Stop-IT Q

Creating Cases

Created Last Week

0

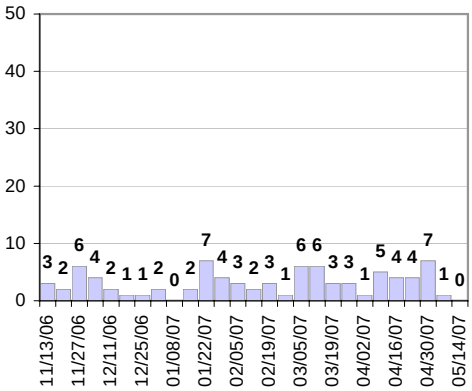
Cases Created Per Day

Average	Max
0.00	**0** last week
1.40	**3** 6 weeks
1.34	**4** 6 months

Total Last Week	Month so far
0 opened	5 opened
1 closed	11 closed

Pending Cases as of 5/21/2007

Cases Created Per Week, last six months



Pending Queue over the last 6 months

Net effect over six months: **-16** ↓

Stalled Cases

271 age of oldest, in days gone by
103 longest in days since any activity

Closing Cases

7 or more days

13%

1 to 7 days

69%

< 24 hours

19%

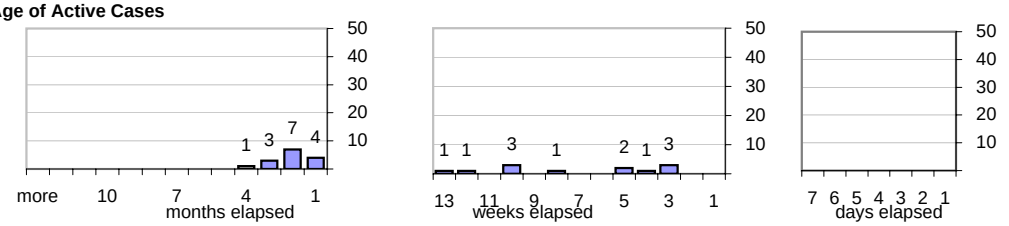
(over the last six weeks)

Pending Queue

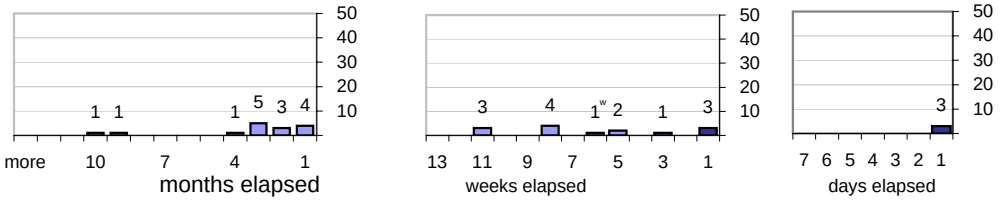
Currently Open

15

Age of Active Cases



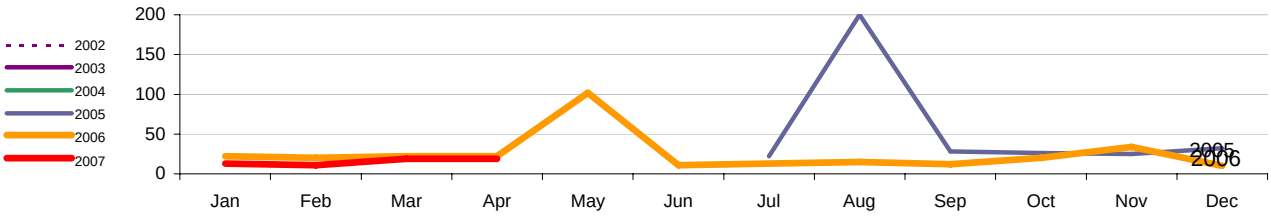
Time Since Any Activity in Active Cases



Complaint Types

Top 10 Complaint Types over 6 months

Copyright Infringement	-
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	-

Historical View

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