

DoD Industry Metrics*

As of September 1, 2019

At the start of August 2019, NBIB had **58,542** pending investigations for **Industry** customers.

Data is net as of the 1st of the month

NBIB scheduled **23,710** new Industry investigations between Aug. 1-31.

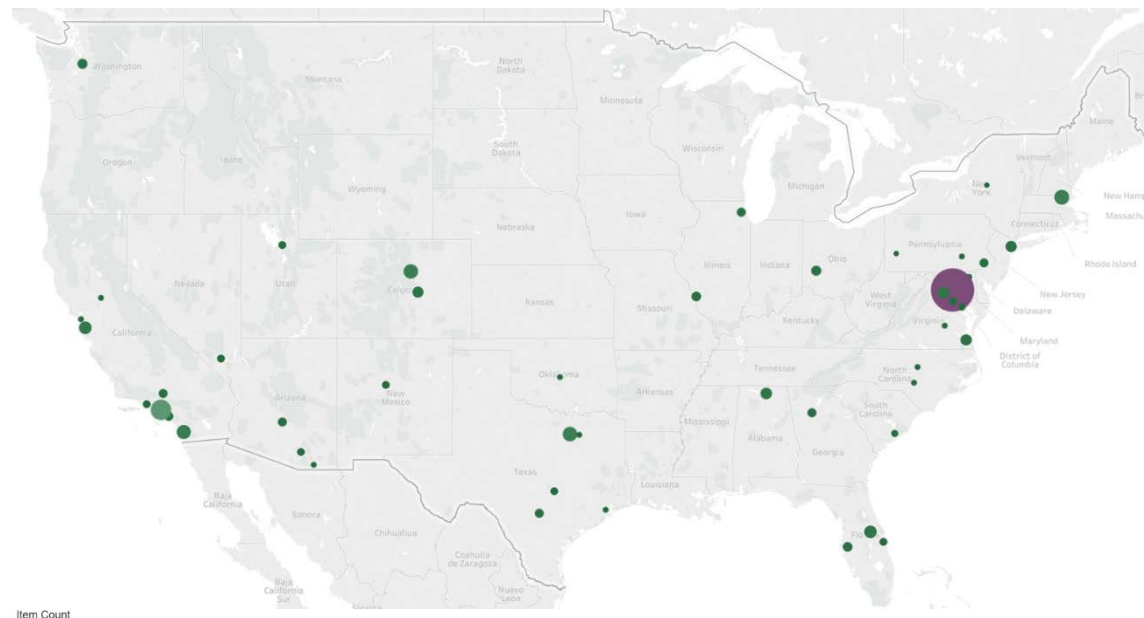
Between Aug. 1-31, NBIB **closed 28,505** investigations.

Between Aug. 1-31, **1,042** other investigations were either discontinued or canceled...

...ending the period through Aug. 31 with a total of **52,705** pending investigations yielding a net **decrease of 5,837** investigations.¹

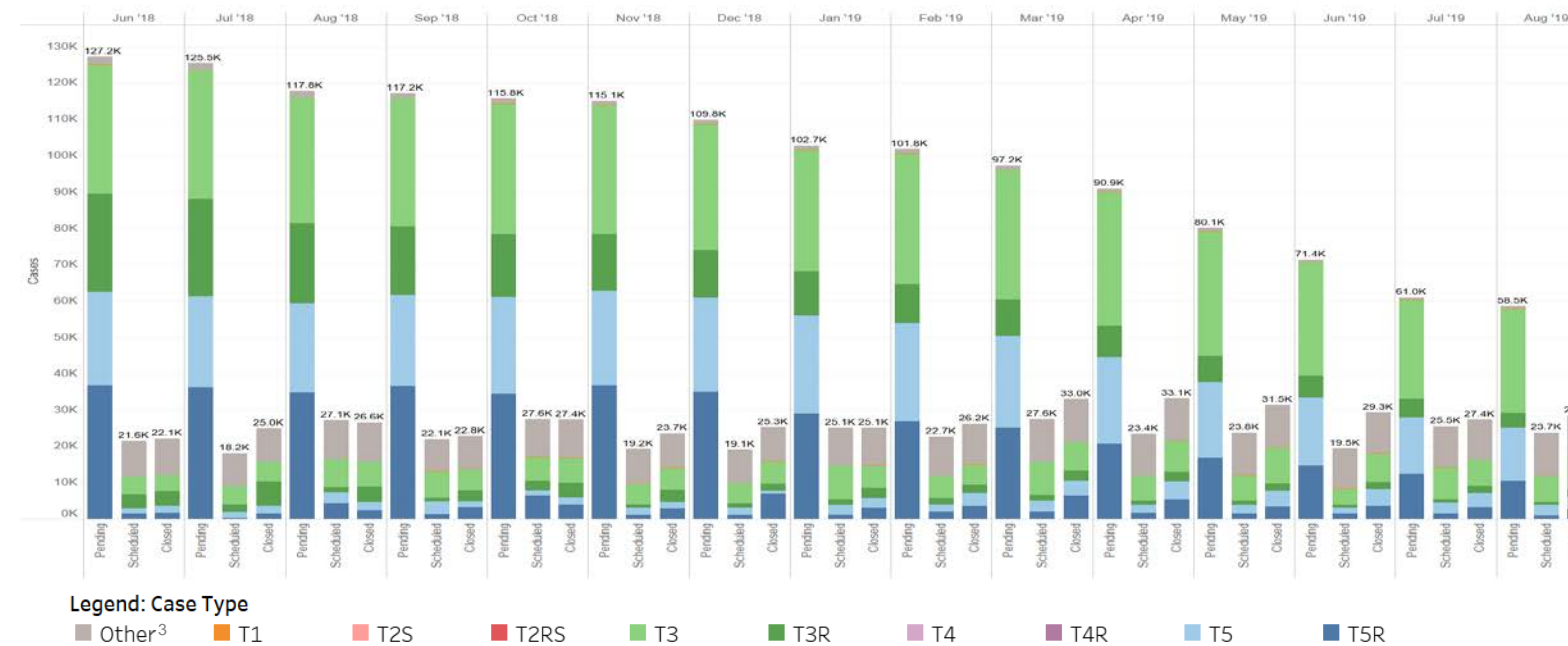
NBIB is still collaborating with industry partners in Hubs to move through case items efficiently and effectively. Interview types are both in-person and VTC-enabled.

