Stop-IT Q

Creating Cases

Created Last Week

1

Cases Created Per Day

	Average	Max	
	1.00	**1**	last week
	1.18	**2**	6 weeks
	1.31	**4**	6 months

Total Last Week
1 opened
8 closed

Month so far
4 opened
11 closed

Cases Created Per Week, last six months

Bar values: 2 1 1 2 0 2 7 4 3 2 3 1 6 6 3 3 1 5 4 4 7 1 4 2 3 2 1

X-axis: 12/11/06 12/25/06 01/08/07 01/22/07 02/05/07 02/19/07 03/05/07 03/19/07 04/02/07 04/16/07 04/30/07 05/14/07 05/28/07 06/11/07

Pending Queue over the last 6 months

X-axis: 12/11 1/15 2/19 3/26 4/30 6/4

Net effect over six months: **-38 ↓**
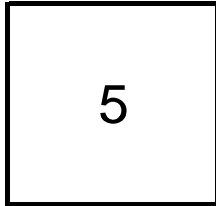
Stalled Cases
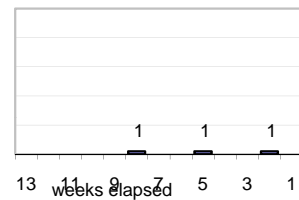306 age of oldest, in days gone by
108 longest in days since any activity

Closing Cases

7 or more days
63%

1 to 7 days
21%

< 24 hours
17%

(over the last six weeks)

Pending Queue

Currently Open

5

Age of Active Cases

more 10 7 4 1 — months elapsed: 1 1 1 2

13 11 9 7 5 3 1 — weeks elapsed: 1 1 1

7 6 5 4 3 2 1 — days elapsed

Time Since Any Activity in Active Cases

more 10 7 4 1 — months elapsed: 1 1 2 1

13 11 9 7 5 3 1 — weeks elapsed: 1 w 1 1 1

7 6 5 4 3 2 1 — days elapsed

Complaint Types

Top 10 Complaint Types over 6 months

Complaint	Count
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

Legend: 2002, 2003, 2004, 2005, 2006, 2007

X-axis: Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec