# Stop-IT Q

20

10

6

3

#### **Creating Cases Cases Created Per Day Created Last Week** Average Max **Total Last Week** Month so far 5/7/2007 #REF! opened 0.00 0 last week 0 opened 1.86 7 6 weeks 0 closed 11 closed 1.46 7 6 months 0 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 13 1 to 7 days 10 0 < 24 hours 12/25/06 02/05/07 02/19/07 03/02/07 04/30/07 10/30 12/4 1/8 2/12 3/19 4/23 01/08/07 01/22/07 -4 ↓ Net effect over six months: (over the last six weeks) **Stalled Cases** 55 age of oldest, in days gone by 664 longest in days since any activity **Pending Queue Currently Open** Age of Active Cases 50 50 50 40 40 40 30 30 30 20 20 20 18 2 2 5 10 10 more 11 9 7 weeks elapsed 3 **Time Since Any Activity in Active Cases** 50 50 50 40 40 40 30 30 30

## **Complaint Types**

### Top 10 Complaint Types over 6 months

months elapsed

10

more

16 20

10

9

weeks elapsed

7 5

11

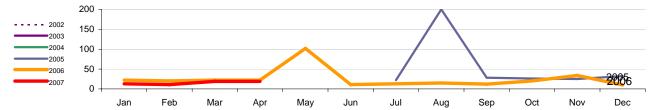
13

2

Copyright Infringement	-
Spam	17
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	-

#### **Historical View**

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



20

10

1 2 1

7 6 5 4 3 2 1

days elapsed