Stop-IT Q

Creating Cases

Created Last Week

<div style="border:1px solid black; text-align:center; font-size:2em;">5</div>
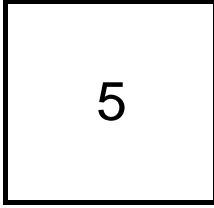
Cases Created Per Day

Average	Max		Total Last Week	Month so far	
1.67	**3**	last week	5 opened	7 opened	
1.69	**5**	6 weeks	1 closed	11 closed	
2.58	**43**	6 months			

Pending Cases as of

Cases Created Per Week, last six months
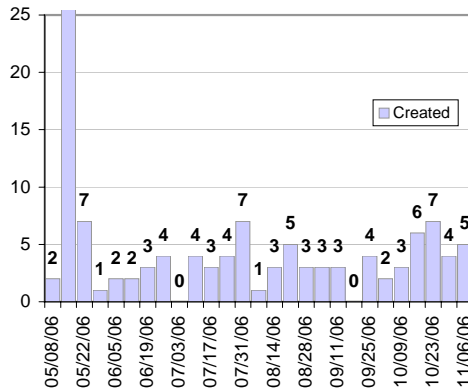
Pending Queue over the last 6 months
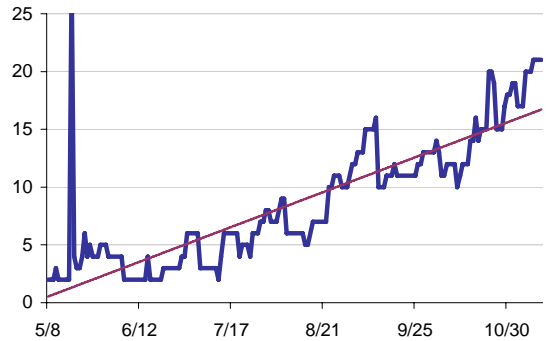
Net effect over six months: **19** ↑

Stalled Cases

473 age of oldest, in days gone by
153 longest in days since any activity

Closing Cases

7 or more days

<div style="background:yellow; text-align:center; font-size:2em;">32%</div>

1 to 7 days

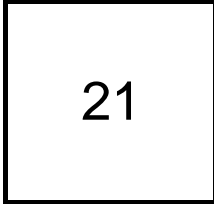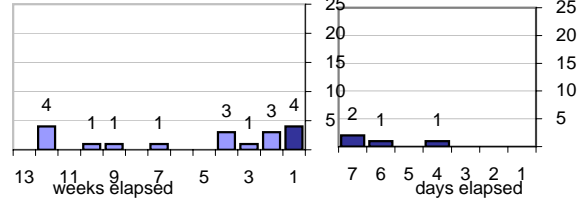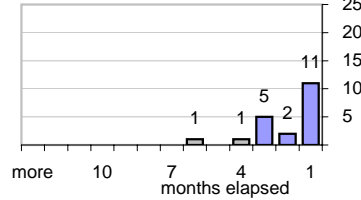<div style="background:red; text-align:center; font-size:2em;">58%</div>

< 24 hours

<div style="text-align:center; font-size:2em;">11%</div>

(over the last six weeks)

Pending Queue

Currently Open

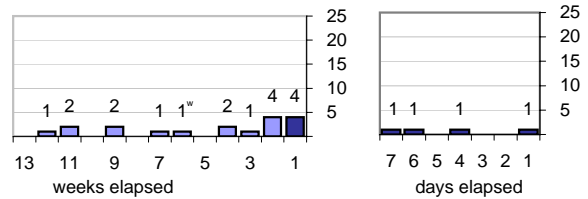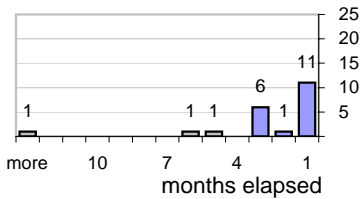<div style="border:2px solid black; text-align:center; font-size:2em;">21</div>

Age of Active Cases

Time Since Any Activity in Active Cases

Complaint Types

Top 10 Complaint Types over 6 months

Spam	84
Offensive Web Page	12
Misuse of MIT mail system	1
Forged Email	1
non-complaint	3
Other	9
Abuse of printers: multiple copies	3
Abuse of Workstation	3
Commercial use	2
Spam with virus payload	-

Historical View

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