



102052173

To: the Honorable Commissioner of Patents and Trademarks Original documents or copy thereof

1. Name(s) of conveying party/parties:	2. Name and address of receiving party
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Jeffrey S. Chase  
Ronald P. Doyle  
Steven D. Ims

International Business Machines Corporation  
New Orchard Road  
Armonk, New York 10504

3-29-02

Additional Names Attached? Yes  No

3. Nature of Conveyance	
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<input type="checkbox"/> Other:	

Execution Date(s): 3-27-02;3-25-02;3-28-02

Additional Names Attached?  Yes  No

4. Application number(s) or patent number(s):
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If this document is being filed with a new application, the execution date of the application is: 3-27-02;3-25-02;3-28-02

A. Patent Application No(s)

B. Patent No(s)

10/112268

Additional Numbers Attached? Yes  No

5. Name and Address of party to whom correspondence concerning the document should be sent:	6. Total Number of applications and patents involved:	1
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Name: Jeanine S. Ray-Yarletts

Internal Address:

IBM Corporation, T81/503

Street Address:

PO Box 12195

City/State/Zip: Res. Tri. Park, NC 27709

7. Total fee (37 CFR 3.41) .....\$	40
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Jeanine S. Ray-Yarletts

Name of Person Signing

*Jeanine S. Ray-Yarletts*  
Signature

March 29, 2002

Date

Total Number of pages including cover sheet, attachments and document

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10/112268  
03/29/02

04/10/2002 LMI/ELLER 0900242 090661 10112268  
401.00 CH  
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## ASSIGNMENT

Whereas, we

-1 Jeffrey S. Chase

of: Durha, North Carolina

and (2) Ronald P. Doyle

of: Raleigh, North Carolina

and (3) Steven D. Ims

of: Apex, North Carolina

have invented certain improvements in

### Multi-tier Service Level Agreement Method and System

and have executed, respectively, a United States patent application therefor on

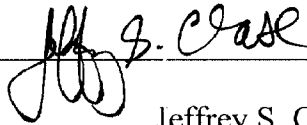
-1 MARCH 27, 2002 -2 MARCH 25, 2002 -3 MARCH 28, 2002

And whereas, INTERNATIONAL BUSINESS MACHINES CORPORATION, a corporation of New York, having a place of business at Armonk, New York 10504, (hereinafter called IBM), desires to acquire the entire right, title and interest in the said application and invention, and to any United States and foreign patents to be obtained therefor;

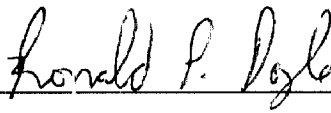
Now therefore, for a valuable consideration, receipt whereof is hereby acknowledged, we the above named hereby sell, assign, and transfer to IBM, its successors and assigns, the entire right, title and interest in the said application and invention therein disclosed for the United States and foreign countries, and all rights of priority resulting from the filing of said United States application, and we request the Commissioner of Patents to issue any Letters Patent granted upon the invention set forth in said application to IBM, its successors and assigns; and we hereby agree that IBM may apply for foreign Letters Patent on said invention and we will execute all papers necessary in connection with the United States and foreign applications when called upon to do so by IBM.

SIGNED AND SEALED

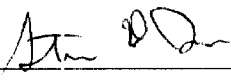
(1) at: Duke U.  
on: 3/27/02

  
\_\_\_\_\_  
Jeffrey S. Chase

and (2) at: Research Triangle Park, NC  
on: 3/25/02

  
\_\_\_\_\_  
Ronald P. Doyle

and (3) at: Research Triangle Park, NC  
on: 3/28/02

  
\_\_\_\_\_  
Steven D. Ims