Stop-IT Q

Creating Cases Cases Created Per Day Created Last Week Average **Total Last Week** Month so far 3/19/2007 Max 1.50 2 last week 6 opened 13 opened 1.38 5 closed 11 closed 4 6 weeks 1.38 5 6 months 6 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 1 to 7 days 10 0 < 24 hours 1/06/06 11/20/06 12/18/06 01/01/07 01/15/07 01/29/07 9/11 10/16 11/20 12/25 1/29 3/5 2/04/06 Net effect over six months: 6 个 (over the last six weeks) **Stalled Cases** 215 age of oldest, in days gone by 47 longest in days since any activity **Pending Queue Currently Open** Age of Active Cases 50 50 40 40 30 30 30 20 20 20 15 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 6 4 4 4 10 10 10 7 6 5 4 3 2 1 9 3 10 13 11 5 more months elapsed weeks elapsed days elapsed **Complaint Types** Top 10 Complaint Types over 6 months Copyright Infringement Spam 18 Offensive Web Page 5 Misuse of MIT mail system Forged Email non-complaint Other 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 - 2002 150 2003 2004 100

50

Jan

Feb

Mar

Apr

May

Jun

Jul

2005

2006

2007

20056

Dec

Aug

Sep

Oct

Nov