

VoIP Help cases in several Qs

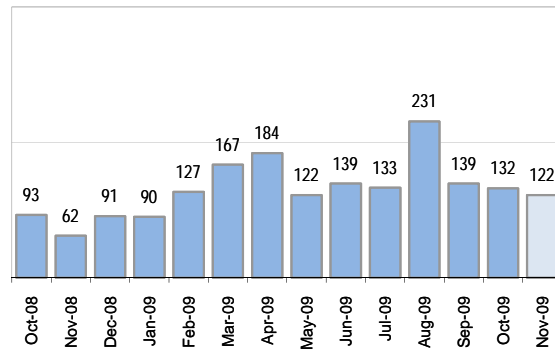
Cases as of 12/1/2009
Starting 12/3/2007

Creating Cases

Total from Last Week

46

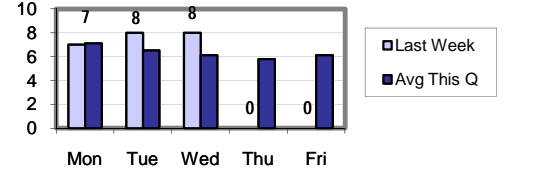
Cases Created, Year Ago to Date



Average Per Day

	Now	Year Ago	Change
this week	3.3	0.3	1050%
last 3 months	4.3	2.6	64%
last 12 months	4.6	4.3	8%

Actual Per Day, Last Week vs Qtrly Average



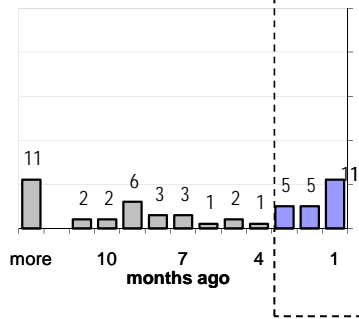
The Queue

Currently Pending

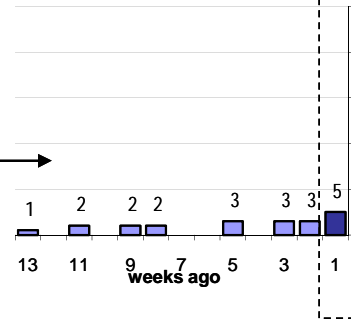
52

Calendar Age of Open Cases

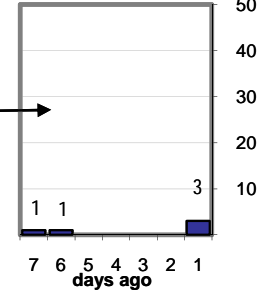
Last 12 Months



Last 3 months

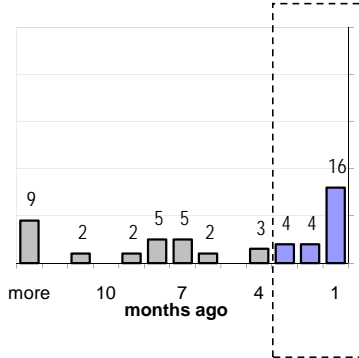


Last Week

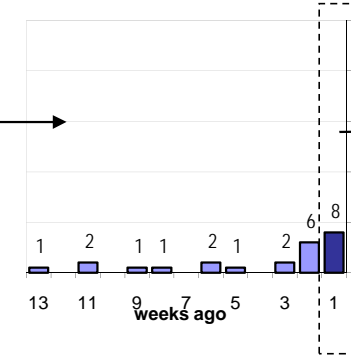


Time Since Last Activity of Any Kind, in Cases that are currently Open

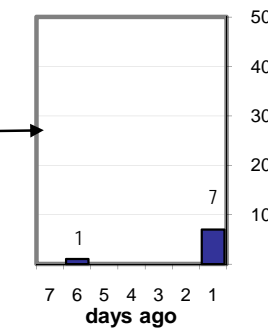
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

13%

3 to 7 days

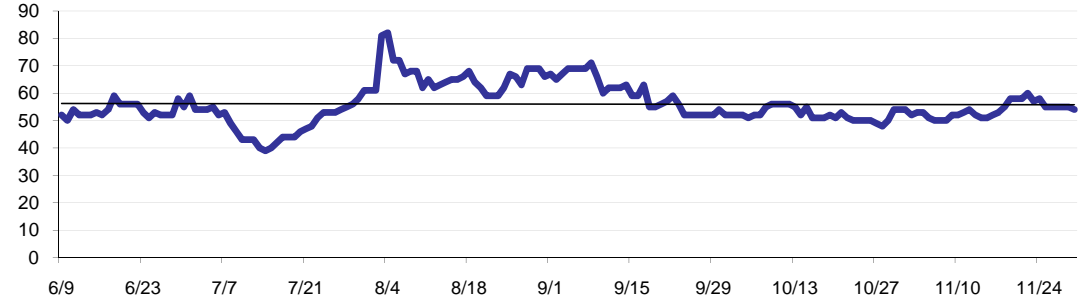
10%

< 3 days

77%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months:

