Stop-IT Q

Creating Cases Cases Created Per Day Created Last Week Average **Total Last Week** Month so far 4/2/2007 Max #REF! opened 1.50 2 last week 3 opened 1.57 3 closed 11 closed 4 6 weeks 1.41 5 6 months 3 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 < 24 hours 12/04/06 11/20/06 01/29/07 9/25 10/30 12/4 1/8 2/12 3/19 2/18/06 01/01/07 Net effect over six months: 4 个 (over the last six weeks) **Stalled Cases** 229 age of oldest, in days gone by 61 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 6 8 10 10 more 11 9 7 weeks elapsed Time Since Any Activity in Active Cases 50 50 50 40 40 40 30 30 30 20 20 20 5 2 5 10 2 10 10 7 6 5 4 3 2 1 9 10 13 11 3 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

2003 2004

2005

2006

2007

150

100

50

Jan

Feb

Mar

Apr

May

Jun

Jul

20056

Dec

Aug

Sep

Oct

Nov