

VoIP Help cases in several Qs

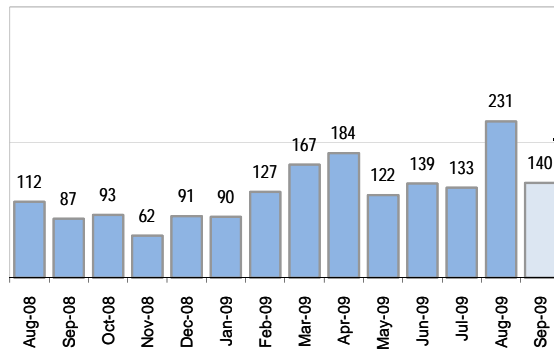
Cases as of 10/1/2009
Starting 10/1/2007

Creating Cases

Total from Last Week

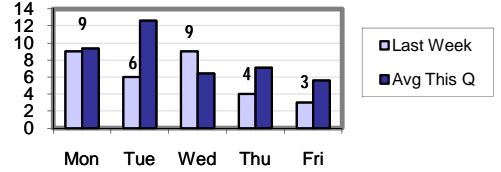
46

Cases Created, Year Ago to Date



Average Per Day	Now	Year Ago	Change
this week	4.4	1.9	138%
last 3 months	5.5	3.2	72%
last 12 months	4.3	4.2	4%

Actual Per Day, Last Week vs Qtrly Average



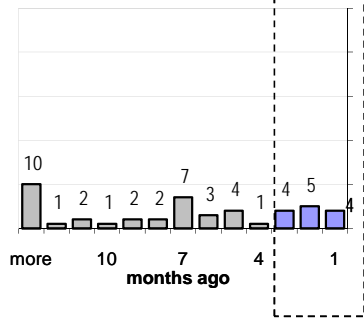
The Queue

Currently Pending

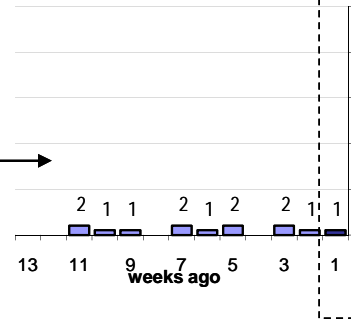
46

Calendar Age of Open Cases

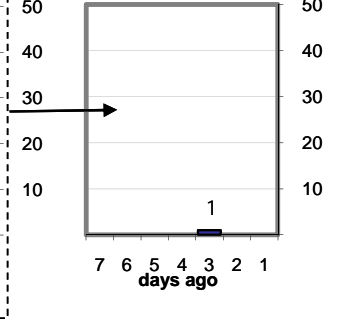
Last 12 Months



Last 3 months

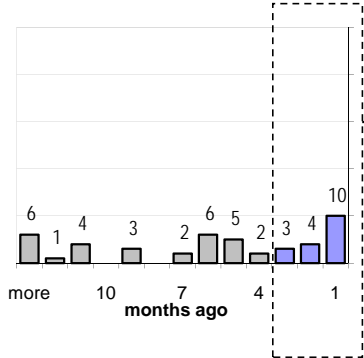


Last Week

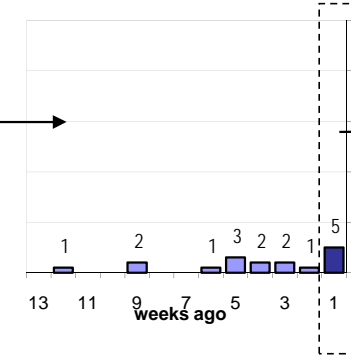


Time Since Last Activity of Any Kind, in Cases that are currently Open

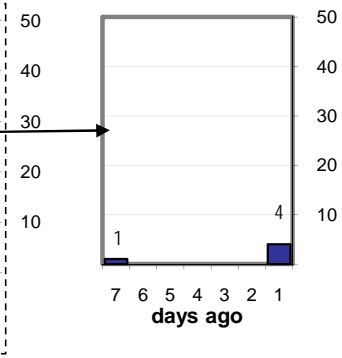
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

