Stop-IT Q

Creating Cases Cases Created Per Day Created Last Week Average **Total Last Week** Month so far 1/1/2007 Max 1.00 1 last week 1 opened 32 opened 1.23 2 6 weeks 20 closed 11 closed 1.38 5 6 months 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 1 to 7 days 10 0 < 24 hours 10/30/06 08/21/06 12/25/06 7/31 10/9 11/13 12/18 09/04/06 09/18/06 0/05/06 0/16/06 6/26 9/4 9 个 Net effect over six months: (over the last six weeks) **Stalled Cases** 522 age of oldest, in days gone by 132 longest in days since any activity **Pending Queue Currently Open** Age of Active Cases 50 50 40 40 30 30 30 20 12 20 20 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 20 20 20 9 2 1 1 3 4 10 10 10 6 5 4 3 2 1 9 10 13 11 7 5 3 more months elapsed weeks elapsed days elapsed **Complaint Types** Top 10 Complaint Types over 6 months Spam 85 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

2003 2004 2005 2006

- 2001

2002

Historical View

200 150 100 50 2005 2006 Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Relative Volume of StopIt Cases, year to year for at least five years