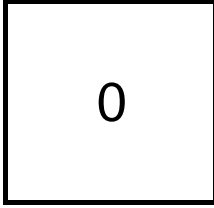


# Stop-IT Q

## Creating Cases

Created Last Week



## Cases Created Per Day

Average	Max
0.00	0 last week
1.09	2 6 weeks
1.19	3 6 months

Total Last Week

0 opened  
1 closed

... Month

6 opened  
11 closed

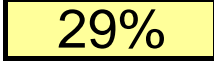
Pending Cases as of 3/1/2010

## Closing Cases

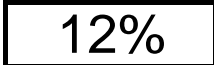
7 or more days



1 to 7 days

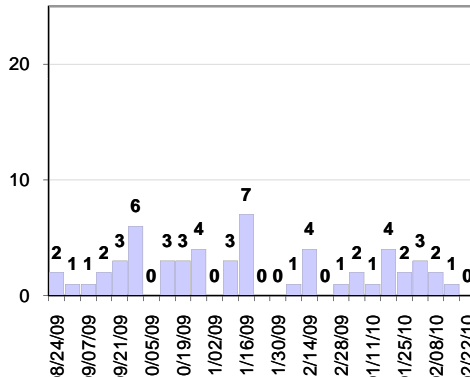


< 24 hours

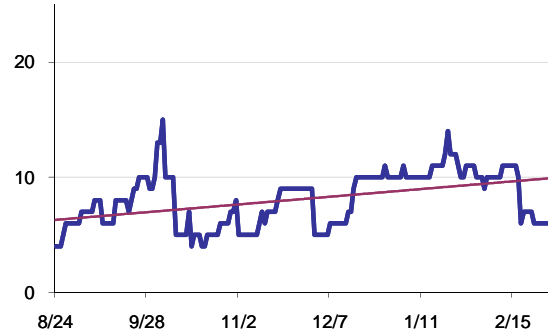


(over the last six weeks)

## Cases Created Per Week, last six months



## Pending Queue over the last 6 months



Net effect over six months:

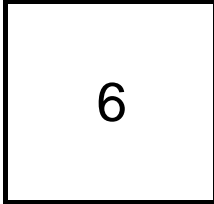
2 ↑

## Stalled Cases

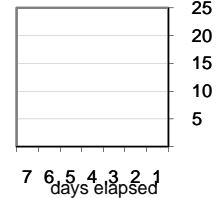
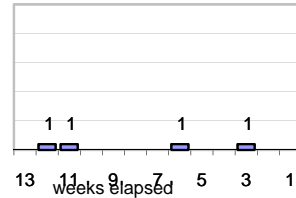
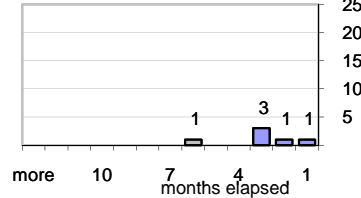
160 age of oldest, in days gone by  
153 longest in days since any activity

## Pending Queue

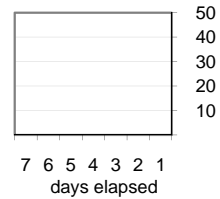
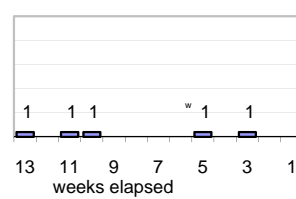
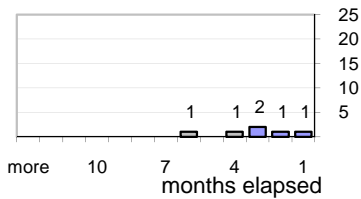
Currently Open



## Age of Active Cases



## Time Since Any Activity in Active Cases



## Complaint Types

### Top 10 Complaint Types

Copyright Infringement	1
Spam	7
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

