Stop-IT Q

Creating Cases

Created Last Week

9
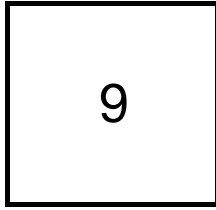
Cases Created Per Day

	Average	Max		Total Last Week	Month so far	
	2.25	**3** last week		9 opened	19 opened	
	1.56	**3** 6 weeks		1 closed	11 closed	
	1.40	**4** 6 months				

Pending Cases as of 4/30/2007

Cases Created Per Week, last six months

Values: 0 0 0 0 0 5 4 2 1 1 2 0 2 7 4 3 2 3 1 6 6 3 3 1 5 4 9 (10/23/06 – 04/23/07)
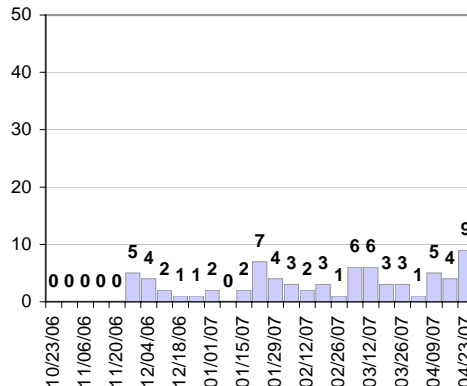
Pending Queue over the last 6 months
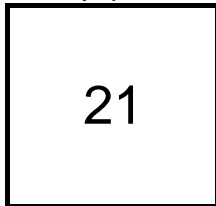

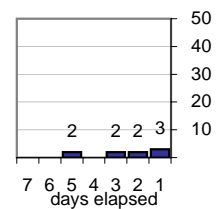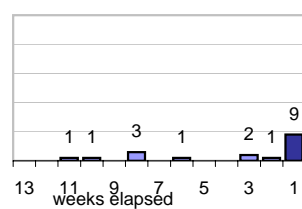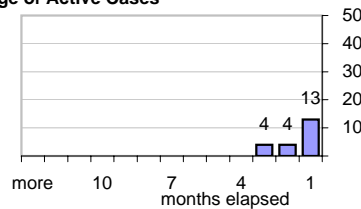(10/23 – 4/16)

Net effect over six months: **15** ↑

Stalled Cases

257 age of oldest, in days gone by
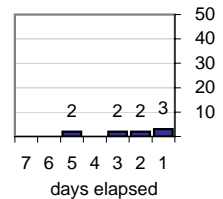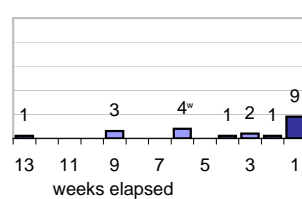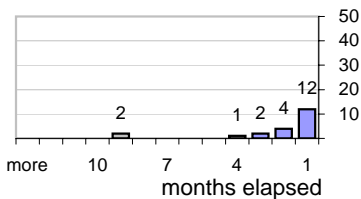89 longest in days since any activity

Closing Cases

7 or more days
37%

1 to 7 days
53%

< 24 hours
11%

(over the last six weeks)

Pending Queue

Currently Open

21

Age of Active Cases

(months elapsed) 4 4 13

(weeks elapsed) 1 1 3 1 2 1 9

(days elapsed) 2 2 2 3

Time Since Any Activity in Active Cases

(months elapsed) 2 1 4 12

(weeks elapsed) 1 3 4ʷ 1 2 1 9

(days elapsed) 2 2 2 3

Complaint Types

Top 10 Complaint Types over 6 months

Complaint Type	Count
Copyright Infringement	2
Spam	116
Offensive Web Page	21
Misuse of MIT mail system	21
Forged Email	3
non-complaint	9
Other	22
Abuse of Workstation	10
Commercial use	7
Spam with virus payload	5

Historical View

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

Legend: 2002, 2003, 2004, 2005, 2006, 2007