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## **Wisconsin DSPS Continues Transition to Online Credentialing and Services** Department moving Trades licensing and other services to its online platform this week

**Madison** -- The Wisconsin Department of Safety and Professional Services (DSPS) continues to modernize its services to benefit the state's workforce.

This week, the department added even more licensing services to its online system, retiring older, paper applications and forms. Initial applications for a Trades or Unarmed Combat Sports license, as well as manufactured home professional licenses and community permits, must now be completed in [LicenseE](#), the department's online licensing platform. This move follows the previous migration of Health and Businesses licensing services to the same online platform.

"It's just the next step in improving our services," said DSPS Secretary-designee Dan Hereth. "Instead of mailing us their applications or delivering them to our office, these professionals will now be able to apply online, saving time and associated costs."

LicenseE launched in May 2022, when the department moved Health licensing to the online platform. The move replaced paper application forms, eliminated data entry, and automated some credentialing functions, allowing staff to focus more on things like application review and customer service. The department followed by moving Business licensing to the online platform in May 2023.

Subsequently, a legislative audit of DSPS found the average time to issue initial credentials "decreased considerably".

"The audit found the median time to issue a Trades license was 0 days, meaning we issued at least half of trades credentials on the same day we received the application. So, moving Trades licensing online is not about speeding up licensing times but improving our service to applicants and the state," Hereth explained.

DSPS has created a [Trades LicenseE Information](#) page with helpful info. The department also has a [LicenseE Application User Guide](#) that can help guide people through the license application process. DSPS is also working to move other services to the LicenseE platform, as well, including verification of continuing education requirements and filing of complaints against license holders.

"LicenseE has transformed the license application and renewal process in Wisconsin. It has been a major part of our focus on investment in people, process, and technology," said Hereth. "We are excited to bring more of our work into the platform so we can offer improved, modern, and more-efficient services to more of our customers."

Wisconsin DSPS launched a performance dashboard on its public website in late August 2023. The [Occupational Licensing: By the Numbers](#) dashboard updates in real time and shows the current average time for DSPS to review new application materials, for all licenses, is 4 calendar days.

**About DSPS:** DSPS issues more than 240 unique licenses, administers dozens of boards and councils that regulate professions, enforces state building codes, and maintains the 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, DSPS is self-sustaining and receives no general fund tax dollars for its day-to-day operations. With four 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.

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