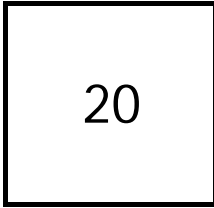


Creating Cases

Created Last Week



Cases Created Per Day

Average	Max
2.86	6 last week
2.67	7 6 weeks
3.14	43 6 months

Total Last Week

20 opened
24 closed

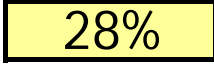
Month so far

15 opened
46 closed

Pending Cases as of
8/7/2006

Closing Cases

7 or more days



1 to 7 days

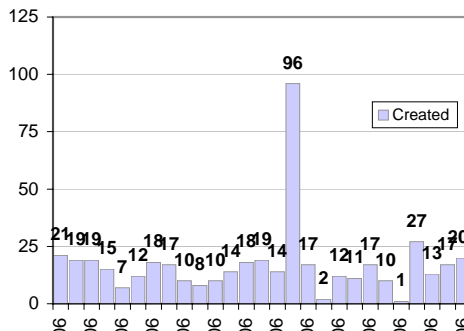


< 24 hours

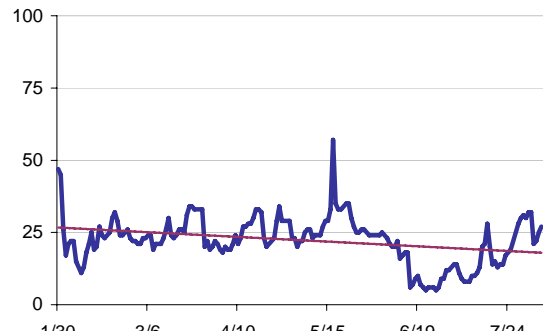


(over the last six weeks)

Cases Created Per Week, last six months



Pending Queue over the last 6 months



Net effect over six months:

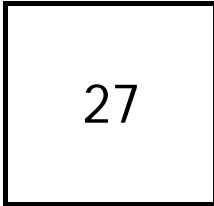
-20 ↓

Stalled Cases

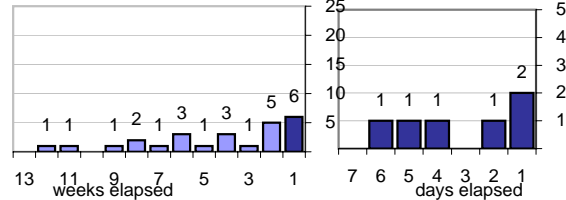
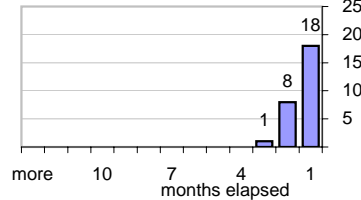
82 age of oldest, in days gone by
76 longest in days since any activity

Pending Queue

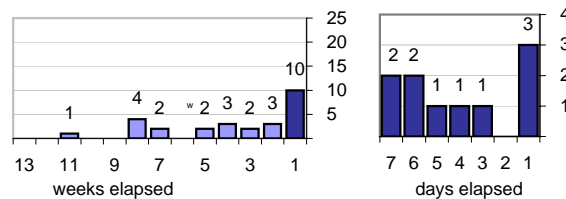
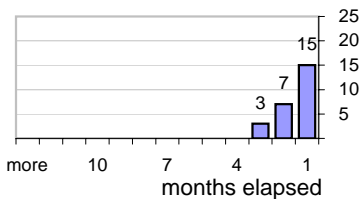
Currently Open



Age of Active Cases



Time Since Any Activity in Active Cases



Complaint Types

Top 10 Complaint Types over 6 months

Copyright Infringement	210
Spam	76
Offensive Web Page	11
Misuse of MIT mail system	1
Forged Email	1
non-complaint	2
Other	8
Abuse of printers: multiple copies	1
Abuse of Workstation	2
Commercial use	1

Sources of Copyright Infringement Complaints

(last six months)