14%

3 to 7 days

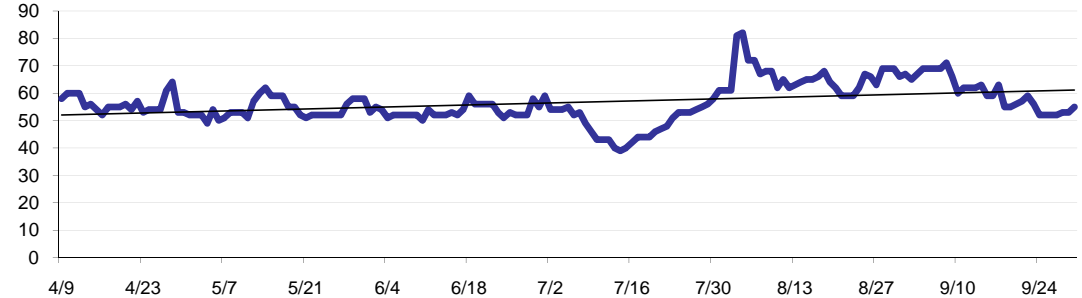
10%

< 3 days

77%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months: -9 ↓

VoIP Help cases in several Qs

Cases as of 10/1/2009
Starting 10/1/2007

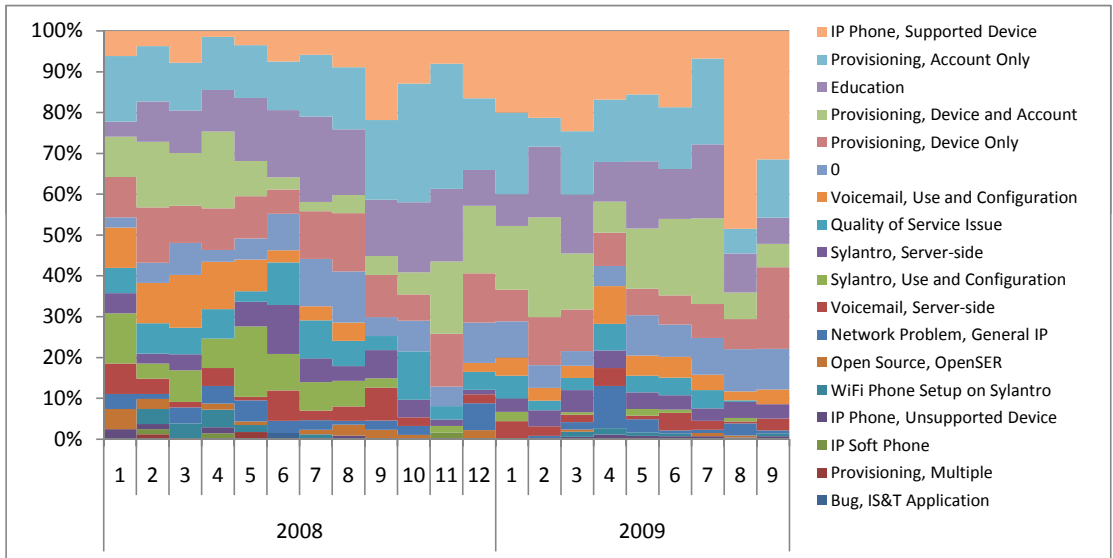
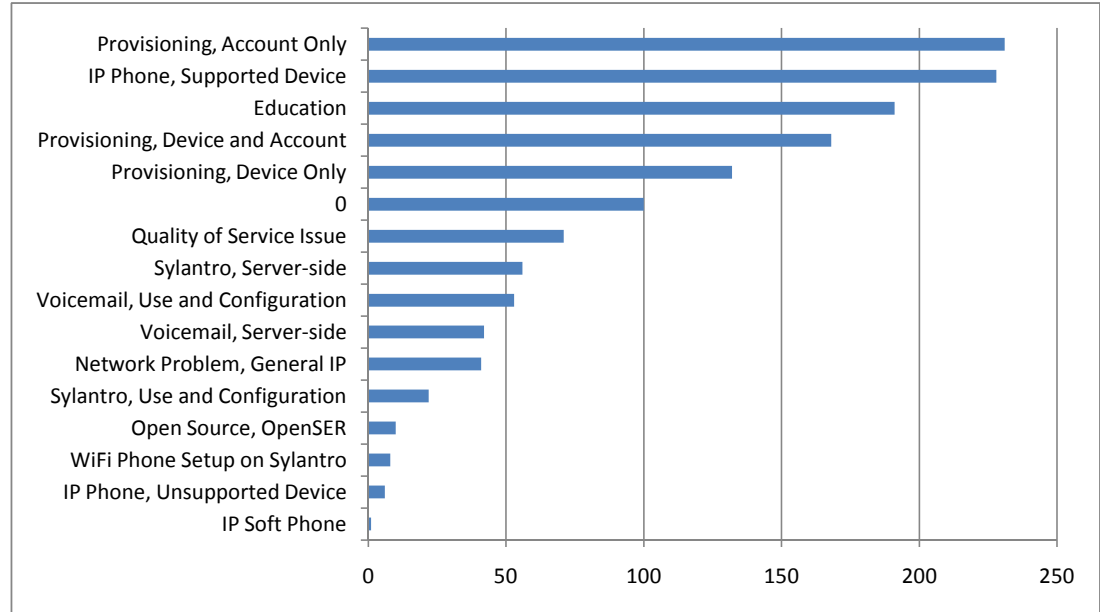
Problem Types and Queues

