Stop-IT Q

Creating Cases Cases Created Per Day Created Last Week Average **Total Last Week** Month so far 11/20/2006 2.33 5 last week 14 opened 23 opened 1.95 5 6 weeks 1 closed 11 closed 2.61 43 6 months 14 Cases Created Per Week, last six months Pending Queue over the last 6 months 50 50 40 40 **Closing Cases** Created 30 30 7 or more days 20 20 1 to 7 days 10 10 0 < 24 hours 07/10/06 09/18/06 09/04/06 5/15 6/19 7/24 8/28 10/2 11/6 06/26/06 07/24/06 08/21/06 32 ↑ Net effect over six months: (over the last six weeks) **Stalled Cases** 480 age of oldest, in days gone by 160 longest in days since any activity **Pending Queue Currently Open** Age of Active Cases 50 50 40 40 30 30 16 20 20 37 5 3 3 1 3 4 10 10 more 7 4 months elapsed 11 9 7 weeks elapsed **Time Since Any Activity in Active Cases** 50 50 50 40 40 40 30 30 30 19 20 20 20 3 3 10 6 5 4 3 2 1 9 3 10 5 more 11 months elapsed weeks elapsed days elapsed **Complaint Types** Top 10 Complaint Types over 6 months Spam 84 Offensive Web Page 12 Misuse of MIT mail system Forged Email non-complaint Other Abuse of printers: multiple copies Abuse of Workstation 3 Commercial use 2 Spam with virus payload **Historical View** Relative Volume of StopIt Cases, year to year for at least five years 200 150

100 50

Jan

Feb

Mar

Apr

May

Jun

Jul

2005

Dec

2006

Sep

Oct

Nov

Aug