Stop-IT Q

Creating Cases Cases Created Per Day Created Last Week Average **Total Last Week** Month so far 3/5/2007 Max 0.00 0 last week 0 opened #REF! opened 1.25 3 6 weeks 0 closed 11 closed 1.33 5 6 months 0 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 20 1 to 7 days 10 38% 0 < 24 hours 12/18/06 01/01/07 8/28 10/2 11/6 12/11 1/15 2/19 90/60/0 1/06/06 1/20/06 12/04/06 -2 ↓ Net effect over six months: (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

2006 2007 50

Jan

Feb

Mar

Apr

May

Jun

Jul

Dec

Aug

Sep

Oct

Nov