

Page Views in Self Help URLs

<u>domains measured</u>	<u>source</u>
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 4791 \*  
 \* 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 topic keywords 133 \*\*  
 \*\* most of the many hundreds of itinfo articles and answer pages have not yet been characterized as to topic for reporting here.  
 They are bulked into the "selfhelp" topic, which tends to top the list.

Count of URLs involved here  
**4791**

Total of page views delivered this Qtr  
**202811**

N of URLs contributing to topic

Web hits per topic

Count of Page Views	
Topic	Total
3down	54
academiccomputing	17
accessibility	3
accounts	80
admin	62
admin it	3
admincomputing	46
athena	212
atic	6
autoresponder	3
backup	13
blt	3
browsers	3
cable tv	2
calendar	12
certificates	38
colocation	12
communications	3
competency	212
computing	4
courseweb	3
database	3
decision-making	9
delivery	19
desktop	14
dhcp	18
dialup	52
discovery	16
dost	18
dreamweaver	3
educomp	12
emacs	31
email	164
ess	2
eudora	12
events calendar	4
ez	4
filemaker	34
filetransfer	9
fortran	25
framemaker	27
ftp	3
getting started	68
google	20
hardware	100
help	8
helpdesk	17
imap	2

Sum of Page Views	
Topic	Total
selfhelp	46944
certificates	28502
ist	21554
email	10553
software	9651
3down	7651
telecommunications	7011
hardware	5139
getting started	4424
printing	4249
athena	3703
autoresponder	3210
web	3024
other	2966
nospam	2924
network	2392
newsletter	2385
warehouse	2247
voip	1744
help	1448
techttime	1398
training	1327
helpdesk	1279
lists	1264
dhcp	1081
windows server	1036
tsm	1018
accounts	1012
windows updates	875
windows	852
security	828
webmail	820
services	768
unix	723
latex	702
google	693
linux	657
pda	603
teams	565
math	532
ip	521
competency	519
academiccomputing	454
pricing	441
admincomputing	426
rt	410
backup	403
pmm	389

integration	1	matlab	333
intelmac	3	browsers	329
ip	14	swrt	327
is&t projects	6	work	320
ist	231	filemaker	309
ist survey	6	virus	299
jabber	11	eudora	289
klp	9	filetransfer	287
ktelnet	3	wireless	285
latex	137	search	277
ldap	3	admin	269
linux	26	dialup	253
lists	3	vpn	234
macos	13	web publishing	233
maple	22	sitemap	217
math	13	xwindows	215
matlab	71	podcasts	212
measures	10	macos	207
neos	1	measures	206
network	98	service	197
network-passwords	3	accessibility	194
network-travel	3	tether	194
newsletter	640	zephyr	186
nfs	5	intelmac	183
nospam	47	usergroups	183
oracle	4	os	179
os	9	policies	175
other	119		0
outlook	6	jabber	158
pda	18	webpublishing	150
pmm	22	dost	128
podcasts	20	desktop	127
policies	10	ldap	118
pricing	34	ktelnet	116
printing	115	usability	109
programming	42	klp	108
projects	4	programming	105
rcc	1	outlook	103
remote access	3	calendar	101
resnet	14	educomp	99
rewards	34	rewards	87
rt	4	network-passwords	83
sap	3	emacs	77
sas	14	framemaker	74
search	14	winathena	65
security	48	start of fall	65
selfhelp	52	fortran	62
service	6	remote access	62
services	3	winxp	57
sitemap	3	spam	56
software	26	decision-making	55
spam	1	computing	54
staroffice	2	colocation	40
start of fall	14	database	38
survey	9	courseweb	36

Self Help hits fy2007-q2

swrt	6	maple	34
teams	38	resnet	34
techttime	24	wadeaward	31
telecommunications	211	network-travel	30
telephone	1	delivery	29
tether	9	admin it	27
training	60	communications	26
tsm	10	sas	25
unix	126	discovery	22
usability	8	survey	21
usergroups	12	events calendar	19
virus	12	xess	10
voip	33	nfs	10
vpn	3	ist survey	9
wadeaward	12	atic	9
warehouse	54	sap	9
web	289	dreamweaver	8
web publishing	13	blt	8
webmail	10	projects	8
webpublishing	18	ez	7
winathena	23	oracle	6
windows	13	imap	5
windows server	101	ftp	4
windows updates	21	ess	3
winxp	18	staroffice	3
wireless	15	neos	2
work	9	cable tv	2
xess	8	telephone	2
xwindows	61	rcc	1
zephyr	55	integration	1
(blank)		(blank)	
Grand Total	4791	Grand Total	2E+05