Stop-IT Q

Creating Cases

Created Last Week

10
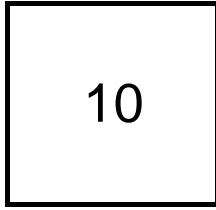
Cases Created Per Day

	Average	Max	
	2.00	**6**	last week
	1.33	**6**	6 weeks
	1.40	**6**	6 months

Total Last Week

10 opened
0 closed

Month so far

11 opened
11 closed

Pending Cases as of

3/12/2007

Closing Cases

7 or more days

33%

1 to 7 days

33%

< 24 hours

33%

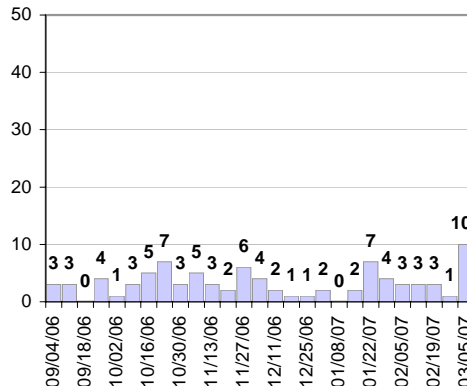**(over the last six weeks)**

Cases Created Per Week, last six months

Pending Queue over the last 6 months
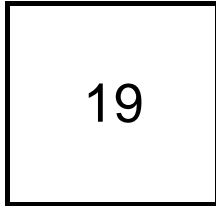

Net effect over six months: **6** ↑
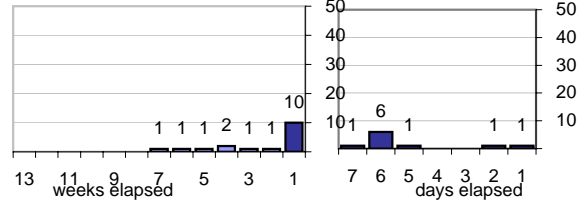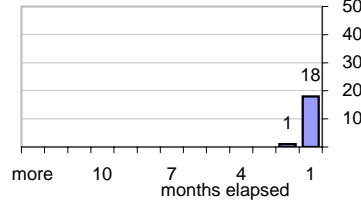
Stalled Cases

208 age of oldest, in days gone by
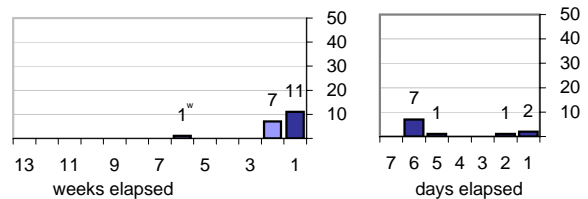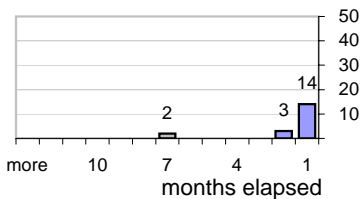40 longest in days since any activity

Pending Queue

Currently Open

19

Age of Active Cases

Time Since Any Activity in Active Cases

Complaint Types

Top 10 Complaint Types over 6 months

Spam	18
Offensive Web Page	5
Misuse of MIT mail system	4
Forged Email	2
non-complaint	1
Other	1
Abuse of Workstation	1
Commercial use	-
Spam with virus payload	-
Unknown	-

Historical View

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

Legend: 2002, 2003, 2004, 2005, 2006, 2007