N of Problem Types

17

N of Types

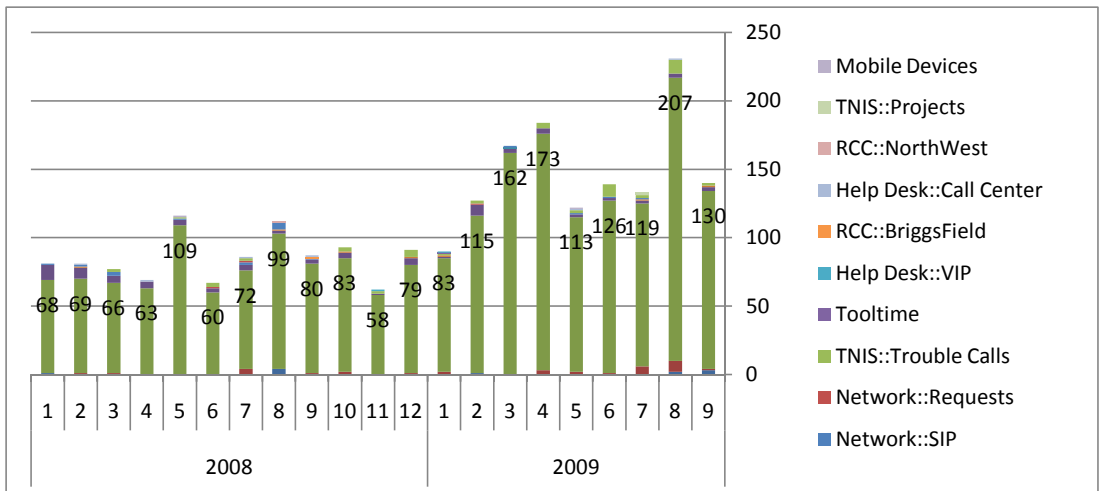
FY2009 Pareto Chart of Problem Types (0 = field not filled in)



