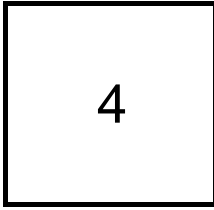


## Creating Cases

Created Last Week



### Cases Created Per Day

Average	Max
1.00	1 last week
1.09	2 6 weeks
1.19	3 6 months

Total Last Week

4 opened  
3 closed

... Month

11 opened  
10 closed

Pending Cases as of 2/1/2010

## Closing Cases

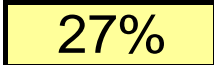
7 or more days



1 to 7 days

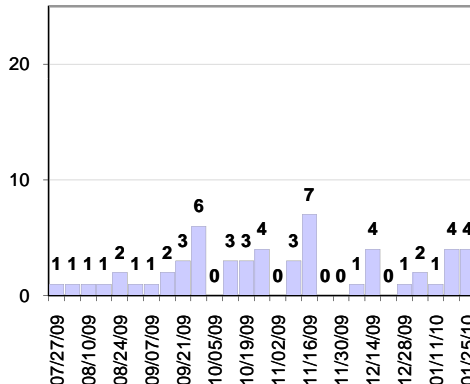


< 24 hours

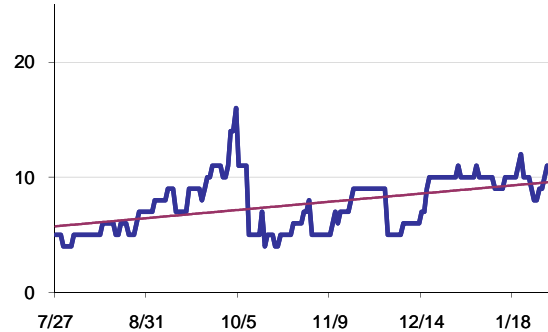


(over the last six weeks)

### Cases Created Per Week, last six months



### Pending Queue over the last 6 months



Net effect over six months:

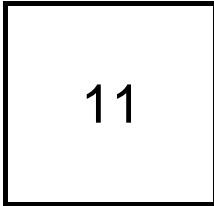
6 ↑

### Stalled Cases

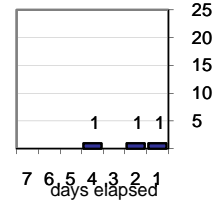
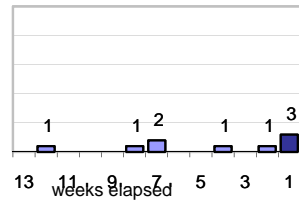
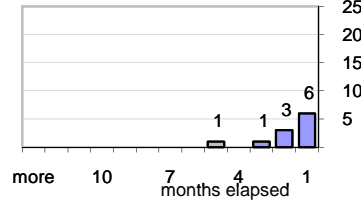
151 age of oldest, in days gone by  
125 longest in days since any activity

## Pending Queue

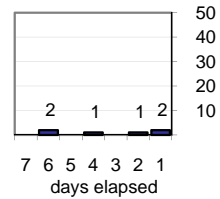
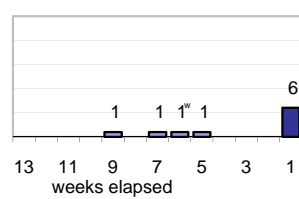
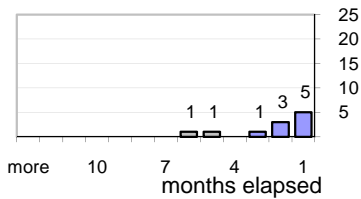
Currently Open



### Age of Active Cases



### Time Since Any Activity in Active Cases



## Complaint Types

### Top 10 Complaint Types

Copyright Infringement	1
Spam	8
Misuse of MIT mail system	3
non-complaint	1
Other	4
Abuse of Workstation	1
Fraudulent Offer	2
Harassment other	1
Harrassing/offensive/threatening/s	3
Stolen IP Address	1

## Historical View

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

