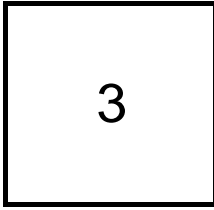


## Creating Cases

Created Last Week



## Cases Created Per Day

Average	Max
1.50	2 last week
1.57	4 6 weeks
1.41	5 6 months

## Total Last Week

3 opened  
3 closed

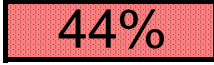
## Month so far

#REF! opened  
11 closed

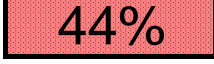
Pending Cases as of  
4/2/2007

## Closing Cases

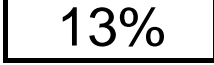
7 or more days



1 to 7 days

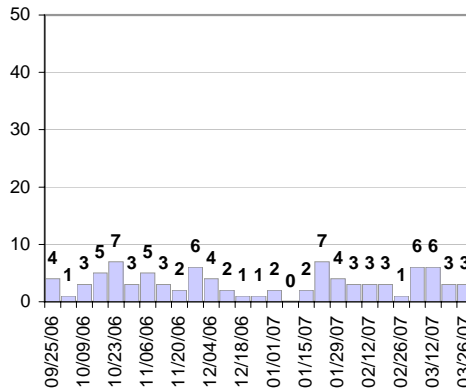


< 24 hours



(over the last six weeks)

## Cases Created Per Week, last six months



## Pending Queue over the last 6 months



Net effect over six months:

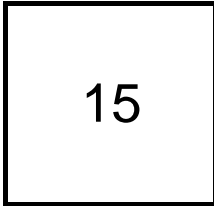
4 ↑

## Stalled Cases

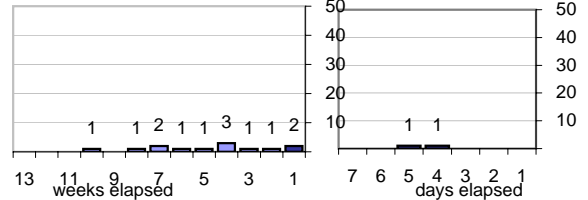
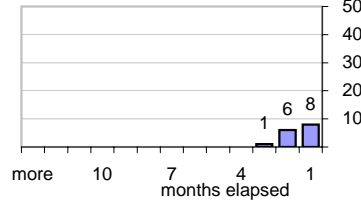
229 age of oldest, in days gone by  
61 longest in days since any activity

## Pending Queue

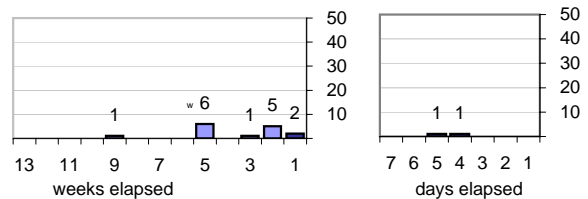
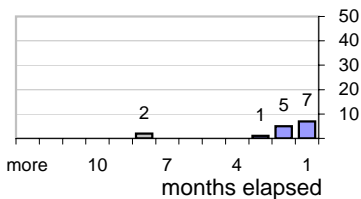
Currently Open



## Age of Active Cases



## Time Since Any Activity in Active Cases



## Complaint Types

### Top 10 Complaint Types over 6 months

Copyright Infringement	-
Spam	18
Offensive Web Page	5
Misuse of MIT mail system	4
Forged Email	2
non-complaint	1
Other	1
Abuse of Workstation	1
Commercial use	-
Spam with virus payload	-

## Historical View

### Relative Volume of StopIt Cases, year to year for at least five years

