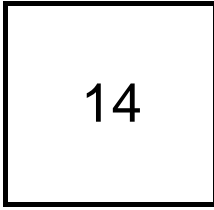


## Creating Cases

Created Last Week



### Cases Created Per Day

Average	Max
2.33	5 last week
1.95	5 6 weeks
2.61	43 6 months

### Total Last Week

14 opened  
1 closed

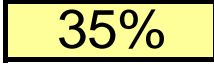
### Month so far

23 opened  
11 closed

Pending Cases as of 11/20/2006

## Closing Cases

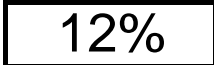
7 or more days



1 to 7 days

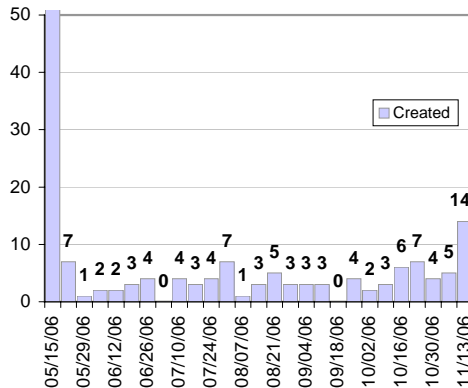


< 24 hours

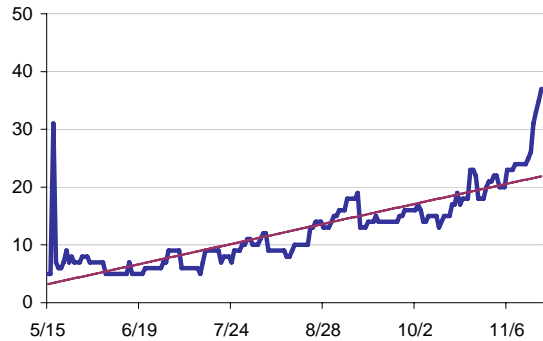


(over the last six weeks)

### Cases Created Per Week, last six months



### Pending Queue over the last 6 months



Net effect over six months:

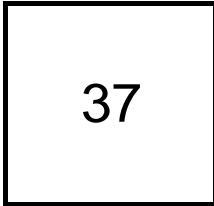
32 ↑

### Stalled Cases

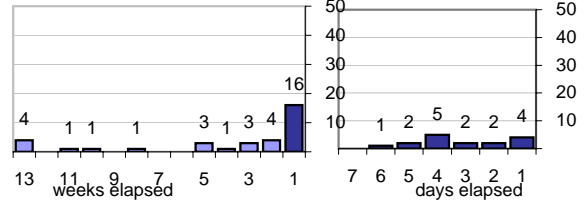
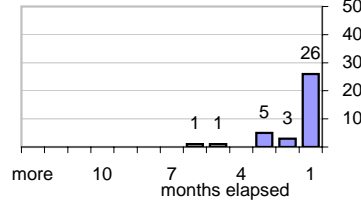
480 age of oldest, in days gone by  
160 longest in days since any activity

## Pending Queue

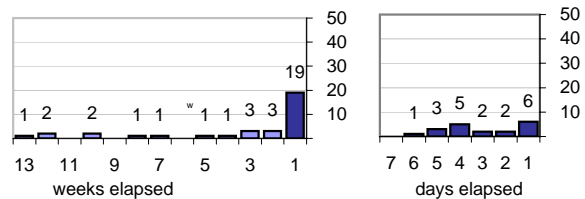
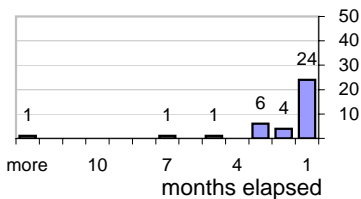
Currently Open



### Age of Active Cases



### Time Since Any Activity in Active Cases



## Complaint Types

### Top 10 Complaint Types over 6 months

Spam	84
Offensive Web Page	12
Misuse of MIT mail system	1
Forged Email	1
non-complaint	3
Other	9
Abuse of printers: multiple copies	3
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