0 ↓

VoIP Help cases in several Qs

Cases as of 12/1/2009
Starting 12/3/2007

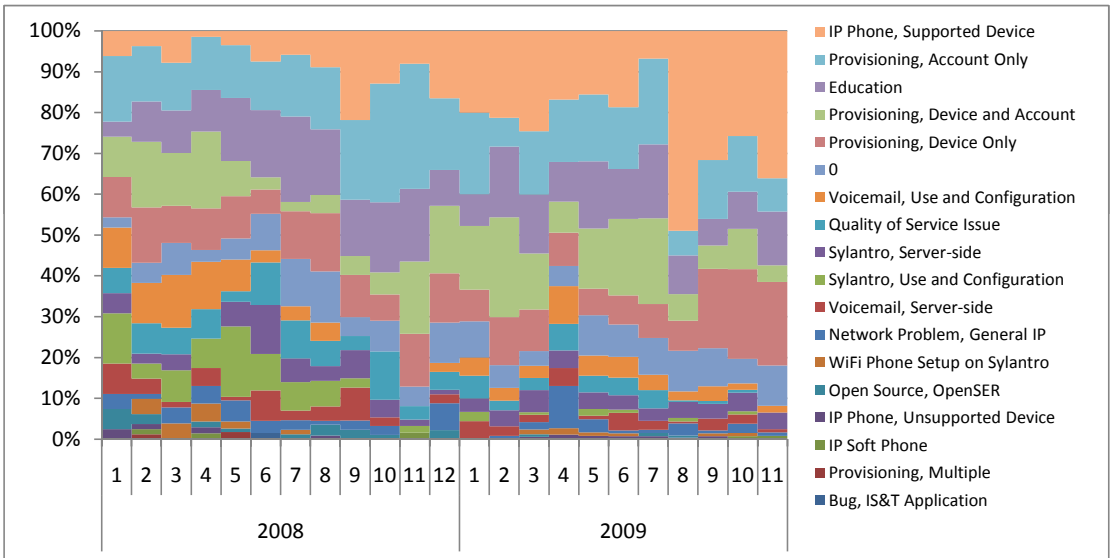
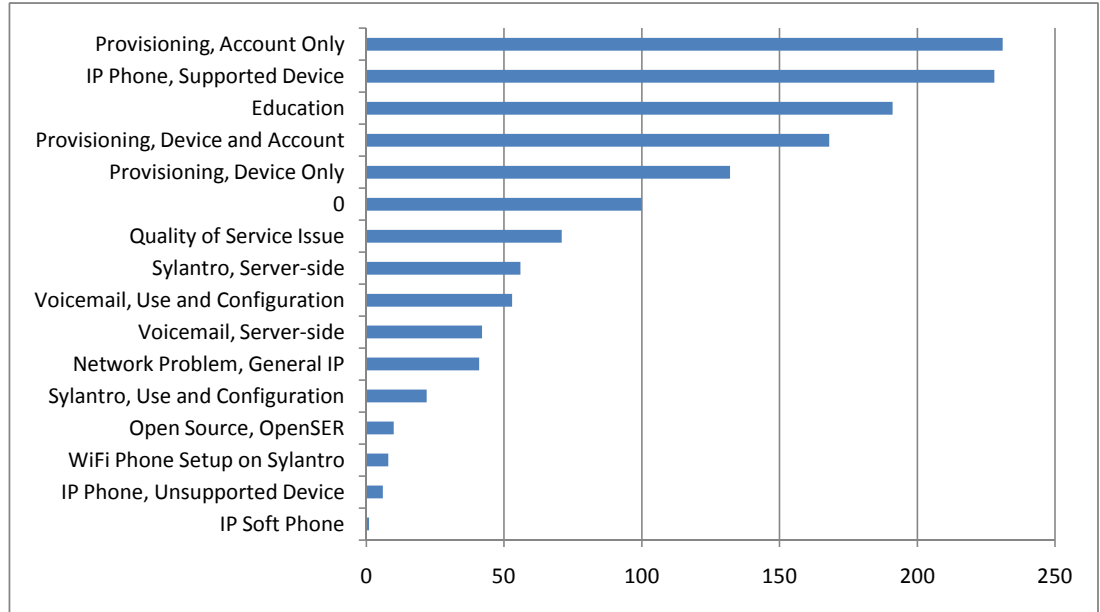
Problem Types and Queues

