Stop-IT Q

Creating Cases

Created Last Week

1

Cases Created Per Day

Average	Max	
1.00	**1**	last week
1.33	**2**	6 weeks
1.20	**3**	6 months

Total Last Week

1 opened
1 closed

… Month

6 opened
5 closed

Closing Cases

7 or more days
71%

1 to 7 days
14%

< 24 hours
14%

(over the last six weeks)

Cases Created Per Week, last six months

Pending Queue over the last 6 months

Net effect over six months: **6** ↑

Stalled Cases

101 age of oldest, in days gone by
94 longest in days since any activity

Pending Queue

Currently Open

7

Age of Active Cases

Time Since Any Activity in Active Cases

Complaint Types

Top 10 Complaint Types

Spam	9
Misuse of MIT mail system	3
non-complaint	1
Other	3
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