Stop-IT Q

Creating Cases Cases Created Per Day Created Last Week Average **Total Last Week** Month so far 5/14/2007 Max 0.00 0 last week 0 opened 5 opened 1.38 3 6 weeks 0 closed 11 closed 1.35 4 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 1 to 7 days 10 0 < 24 hours 12/18/06 01/01/07 03/26/07 01/15/07 11/6 12/11 1/15 2/19 3/26 4/30 01/29/07 02/26/07 6% -13 ↓ Net effect over six months: (over the last six weeks) **Stalled Cases** 264 age of oldest, in days gone by 96 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 10 2 1 3 2 10 6 5 4 3 2 1 days elapsed 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 ^w 1 2 1 ³ 2 10 2 10 10 6 5 4 3 2 1 10 11 9 5 3 more 13 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

