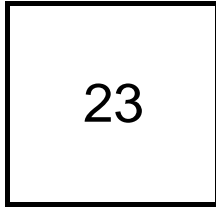


## Creating Cases

Created Last Week



### Cases Created Per Day

Average	Max
3.83	10 last week
2.33	10 6 weeks
1.61	10 6 months

### Total Last Week

23 opened  
0 closed

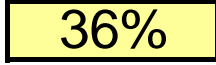
### Month so far

34 opened  
11 closed

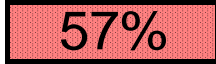
Pending Cases as of 11/27/2006

## Closing Cases

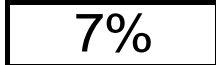
7 or more days



1 to 7 days

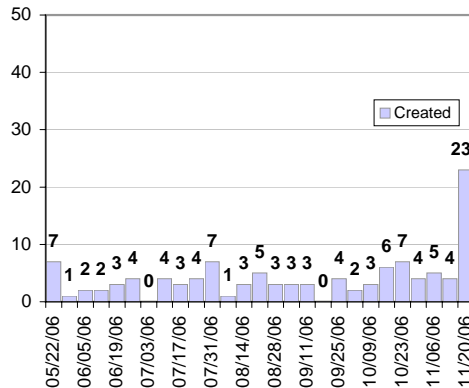


< 24 hours

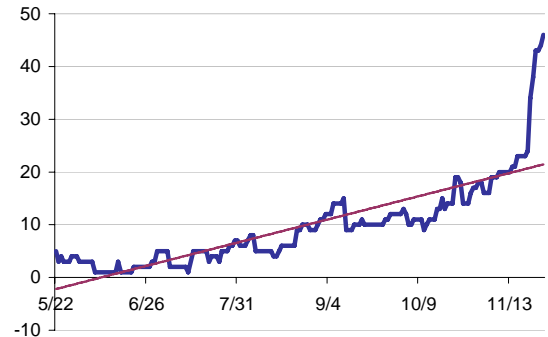


(over the last six weeks)

### Cases Created Per Week, last six months



### Pending Queue over the last 6 months



Net effect over six months:

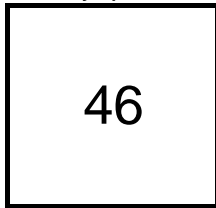
41 ↑

### Stalled Cases

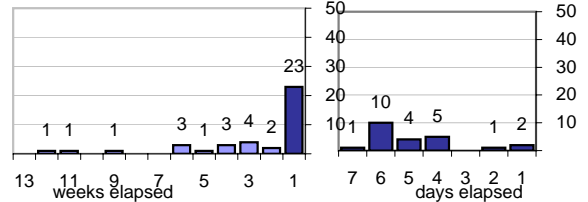
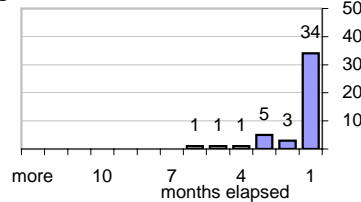
487 age of oldest, in days gone by  
167 longest in days since any activity

## Pending Queue

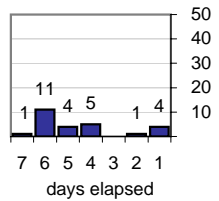
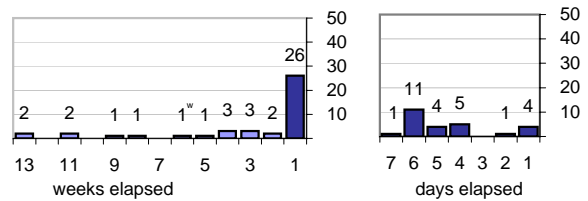
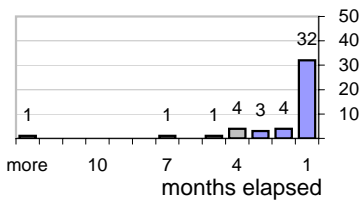
Currently Open



### Age of Active Cases



### Time Since Any Activity in Active Cases



## Complaint Types

### Top 10 Complaint Types over 6 months

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