N of Problem Types

17

N of Types

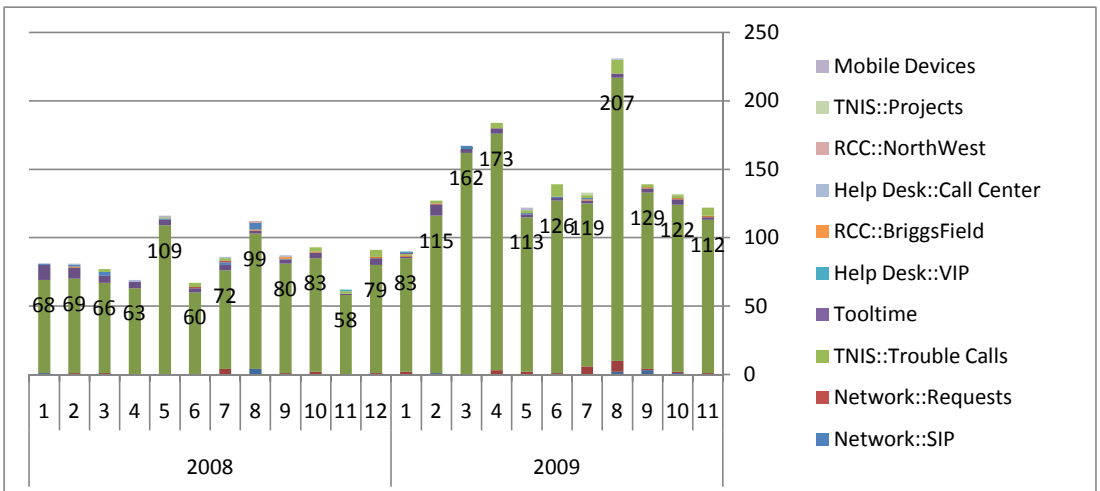
FY2009 Pareto Chart of Problem Types (0 = field not filled in)



Problems by Queue

1%

% of cases in Telephone Help



Client Demographics

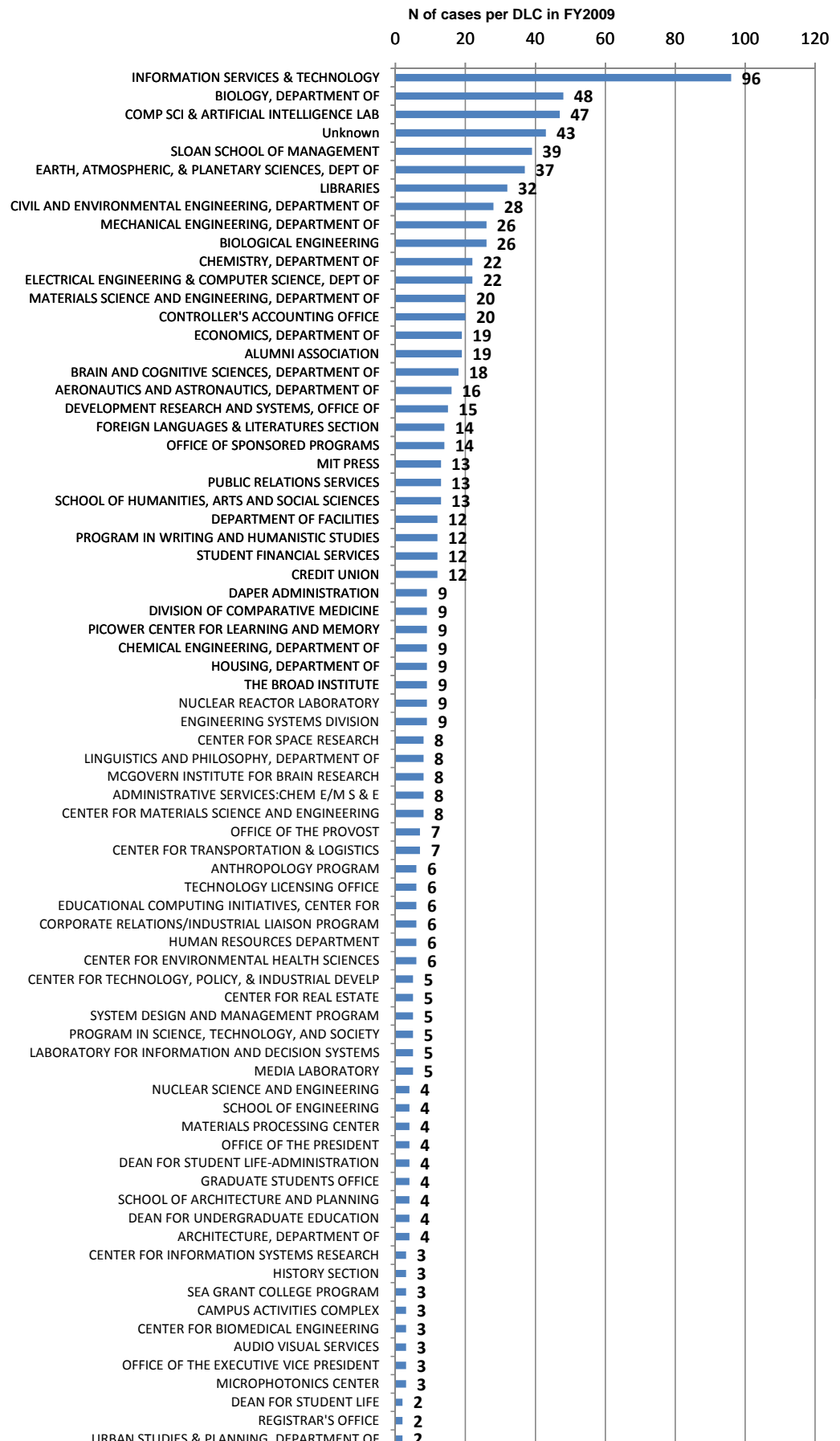
DLCs in these cases

100

N of unique clients

1285

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					
terrascopes	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					