Stop-IT Q

Creating Cases Cases Created Per Day Created Last Week Average **Total Last Week** Month so far 2/26/2007 Max 1.50 2 last week 3 opened 11 opened 1.22 4 closed 11 closed 3 6 weeks 1.35 5 6 months 3 Cases Created Per Week, last six months Pending Queue over the last 6 months 50 50 40 40 **Closing Cases** 30 30 7 or more days 20 1 to 7 days 10 < 24 hours 01/08/07 0/16/06 12/25/06 8/21 9/25 10/30 12/4 1/8 2/12 0/05/06 Net effect over six months: $0 \leftrightarrow$ (over the last six weeks) **Stalled Cases** 578 age of oldest, in days gone by 52 longest in days since any activity **Pending Queue Currently Open** Age of Active Cases 50 50 40 40 30 30 30 20 20 20 9 10 10 1 1 1 2 2 more 7 4 months elapsed 11 9 7 weeks elapsed Time Since Any Activity in Active Cases 50 50 50 40 40 40 30 30 30 20 20 20 6 1 1 3 2 10 10 10 7 6 5 4 3 2 1 9 10 13 11 5 3 more months elapsed weeks elapsed days elapsed **Complaint Types** Top 10 Complaint Types over 6 months Spam 18 Offensive Web Page 5 Misuse of MIT mail system Forged Email non-complaint Other Abuse of printers: multiple copies Abuse of Workstation Commercial use Spam with virus payload **Historical View** Relative Volume of StopIt Cases, year to year for at least five years 200 - 2002 150 2003 2004 100 2005

50

Jan

Feb

Mar

Apr

May

Jun

Jul

2006 2007

Dec

Aug

Sep

Oct

Nov