## Stop-IT Q

## **Creating Cases Cases Created Per Day Created Last Week** Average **Total Last Week** Month so far 1/22/2007 Max 1.00 1 last week 2 opened 5 opened 1.00 7 closed 11 closed 1 6 weeks 1.34 5 6 months 2 Cases Created Per Week, last six months Pending Queue over the last 6 months 50 50 40 40 **Closing Cases** 30 30 7 or more days % 20 20 1 to 7 days 10 0 < 24 hours 12/04/06 11/06/06 11/20/06 8/21 9/25 10/30 12/4 1/8 08/28/06 09/22/06 90/60/0 0/23/06 7/17 -2 ↓ Net effect over six months: (over the last six weeks) **Stalled Cases** 543 age of oldest, in days gone by 17 longest in days since any activity **Pending Queue Currently Open** Age of Active Cases 50 50 40 40 30 30 30 20 20 20 3 10 10 more 7 4 months elapsed 11 9 7 weeks elapsed 3 Time Since Any Activity in Active Cases 50 50 50 40 40 40 30 30 30 20 20 20 10 10 10 7 6 5 4 3 2 1 10 13 11 9 7 5 3 more months elapsed weeks elapsed days elapsed **Complaint Types** Top 10 Complaint Types over 6 months Spam 19 Offensive Web Page 5 Misuse of MIT mail system Forged Email non-complaint Other Abuse of printers: multiple copies Abuse of Workstation Commercial use Spam with virus payload **Historical View** Relative Volume of StopIt Cases, year to year for at least five years 200 - 2001 150 2002 2003 100

50

Jan

Feb

Mar

Apr

May

Jun

Jul

2004

2005

2006

2005

Dec

2006

Sep

Oct

Nov

Aug