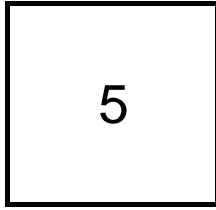


Creating Cases

Created Last Week



Cases Created Per Day

Average	Max
2.50	3 last week
1.57	3 6 weeks
1.26	3 6 months

Total Last Week

5 opened
1 closed

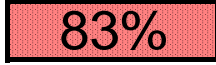
... Month

10 opened
1 closed

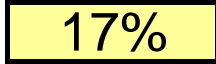
Pending Cases as of 4/1/2010

Closing Cases

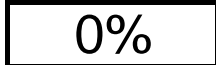
7 or more days



1 to 7 days

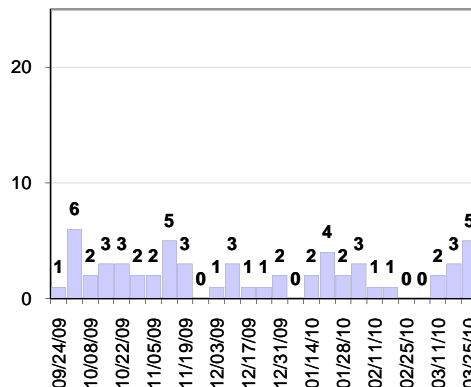


< 24 hours

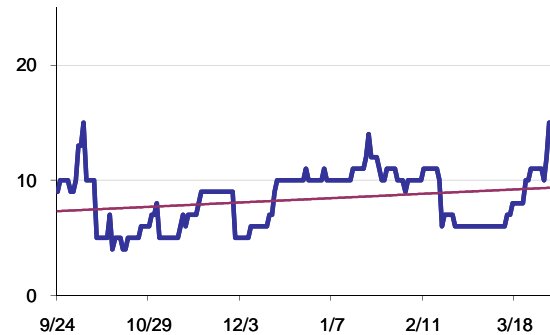


(over the last six weeks)

Cases Created Per Week, last six months



Pending Queue over the last 6 months



Net effect over six months:

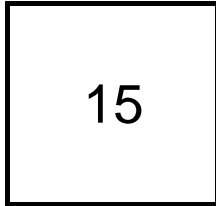
6 ↑

Stalled Cases

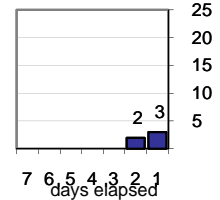
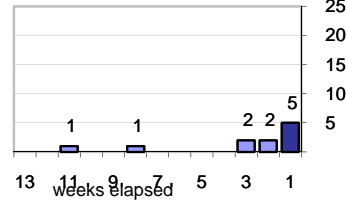
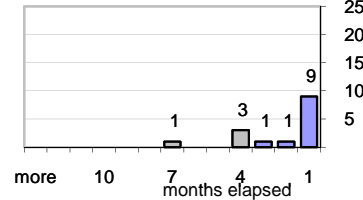
191 age of oldest, in days gone by
184 longest in days since any activity

Pending Queue

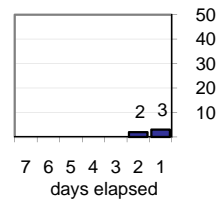
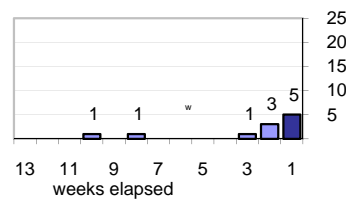
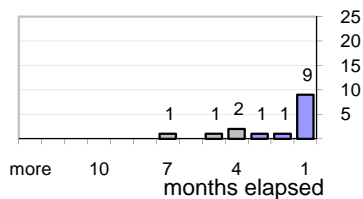
Currently Open



Age of Active Cases



Time Since Any Activity in Active Cases



Complaint Types

Top 10 Complaint Types

Copyright Infringement	1
Spam	5
Misuse of MIT mail system	2
Other	4
Fraudulent Offer	2
Harassment other	1
Offensive email	1
Harrassing/offensive/threatening/s	2
Stolen IP Address	1
Abuse of printers: multiple copies	1

Historical View

Relative Volume of StopIt Cases, year to year for at least five years