Distribution of Industry Items (CONUS Only)¹



Top Industry Locations	Pending Items ¹
WASHINGTON/ARLINGTON/MCLEAN	23,641
LOS ANGELES/EL SEGUNDO	5,275
BOSTON	2,823
DALLAS/FORT WORTH	2,783
DENVER	2,691
SAN DIEGO	2,513
SAN JOSE	2,018
ORLANDO	1,851
QUANTICO	1,803
HUNTSVILLE	1,701

Industry Workload Management^{1,2}



Inventory Distribution by Case Type¹

Case Type	Count
Other ³	1,043
T1	7
T2S	0
T2RS	0
T3	26,802
T3R	2,744
T4	0
T4R	0
T5	14,042
T5R	8,599

Monthly Metrics¹

	Jun. 2018	Jul. 2018	Aug. 2018	Sep. 2018	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019	Feb. 2019	Mar. 2019	Apr. 2019	May 2019	Jun. 2019	Jul. 2019	Aug. 2019
Pending Investigations (Starting)	127,154	125,460	117,813	117,181	115,773	115,079	109,845	102,730	101,781	97,214	90,883	80,064	71,397	61,006	58,542
New Investigations Scheduled	21,560	18,182	27,141	22,082	27,561	19,196	19,065	25,064	22,664	27,557	23,420	23,765	19,486	25,546	23,710
Closed Investigations	22,120	24,956	26,602	22,757	27,425	23,677	25,296	25,074	26,170	32,956	33,101	31,463	29,320	27,409	28,505
Discontinued/ Canceled	1,551	1,339	1,744	1,672	1,425	1,181	1,184	1,447	1,534	1,588	1,603	1,435	1,049	1,152	1,042
End of Month Total	125,043	117,347	116,608	114,834	114,484	109,417	102,430	101,273	96,741	90,227	79,599	70,931	60,514	57,991	52,705
Difference (Increase/Decrease)	-2,111	-8,113	-1,205	-2,347	-1,289	-5,662	-7,414	-1,457	-5,040	-6,987	-11,284	-9,133	-10,883	-3,015	-5,837

Highlighted Industry Efforts

VTC Hubs continue to aid in inventory and backlog reduction. Some industry partners have set up permanent VTC Hubs using NBIB sponsored Adobe Connect, with other partners interested in maintaining permanent sites in the future.

74 mission-critical cases prioritized in FY19.¹

60 prioritized cases closed in an average of **76.1 days** since prioritized.⁴

59% decrease in number of open cases since inventory high.¹



¹Inventory high: 127,154 pending investigations on June 1, 2018.

Aging of Current Investigations¹

22,562 Total Cases Aged 0-60 Days

6,555 Total Cases Aged 61-90 Days

5,006 Total Cases Aged 91-120 Days

19,114 Total Cases Aged >120 Days

Closed **564,001** cases between October 1, 2017 – Aug. 31, 2019¹



¹ Data as of Sep. 1, 2019
² Pending cases as of beginning of each month
³ Other Case Types: NAC, RSI, SAC
⁴ Data as of Sep. 9, 2019

^{*}Placemat information is based on DSS provided information only. Note: Workload fluctuates daily and data in this depiction is an accurate snapshot as of designated date(s).

Hubbing

A current Focused Fieldwork activity that presents NBIB with an opportunity to increase effectiveness and efficiency through the use of concentrated fieldwork, easier access to subjects, and improved schedule coordination. Hubbing centralizes investigators and/or subjects during a concentrated period of time (facilitated scheduling and assignment in collaboration with partners).

Surging

Occurs when NBIB assigns investigators to a workload-intensive location, enabling multiple investigators to conduct interviews within a region. In some circumstances hubbing may involve surging, but this does not always occur.

Focus Area

Attention is focused on a particular population (e.g., customer, percentage of work contained in an area, case type, etc.) within an area to assist with the assignment of work to its investigators and vendors.