Stop-IT Q

Creating Cases

Created Last Week

13

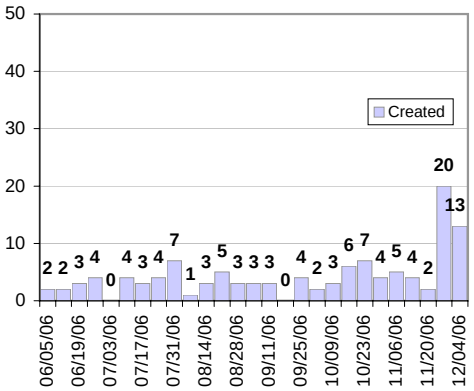
Cases Created Per Day

Average	Max
1.86	**3** last week
2.00	**7** 6 weeks
1.58	**7** 6 months

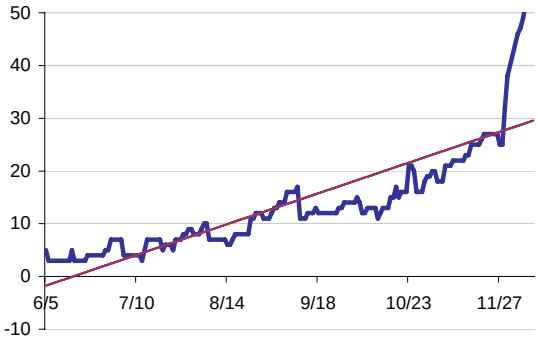
Total Last Week	Month so far
13 opened	32 opened
0 closed	11 closed

Pending Cases as of 12/11/2006

Cases Created Per Week, last six months



Pending Queue over the last 6 months



Net effect over six months: **52** ↑

Stalled Cases

501 age of oldest, in days gone by
181 longest in days since any activity

Closing Cases

7 or more days

67%

1 to 7 days

22%

< 24 hours

11%

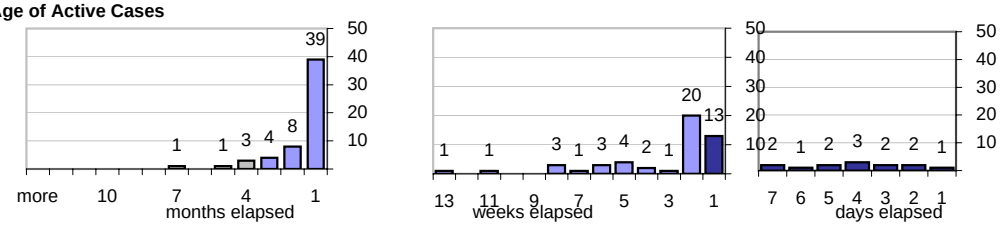
(over the last six weeks)

Pending Queue

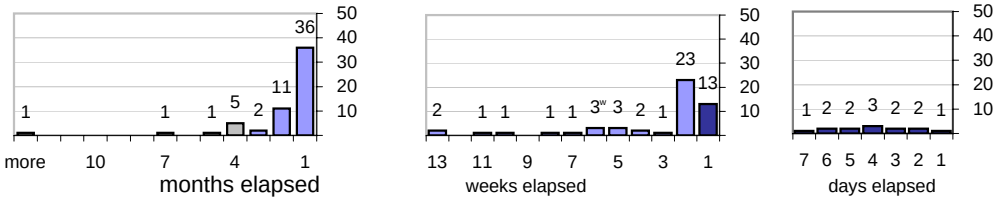
Currently Open

57

Age of Active Cases



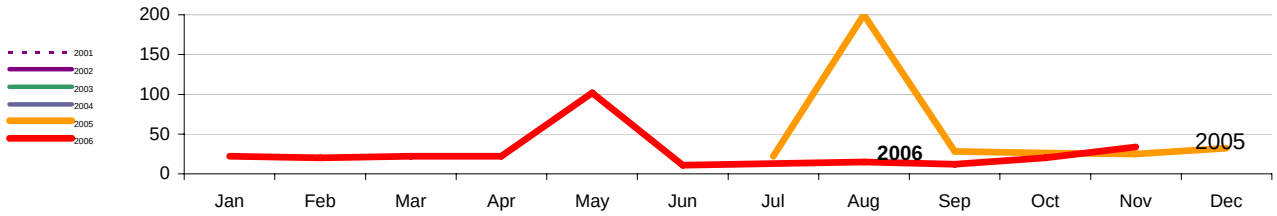
Time Since Any Activity in Active Cases



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