

Page Views in Self Help URLs

domains:	source
web.mit.edu/ist/*	warehouse
web.mit.edu/answers	warehouse
web.mit.edu/olh	warehouse
itinfo.mit.edu	logs on itinfo
is3down.mit.edu	warehouse

URLs delivered

n of unique urls 2108 *

* a small number of urls are user-entered aliases of the same html page (such as //web.mit.edu/answer.php?id=128 and //web.mit.edu/answer?=128 and //web/answer?=128, etc.

n of keyword topics 131 **

** most of the many hundreds of itinfo articles and answer pages have not yet been characterized as to topic for reporting here.

Count of URLs involved
2108

Count of Page Views	
Topic	Total
3down	17
academiccomputing	6
accessibility	1
accounts	32
admin	24
admin it	1
admincomputing	18
athena	89
atic	2
autoresponder	1
backup	6
browsers	1
cable tv	1
calendar	3
certificates	25
collocation	6
colocation	2
communications	1
competency	118
computing	2
courseweb	2
database	2
delivery	8
desktop	5
dhcp	6
dialup	23
discovery	14
dost	9
educomp	4
emacs	21
email	83
ess	1
eudora	4
events calendar	1
ez	2
filemaker	13
filetransfer	3
flash	1
fortran	11
framemaker	14
ftp	1
getting started	23
google	22
hardware	34
help	4
helpdesk	6
imap	1
integration	1
intelmac	1
ip	7
is&t projects	2
ist	92
jabber	5

Count of page views delivered
267748

Sum of Page Views		Each %	Cum %
Topic	Total		
selfhelp	61861	23%	23%
certificates	57430	21%	45%
ist	25412	9%	54%
email	14891	6%	60%
telecommunications	10417	4%	63%
software	10185	4%	67%
hardware	6886	3%	70%
getting started	6498	2%	72%
nospam	5310	2%	74%
3down	4637	2%	76%
printing	4458	2%	78%
autoresponder	3789	1%	79%
newsletter	3726	1%	80%
athena	3609	1%	82%
other	3345	1%	83%
network	3245	1%	84%
web	3153	1%	85%
help	2012	1%	86%
training	1931	1%	87%
helpdesk	1922	1%	88%
lists	1694	1%	88%
dhcp	1496	1%	89%
techttime	1244	0%	89%
accounts	1201	0%	90%
voip	1019	0%	90%
webmail	1019	0%	91%
security	1016	0%	91%
services	1010	0%	91%
tsm	909	0%	92%
windows server	905	0%	92%
windows	904	0%	92%
teams	849	0%	93%
linux	823	0%	93%
unix	766	0%	93%
competency	722	0%	93%
latex	722	0%	94%
windows updates	705	0%	94%
ip	698	0%	94%
admincomputing	577	0%	94%
browsers	567	0%	95%
pricing	524	0%	95%
rt	523	0%	95%
academiccomputing	510	0%	95%
math	509	0%	95%
eudora	471	0%	96%
swrt	447	0%	96%
filetransfer	436	0%	96%
matlab	412	0%	96%
backup	404	0%	96%
google	384	0%	96%
virus	375	0%	97%
start of fall	371	0%	97%
vpn	367	0%	97%

Self Help hits fy2007-q1

klp	3	wireless	327	0%	97%
ktelnet	1	dialup	321	0%	97%
latex	66	pda	317	0%	97%
ldap	1	work	301	0%	97%
linux	10	podcasts	299	0%	97%
lists	1	pmm	274	0%	98%
macos	5	zephyr	266	0%	98%
maple	9	macos	266	0%	98%
math	5	web publishing	261	0%	98%
mathematica	2	sitemap	249	0%	98%
matlab	36	accessibility	247	0%	98%
measures	6	xwindows	240	0%	98%
network	38	jabber	238	0%	98%
network-passwords	2	tether	237	0%	98%
network-travel	1	filemaker	235	0%	98%
newsletter	324	admin	234	0%	98%
nfs	2	intelmac	233	0%	99%
nospam	19	search	223	0%	99%
oracle	1	service	216	0%	99%
os	3		215	0%	99%
other	65	outlook	209	0%	99%
outlook	2	webpublishing	174	0%	99%
pda	6	ktelnet	155	0%	99%
pmm	6	os	154	0%	99%
podcasts	7	usergroups	147	0%	99%
policies	4	ldap	139	0%	99%
pricing	12	educomp	136	0%	99%
printing	46	desktop	126	0%	99%
programming	22	dost	108	0%	99%
projects	1	remote access	105	0%	99%
rcc	1	collocation	105	0%	99%
remote access	1	network-passwords	104	0%	99%
resnet	6	programming	102	0%	99%
rewards	10	klp	95	0%	99%
rt	1	#N/A	93	0%	100%
sap	1	measures	91	0%	100%
sas	4	emacs	90	0%	100%
search	5	framemaker	90	0%	100%
security	17	winxp	85	0%	100%
selfhelp	24	calendar	72	0%	100%
service	3	policies	69	0%	100%
services	1	rewards	62	0%	100%
sitemap	1	usability	59	0%	100%
software	11	database	57	0%	100%
staroffice	2	network-travel	56	0%	100%
start of fall	13	resnet	54	0%	100%
survey	6	fortran	52	0%	100%
swrt	2	computing	49	0%	100%
teams	20	courseweb	46	0%	100%
techtime	10	communications	27	0%	100%
telecommunications	82	imap	27	0%	100%
telephone	2	maple	25	0%	100%
tether	3	colocation	23	0%	100%
training	25	admin it	22	0%	100%
tsm	5	discovery	21	0%	100%
unix	46	unix-vms	21	0%	100%
unix-vms	4	survey	20	0%	100%
usability	5	atic	18	0%	100%

Self Help hits fy2007-q1

usergroups	4	oracle	17	0%	100%
virus	4	ess	17	0%	100%
voip	19	xess	16	0%	100%
vpn	1	sap	13	0%	100%
wadeaward	3	events calendar	13	0%	100%
web	81	delivery	12	0%	100%
web publishing	6	sas	11	0%	100%
webmail	3	ez	10	0%	100%
webpublishing	6	ftp	9	0%	100%
winathena	5	staroffice	8	0%	100%
windows	6	wadeaward	8	0%	100%
windows server	48	cable tv	8	0%	100%
windows updates	7	winathena	7	0%	100%
winxp	8	telephone	6	0%	100%
wireless	6	nfs	4	0%	100%
work	4	mathematica	2	0%	100%
xess	8	rcc	1	0%	100%
xwindows	30	integration	1	0%	100%
zephyr	26	flash	1	0%	100%
#N/A	34	projects	1	0%	100%
(blank)		(blank)		0%	100%
Grand Total	2108	Grand Total	3E+05		