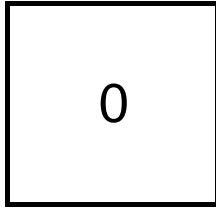


## Creating Cases

Created Last Week



## Cases Created Per Day

Average	Max
0.00	0 last week
2.53	10 6 weeks
1.61	10 6 months

## Total Last Week

0 opened  
2 closed

## Month so far

32 opened  
11 closed

Pending Cases as of  
12/4/2006

## Closing Cases

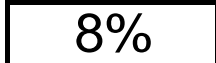
7 or more days



1 to 7 days

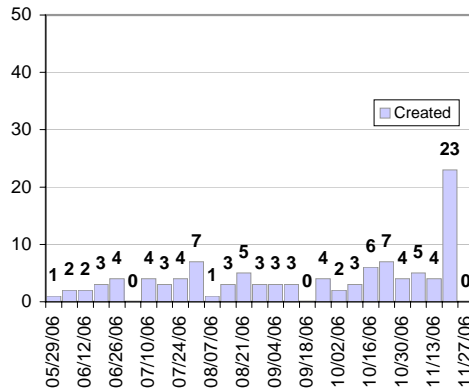


< 24 hours

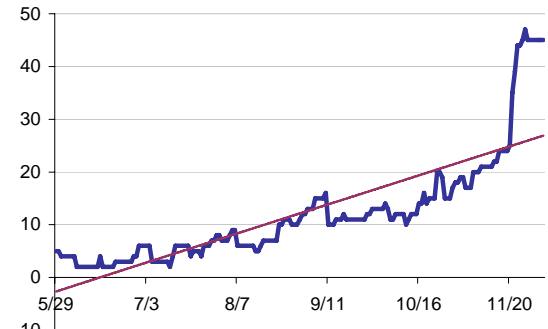


(over the last six weeks)

## Cases Created Per Week, last six months



## Pending Queue over the last 6 months



Net effect over six months:

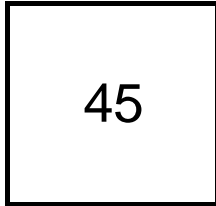
40 ↑

## Stalled Cases

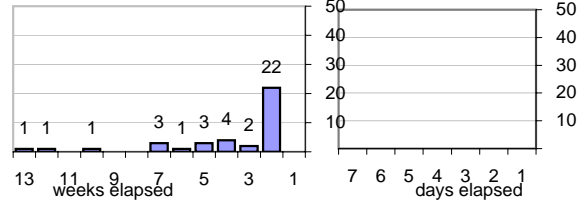
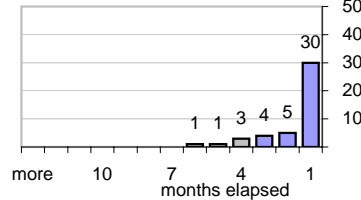
494 age of oldest, in days gone by  
174 longest in days since any activity

## Pending Queue

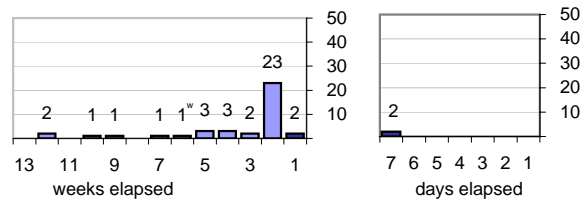
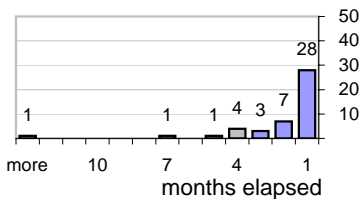
Currently Open



## 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 StoptIt Cases, year to year for at least five years

