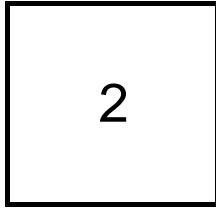# Stop-IT Q

Creating Cases

Created Last Week

2

Cases Created Per Day

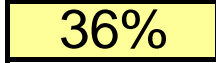| Average	Max	
1.00	**1** last week
1.15	**2** 6 weeks
2.51	**43** 6 months

Total Last Week

2 opened
3 closed

Month so far

2 opened
11 closed
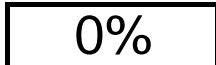
Pending Cases as of

10/9/2006

Cases Created Per Week, last six months
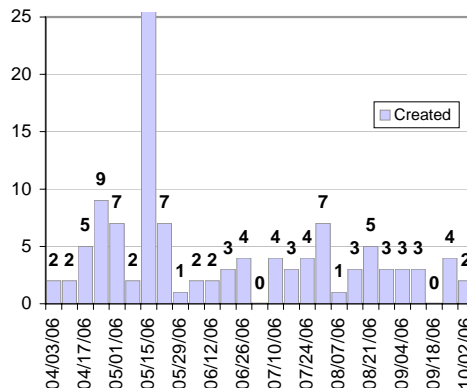
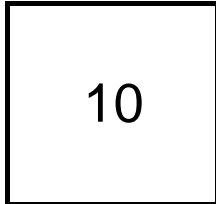**Pending Queue over the last 6 months**
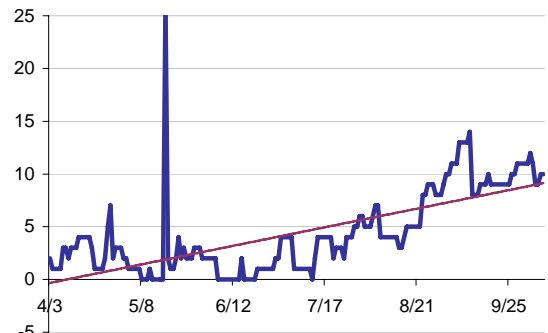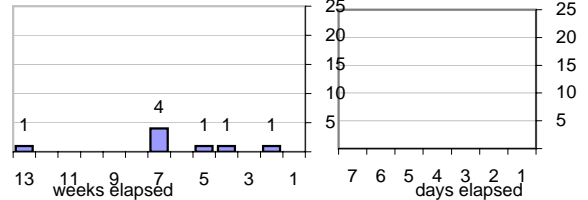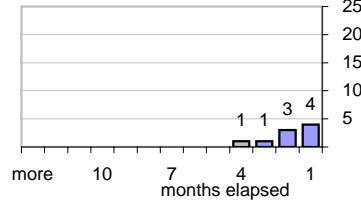

Net effect over six months: **8** ↑

Stalled Cases

438 age of oldest, in days gone by
118 longest in days since any activity

Closing Cases

7 or more days

36%

1 to 7 days

64%

< 24 hours

0%

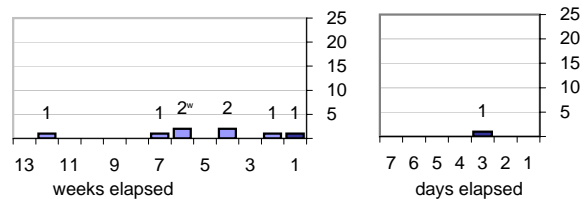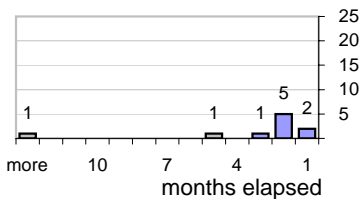(over the last six weeks)

Pending Queue

Currently Open

10

Age of Active Cases

Time Since Any Activity in Active Cases

Complaint Types

Top 10 Complaint Types over 6 months

Spam	76
Offensive Web Page	11
Misuse of MIT mail system	1
Forged Email	1
non-complaint	3
Other	9
Abuse of printers: multiple copies	3
Abuse of Workstation	2
Commercial use	2
Spam with virus payload	-

Historical View

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