Stop-IT Q

Creating Cases Cases Created Per Day Created Last Week Average **Total Last Week** Month so far 5/21/2007 Max 0.00 0 last week 0 opened 5 opened 1.40 1 closed 11 closed 3 6 weeks 1.34 4 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 3% 20 20 1 to 7 days 10 69% 0 < 24 hours 02/19/07 03/02/07 03/19/07 11/13 12/18 1/22 2/26 4/2 5/7 01/08/07 01/22/07 02/05/07 -16 ↓ Net effect over six months: (over the last six weeks) **Stalled Cases** 271 age of oldest, in days gone by 103 longest in days since any activity **Pending Queue Currently Open** Age of Active Cases 50 50 50 40 40 40 30 30 30 20 20 20 15 10 10 2 1 310 more 6 5 4 3 2 1 days elapsed 11 9 7 weeks elapsed 3 Time Since Any Activity in Active Cases 50 50 50 40 40 40 30 30 30 20 20 20 5 3 4 10 10 10 1 1 7 6 5 4 3 2 1 9 3 11 5 more 10 13 months elapsed weeks elapsed days elapsed **Complaint Types** Top 10 Complaint Types over 6 months Copyright Infringement Spam 18 Offensive Web Page 5 Misuse of MIT mail system Forged Email non-complaint Other 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

150

100

50

Jan

Feb

Mar

Apr

May

Jun

Jul

- 2002

2003 2004

2005

2006 2007

Dec

Aug

Sep

Oct

Nov