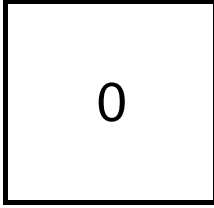


Creating Cases

Created Last Week



Cases Created Per Day

Average	Max
0.00	0 last week
1.13	2 6 weeks
1.20	3 6 months

Total Last Week

0 opened
0 closed

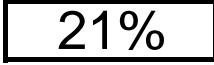
... Month

11 opened
11 closed

Pending Cases as of
12/1/2009

Closing Cases

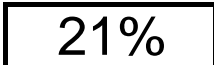
7 or more days



1 to 7 days

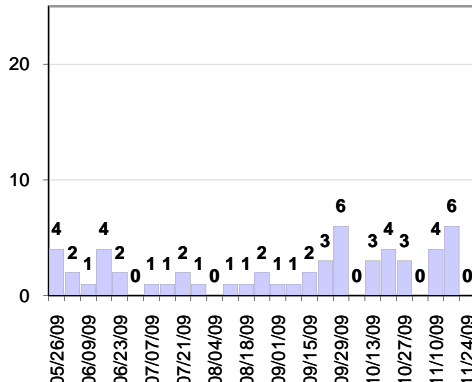


< 24 hours

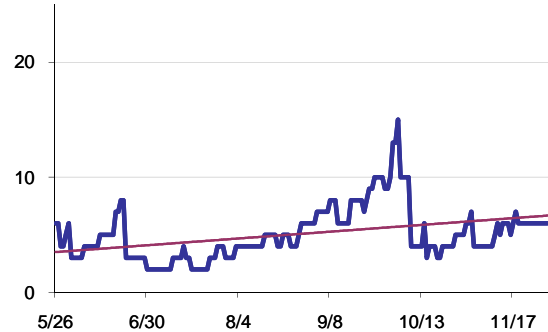


(over the last six weeks)

Cases Created Per Week, last six months



Pending Queue over the last 6 months



Net effect over six months:

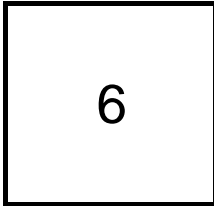
0 ↔

Stalled Cases

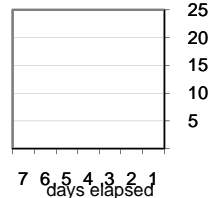
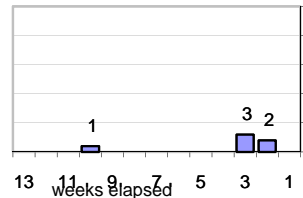
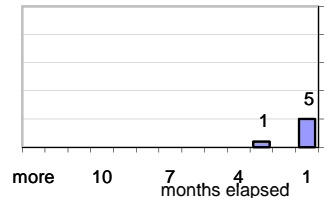
70 age of oldest, in days gone by
63 longest in days since any activity

Pending Queue

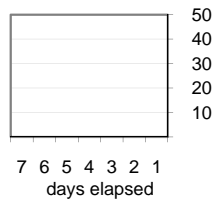
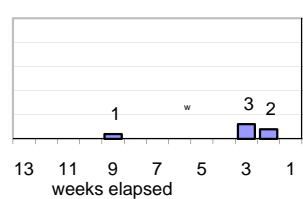
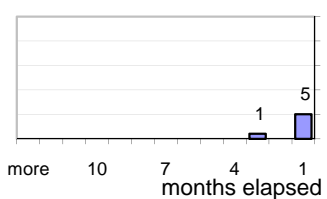
Currently Open



Age of Active Cases



Time Since Any Activity in Active Cases



Complaint Types

Top 10 Complaint Types

Spam	10
Misuse of MIT mail system	4
non-complaint	1
Other	5
Abuse of Workstation	1
Fraudulent Offer	2
Harassment other	1
Harrassing/offensive/threatening/s	3
Stolen IP Address	1
Threat (General)	1

Historical View

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

