

Investigative Services Support

Ensure the integrity of the Government workforce and safeguard national security

CHALLENGE

More than 100 Federal agencies rely on the **US Office of Personnel Management (OPM)** to help build a world-class workforce worthy of public trust. To achieve this, OPM performs more than two million background investigations every year, directly impacting the continued employment of Federal employees, military members, and contractors supporting every aspect of Government. To be successful, OPM must efficiently process and secure large, variable volumes of sensitive data and maintain hundreds of thousands of hardcopy case files while preventing any loss of materials or PII.

SOLUTION

After inheriting a struggling program, our top priority was identifying and executing immediate process improvements **across the entire lifecycle of cases**. NT Concepts built an agile workforce able to respond to unpredictable workload surges across the program. We improved program efficiency by triaging OPM case load work and streamlining multiple business operations, and reduced program cost by eliminating hardcopy material printing. Our re-engineering efforts decreased average processing time from 93 to just seven days per case.

To ensure continued optimum performance, we integrated online reporting tools for process monitoring and improvement, and use our Integrated Program Management Approach in all daily operations for quality assurance and performance management.

DATA POINTS



529K

CASE FILES
MANAGED DAILY



2-2.5M

CASES CLOSED
ANNUALLY



94K

DOCUMENTS DIGITIZED
EVERY MONTH



4-6K

DAILY INVESTIGATION
REQUESTS

93

7

86 DAY

REDUCTION IN CASE
PROCESSING TIME

400

EMPLOYEES CROSS-TRAINED TO
PROVIDE SURGE SUPPORT

9091

80%

BACKLOG REDUCTION (1ST
19 MONTHS)

1801

DELIVERED EXPERTISE

Investigation Case Management

- Case screening and scheduling
- Records review and data validation
- Records processing and digitization
- Case file and data management

Business Operations

- Mailroom management
- FOI/PA support and document control
- Federal Agency liaison / Help desk
- Facility access and visitor badging
- International investigations support

Program/Business Process Management

- Agile workload management
- Process improvement engineering
- Customer-focused program management
- Knowledge management
- Performance data analysis
- Reporting dashboards
- Business process re-engineering