Stop-IT Q

Creating Cases

Created Last Week

1

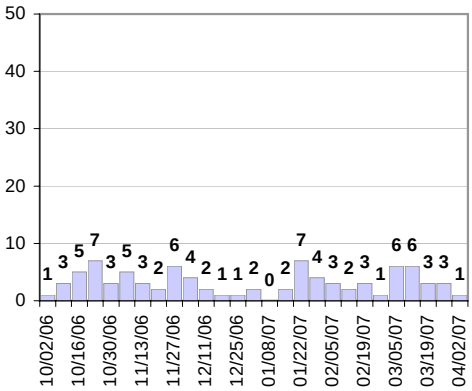
Cases Created Per Day

Average	Max
1.00	**1** last week
1.54	**4** 6 weeks
1.41	**5** 6 months

Total Last Week	Month so far
1 opened	2 opened
17 closed	11 closed

Pending Cases as of 4/9/2007

Cases Created Per Week, last six months



Pending Queue over the last 6 months

Net effect over six months: **-15** ↓

Stalled Cases

236 age of oldest, in days gone by
68 longest in days since any activity

Closing Cases

7 or more days

63%

1 to 7 days

30%

< 24 hours

7%

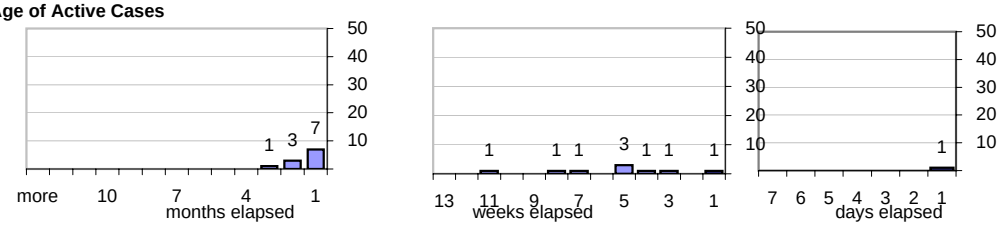
(over the last six weeks)

Pending Queue

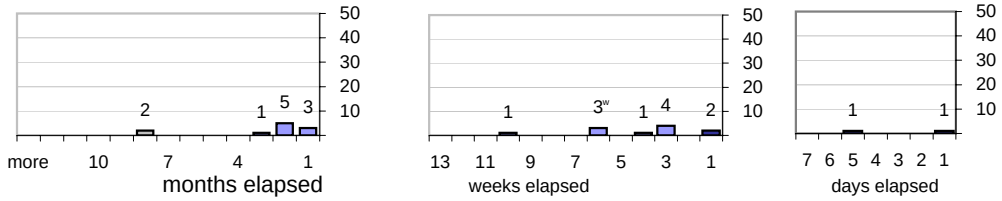
Currently Open

11

Age of Active Cases



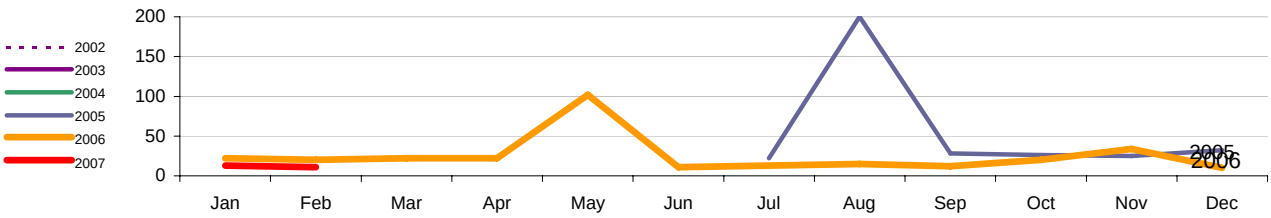
Time Since Any Activity in Active Cases



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