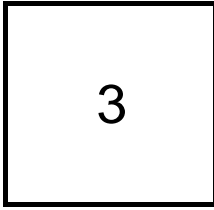


Stop-IT Q

Creating Cases

Created Last Week



Cases Created Per Day

Average	Max
1.00	1 last week
1.29	3 6 weeks
1.23	3 6 months

Total Last Week

3 opened
2 closed

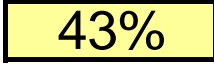
... Month

15 opened
19 closed

Pending Cases as of 11/1/2009

Closing Cases

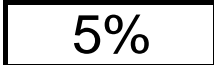
7 or more days



1 to 7 days

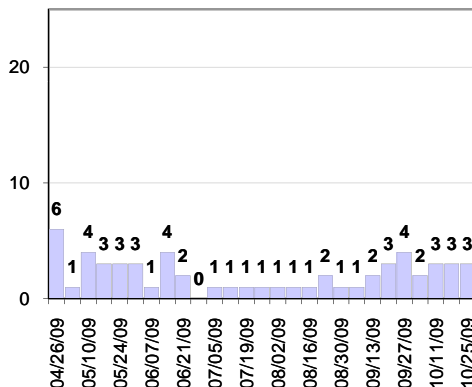


< 24 hours

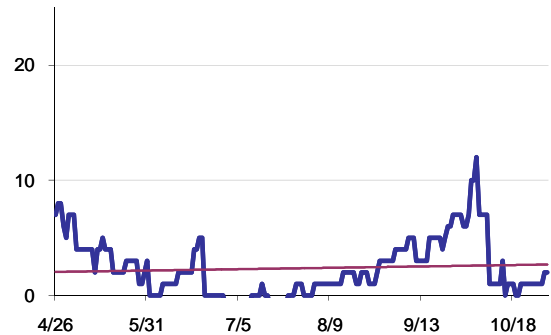


(over the last six weeks)

Cases Created Per Week, last six months



Pending Queue over the last 6 months



Net effect over six months:

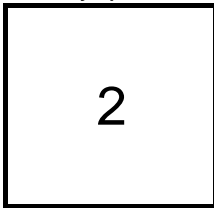
-5 ↓

Stalled Cases

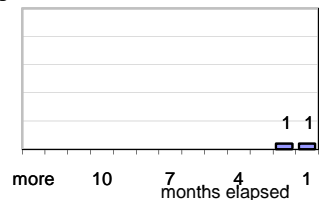
40 age of oldest, in days gone by
33 longest in days since any activity

Pending Queue

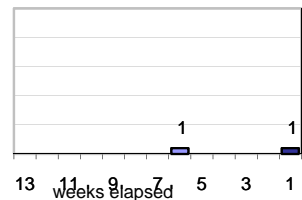
Currently Open



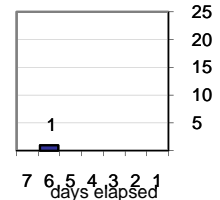
Age of Active Cases



more 10 7 months elapsed 4 1

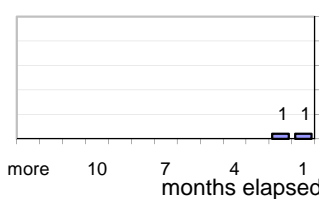


13 weeks elapsed 11 9 7 5 3 1

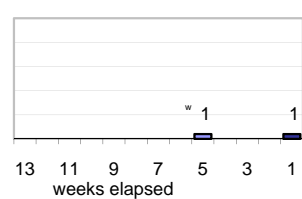


7 6 5 4 3 2 1 days elapsed

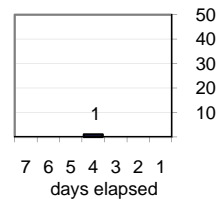
Time Since Any Activity in Active Cases



more 10 7 months elapsed 4 1



13 weeks elapsed 11 9 7 5 3 1



7 6 5 4 3 2 1 days elapsed

Complaint Types

Top 10 Complaint Types

Spam	10
Misuse of MIT mail system	6
non-complaint	1
Other	6
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

