

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 3949 *
 * 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 142 **
 ** 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
3949

Count of Page Views	
Topic	Total
3down	33
academiccomputing	18
accessibility	3
accounts	28
acrobat	2
admin	61
admin it	3
admincomputing	55
athena	102
atic	5
autoresponder	3
backup	15
bettertelnet	1
blt	2
browsers	3
cable tv	3
casetracker	9
certificates	34
communications	3
competency	241
computing	6
courseweb	5
database	3
delivery	1
desktop	15
dhcp	26
dialup	16
discovery	6
dost	12
dreamweaver	10
educomp	12
emacs	11
email	113
engineering software	1
esri	1
ess	2
eudora	16
events calendar	3
fetch	2
filemaker	18
filetransfer	9
filezilla	1
fortran	13
framemaker	10
ftp	3
getting started	70
hardware	93

Count of page views delivered
212491

Sum of Page Views	
Topic	Total
selfhelp	51996
certificates	26616
ist	19876
software	15634
email	11365
telecommunications	8139
windows	5753
3down	5551
hardware	4977
nospam	4340
getting started	4295
web	3453
network	2904
printing	2876
other	2674
newsletter	2550
autoresponder	2347
athena	1818
help	1665
macos	1583
lists	1491
helpdesk	1483
dhcp	1376
competency	1372
linux	1345
training	1337
techttime	1174
windows server	1170
tsm	1073
webmail	938
security	913
swrt	881
eudora	852
ip	844
windows updates	803
services	788
#N/A	724
teams	717
virus	637
admincomputing	525
pricing	503
	498
podcasts	430
academiccomputing	427
wireless	411
pda	410
filetransfer	379

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help	9	accounts	374
helpdesk	18	browsers	364
hostexplorer	2	work	354
imap	3	vpn	350
integration	2	backup	346
ip	14	service	343
is&t projects	4	unix	320
ist	170	latex	308
ist survey	2	tether	289
jabber	6	web publishing	280
kfw	5	filemaker	269
klp	10	matlab	251
ktelnet	3	admin	251
latex	45	pmm	228
ldap	3	sitemap	227
linux	33	stopit	219
lists	3	usability	192
macos	48	outlook	178
maple	3	webpublishing	178
mathematica	1	search	177
matlab	29	accessibility	176
mitcd	3	ldap	173
neos	1	usergroups	157
netscape	2	os	154
network	73	jabber	150
network-passwords	4	unix-vms	140
network-travel	3	ktelnet	130
newsletter	509	educomp	126
nfs	2	dialup	117
nospam	49	zephyr	115
octo	5	desktop	106
office	5	rewards	100
oracle	4	klp	94
os	9	remote access	92
other	55	policies	90
outlook	11	xwindows	86
pda	18	network-passwords	86
pmm	14	dost	80
podcasts	19	database	59
policies	11	winxp	55
pricing	33	casetracker	53
printing	66	courseweb	51
programming	16	wadeaward	49
projects	4	computing	48
remote access	3	imap	47
resnet	3	framemaker	46
rewards	33	programming	40
rhe	4	fortran	37
rhn	1	network-travel	35
sap	3	atic	30
sas	6	emacs	29
search	13	dreamweaver	27

Self Help hits fy07 q3

securect	2	survey	24
securefx	5	communications	17
security	47	securefx	15
selfhelp	36	rhe	15
service	9	admin it	14
services	3	sas	13
sitemap	3	virex	13
software	38	discovery	12
staroffice	2	events calendar	12
stopit	16	oracle	11
stretchbreak	1	octo	11
survey	10	ist survey	11
swrt	49	securect	11
teams	48	office	10
techttime	29	projects	9
telecommunications	245	cable tv	9
tether	9	virusscan	8
training	50	kfw	8
tsm	17	sap	7
unix	44	nfs	6
unix-vms	33	resnet	6
usability	19	fetch	6
usergroups	12	ftp	6
virex	3	ess	5
virus	10	maple	5
virusscan	6	hostexplorer	5
vpn	5	staroffice	4
wadeaward	21	xess	4
web	192	integration	3
web publishing	14	winathena	3
webmail	9	mitcd	3
webpublishing	19	acrobat	2
winathena	2	netscape	2
windows	22	bettertelnet	2
windows server	126	blt	2
windows updates	25	delivery	1
winxp	19	stretchbreak	1
wireless	18	rhn	1
work	11	filezilla	1
xess	3	neos	1
xwindows	24	mathematica	1
zephyr	24	esri	1
#N/A	172	engineering software	1
(blank)		(blank)	
Grand Total	3949	Grand Total	212491

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0.244697
0.125257
0.093538
0.073575
0.053485
0.038303
0.027074
0.026123
0.023422
0.020424
0.020213
0.01625