Problems by Queue

1%

% of cases in Telephone Help



Client Demographics

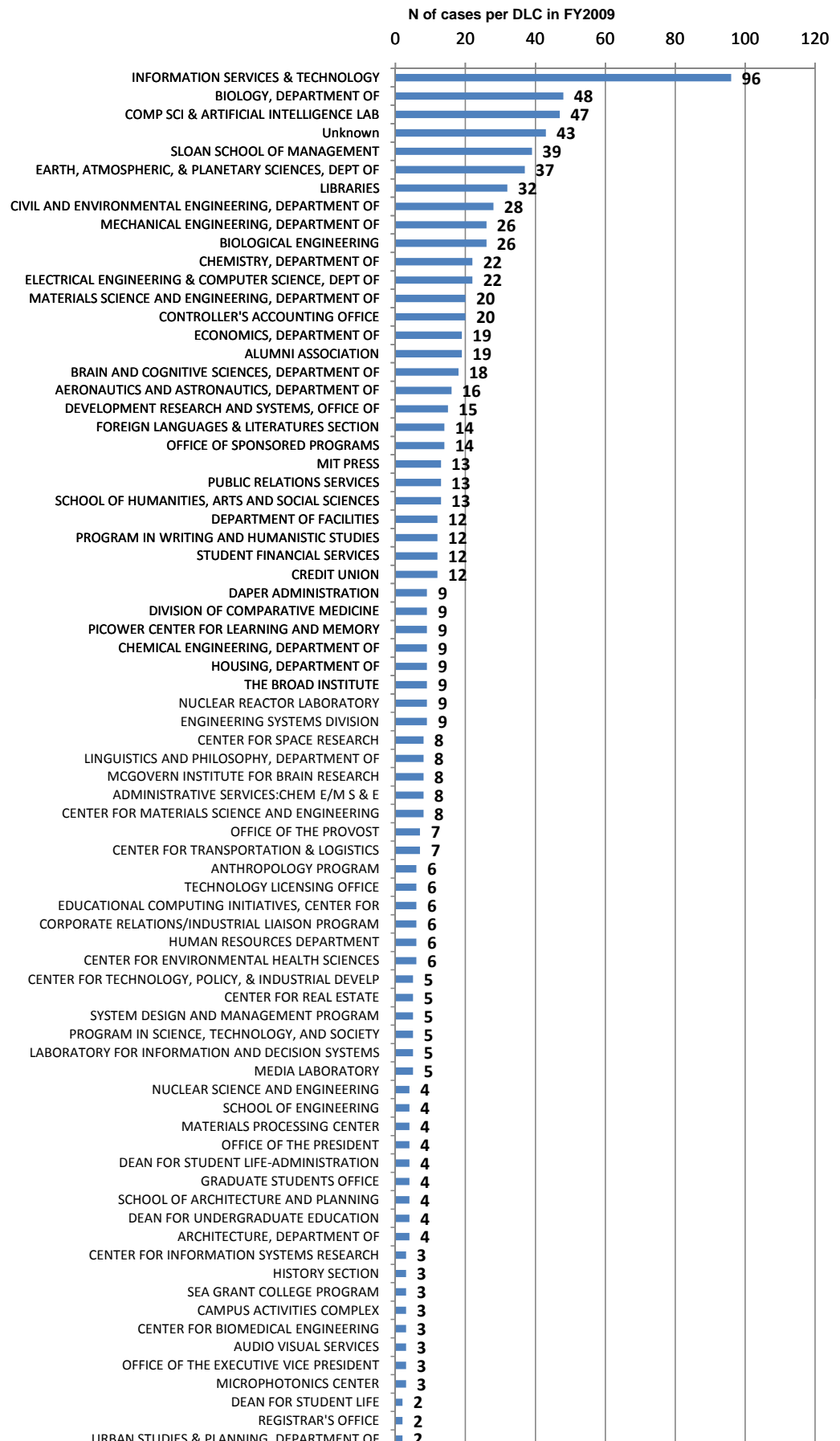
DLCs in these cases

100

N of unique clients

1214

Pareto of DLCs by N of cases



URBAN STUDIES & PLANNING, DEPARTMENT OF	2
VICE PRESIDENT FOR FINANCE AND TREASURER	2
DOCUMENT SERVICES	2
PHYSICS, DEPARTMENT OF	2
FOOD SERVICES	2
terrascop	2
CONSORTIUM ON FINANCING HIGHER EDUCATION	2
NAVAL SCIENCE	2
OPERATIONS RESEARCH CENTER	2
LITERATURE SECTION	2
LABORATORY FOR NUCLEAR SCIENCE	1
CAREER SERVICES AND PREPROFESSIONAL ADVISING	1
HARVARD-MIT DIVISION OF HEALTH SCIENCES & TECHNOLOGY	1
PLASMA SCIENCE AND FUSION CENTER	1
COPY TECHNOLOGY CENTERS	1
SCHOOL OF SCIENCE	1
CAMPUS POLICE	1
ENVIRONMENTAL HEALTH AND SAFETY, OFFICE OF	1
TEACHING AND LEARNING LABORATORY	1
PARKING AND TRANSPORTATION OFFICE	1
INSTITUTE FOR SOLDIER NANOTECHNOLOGIES	1
CENTER FOR INTERNATIONAL STUDIES	1
TECHNOLOGY DEVELOPMENT PROGRAM	1
ADMISSIONS OFFICE	1
SPECTROSCOPY LABORATORY	1