What is Time in Queue?

Time in Queue (TIQ) is a VBMS metric that calculates how many days [excluding weekends and Holidays] a claim has been assigned to a Station, Team, or Employee's queue. The clock starts when National Work Queue (NWQ) distributes the claim to your Regional Office and ends when NWQ recalls the claim or the claim is completed (P'CLRD).

Since TIQ is a measure of how long a claim is assigned we only count those claims assigned by NWQ. This work is identified in TBLU_BASE_F data source by using the Transfer Dimension (or TFERDIM) 3, 4, 5, and 6.

Here are the dimension definitions:

 0 = First Instance (new CESTs)

1 = Permanent Interstation Transfer

2 = Temporary Interstation Transfer

3 = NWQ Auto Recall

4 = NWQ Auto Assign

5 = NWQ Manual Recall

6 = NWQ Manual Assign

How is NWQ workload identified?

The next item to address is how to identify the NWQ workload you are interested in. NWQ defines workload by EP and/or claim label. This workload can be identified in TBLU_BASE_F by using the EPGQ Aliased dimension.

1= NWQ Rating – Distributed

1.1 = Excluded

2. = NWQ Not-Rating – Distributed

1.2 = NWQ Not-Rating – Not Distributed

3.= DROC-AMA

3.1 = NWQ Appeals – Not Distributed

4.1 = NWQ Work Items – Not Distributed

When will end of month (EOM) TIQ snapshot be taken?

The EOM snapshot will be taken in the early morning hours of Month/1/Year (for example, 10/1/2021). All times are Eastern Standard Time. For consistency, there is no difference when the EOM falls on a Friday, Saturday, or a Sunday before a holiday. In those instances, the TIQ snapshot will occur on a day with no NWQ recall / distribution, and all pending claims will count towards TIQ. Weekends and holidays are not additive to TIQ.

How to use TBLU_BASE_F to find TIQ

If you connect to the TBLU_BASE_F data source in Tableau Desktop you can find your Regional Office's TIQ score. Open up Tableau Desktop and take the following steps:

1. Connect to TBLU_BASE_F data source

2. Drag Claim Disposition to filters and select 'Pending'

3. Drag EPGQ Aliased to filters and select 'NWQ Rating Distributed'

4. Drag TFERDIM to filters and select '3,4,5,or 6"
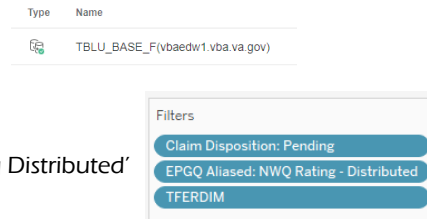
if TFERDIM is colored green you need to convert this to discrete. You can right click on TFERDIM and select "convert to discrete." TFERDIM will then be colored blue and you can drag it to filters.
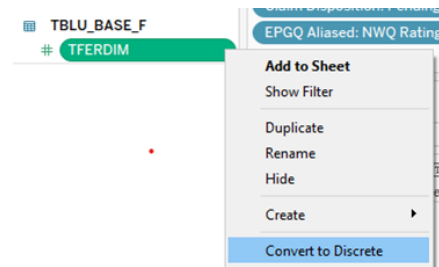
5. Drag 'SOJ Mission Aliased' to Rows

6. Drag 'TIQ RO' to Columns
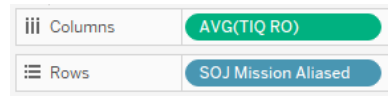
From here you can use the Show Me menu to choose "Text table" to see a list of each SOJ Mission Aliased and its TIQ.