# Stop-IT Q

#### **Creating Cases Cases Created Per Day Created Last Week** Average Max **Total Last Week** Month so far 5/28/2007 1.00 1 last week 2 opened 11 opened 1.38 5 closed 11 closed 3 6 weeks 1.32 4 6 months 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 01/15/07 01/01/07 03/26/07 04/09/07 11/20 12/25 1/29 3/5 4/9 5/14 01/29/07 02/12/07 02/26/07 -21 ↓ Net effect over six months: (over the last six weeks) **Stalled Cases** 285 age of oldest, in days gone by 117 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 13 10 10 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 2 10 1 2 10 2 10

## **Complaint Types**

### Top 10 Complaint Types over 6 months

months elapsed

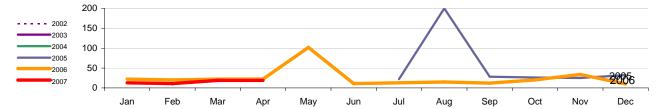
10

more

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 Stoplt Cases, year to year for at least five years



9

weeks elapsed

11

5 3

7 6 5 4 3 2 1

days elapsed