address, or major or minor revision requests

✓ Update business and personal contact information

✓ Add associations and affiliations

Search the Database

✓ Utilize an enhanced public lookup to view individual and business credentials and DSPS approved products

✓ Easily search and find important information from DSPS' database by entering available values

✓ Download search results

eSLA - Program Areas and Releases

A number of program areas have successfully switched to eSLA since the project began in 2018. Phase 1 of the project has 4 releases.; we are currently in Release 4. In addition to adding new program areas, each Release also consists of enhancements to the system to improve usability for both staff and customers.

R1 – Launched in 2018

- Delegated Agents
- Dwelling Contractor Certifications
- Manufactured Home Licenses and Tiling
- POWTS Plan Reviews
- Soil Certifications
- Uniform Dwelling Code (UDC) Certifications
- UDC Inspection Agency Registration

R2 – Launched in June 2019

- Amusement Rides
- Ski Lifts & Tows
- Public Safety
- Mechanical Refrigeration
- Pressure Vessels
- Gas Systems
- Public Swimming Pools
- Plumbing
- Plumbing Products

R3 – Launched in early 2020

- Commercial Building Products
- Electrical
- Fire Dues
- Mines, Explosives, and Fireworks

R4 – Launching April 12, 2021

- Commercial Building and Structures
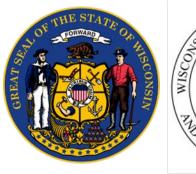- Elevators

Where we are now

eSLA Demo

Q&A

Resources for You and Where to Get Help

Check out the public DSPS eSLA webpage (https://dsps.wi.gov/Pages/eSLA.aspx) for more information and resources for you to get started in eSLA, including:

- How to set up a first-time account or 'claim' account information from old system

    o Step-by-step instructions and a video!

- How to add a business to your account

- Frequently Asked Questions

For technical questions please contact technical support at (608) 266-2112 or eslasupport@wisconsin.gov

Thank you!