

**PATENT ASSIGNMENT**

Electronic Version v08  
 Stylesheet Version v02

<b>SUBMISSION TYPE:</b>	NEW ASSIGNMENT
<b>NATURE OF CONVEYANCE:</b>	ASSIGNMENT OF ASSIGNOR'S INTEREST

**CONVEYING PARTY DATA**

Name	Execution Date
Eric Anderson	2005-11-02
Kenneth M. Becker	2005-11-02
Rhonda L. Childress	2005-11-03
James A. Riosa	2005-11-04
Sandra J. Schlosser	2005-11-02

**RECEIVING PARTY DATA**

Name	Street Address	Internal Address	City	State/Country	Postal Code
International Business Machines Corporation	New Orchard Road		Armonk	NEW YORK	10504

**PROPERTY NUMBERS Total: 1**

Property Type	Number
Application Number	11274841

**CORRESPONDENCE DATA**

FAX NUMBER: 5128231036  
*Correspondence will be sent via US Mail when the fax attempt is unsuccessful.*

When the customer number has been provided, the Office of Public Records will obtain the correspondence data from the official record on file at the USPTO.

CUSTOMER NUMBER: 045371

<b>NAME OF PERSON SIGNING:</b>	Patsy Spears
<b>DATE SIGNED:</b>	2006-01-27

Total Attachments: 12  
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source=Assignment\_Page\_11.tif  
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**ASSIGNMENT**

Whereas, we,

- |   |   |
|---|---|
| (1) <b><u>Eric Anderson</u></b><br>County of Galveston        | of Friendswood<br>and State of Texas        |
| (2) <b><u>Kenneth M. Becker</u></b><br>County of Hillsborough | of Brandon<br>and State of Florida          |
| (3) <b><u>Rhonda L. Childress</u></b><br>County of Williamson | of Austin<br>and State of Texas             |
| (4) <b><u>James A. Riosa</u></b><br>County of Albemarle       | of Charlottesville<br>and State of Virginia |
| (5) <b><u>Sandra J. Schlosser</u></b><br>County of Travis     | of Austin<br>and State of Texas             |

have invented certain improvements in

**System and Method of Managing Events on Multiple Problem Ticketing Systems**

and executed, respectively, a United States patent application therefore on

(Dates Inventors Signed Declaration) (1) Nov 2, (2005); (2) \_\_\_\_\_, (2005);  
(3) \_\_\_\_\_, (2005); (4) \_\_\_\_\_, (2005); (5) \_\_\_\_\_, (2005).

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 therefore;

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.

(1) Signed at Friendswood/Texas on November 2nd, 2005.  
(City) (Date)

  
Eric Anderson

(2) Signed at \_\_\_\_\_ on \_\_\_\_\_, 2005.  
(City) (Date)

\_\_\_\_\_  
Kenneth M. Becker

(3) Signed at \_\_\_\_\_ on \_\_\_\_\_, 2005.  
(City) (Date)

\_\_\_\_\_  
Rhonda L. Childress

(4) Signed at \_\_\_\_\_ on \_\_\_\_\_, 2005.  
(City) (Date)

\_\_\_\_\_  
James A. Riosa

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\_\_\_\_\_  
Sandra J. Schlosser

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(1) Signed at \_\_\_\_\_ on \_\_\_\_\_, 2005.  
(City) (Date)

\_\_\_\_\_  
Eric Anderson

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(City) (Date)

Kenneth M. Becker  
Kenneth M. Becker

(3) Signed at \_\_\_\_\_ on \_\_\_\_\_, 2005.  
(City) (Date)

\_\_\_\_\_  
Rhonda L. Childress

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\_\_\_\_\_  
Sandra J. Schlosser

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Whereas, we,

- (1) Eric Anderson of Friendswood  
County of Galveston and State of Texas
  
- (2) Kenneth M. Becker of Brandon  
County of Hillsborough and State of Florida
  
- (3) Rhonda L. Childress of Austin  
County of Williamson and State of Texas
  
- (4) James A. Riosa of Charlottesville  
County of Albemarle and State of Virginia
  
- (5) Sandra J. Schlosser of Austin  
County of Travis and State of Texas

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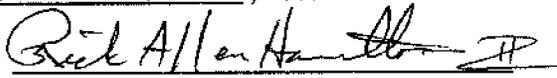
(1) Signed at \_\_\_\_\_ on \_\_\_\_\_, 2005.

\_\_\_\_\_  
Gregory Jensen Boss

(2) Signed at \_\_\_\_\_ on \_\_\_\_\_, 2005.

\_\_\_\_\_  
Yen-Fu Chen

(3) Signed at Wilkesboro, NC on June 28, 2005.

  
Rick Allen Hamilton, II

(4) Signed at \_\_\_\_\_ on \_\_\_\_\_, 2005

\_\_\_\_\_  
Aroopratan D. Pandya

(5) Signed at \_\_\_\_\_ on \_\_\_\_\_, 2005.

\_\_\_\_\_  
James Wesley Seaman

(6) Signed at \_\_\_\_\_ on \_\_\_\_\_, 2005.

\_\_\_\_\_  
Timothy Moffett Waters

IBM DOCKET NO. AUS920040946US1

ASSIGNMENT

Whereas, I,

- (1) Gregory Jensen Boss of American Fork  
County of Utah and State of Utah
- (2) Yen-Fu Chen of Austin  
County of Travis and State of Texas
- (3) Rick Allen Hamilton, II of Charlottesville  
County of Albemarie and State of Virginia
- (4) Aroopratan D. Pandya of Hopewell, Jct.  
County of Dutchess and State of New York
- (5) James Wesley Seaman of Falls Church  
County of Fairfax and State of Virginia
- (6) Timothy Moffett Waters of Hiram  
County of Paulding and State of Georgia

have invented certain improvements in

“Active Session Queue Management Using Contextual Systems with an Instant Messaging Proxy Service”

and executed a United States patent application therefore on (1) \_\_\_\_\_, 2005,  
(2) \_\_\_\_\_, 2005, (3) \_\_\_\_\_, 2005, (4)  
6-26 \_\_\_\_\_, 2005, (5) \_\_\_\_\_, 2005, and  
(6) \_\_\_\_\_, 2005.

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IBM DOCKET NO. AUS920040946US1

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\_\_\_\_\_  
Gregory Jensen Boss

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\_\_\_\_\_  
Yen-Fu Chen

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\_\_\_\_\_  
Rick Allen Hamilton, II

(4) Signed at Rockwell 5 CT, NY on 6-26-, 2005

Aroopratan D. Pandya  
Aroopratan D. Pandya

(5) Signed at \_\_\_\_\_ on \_\_\_\_\_, 2005.

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James Wesley Seaman

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\_\_\_\_\_  
Aroopratan D. Pandya

(5) Signed at Falls Church, VA on 7-4-\_\_\_\_\_, 2005.

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\_\_\_\_\_  
James Wesley Seaman

(6) Signed at Atlanta, GA on 6/28, 2005

  
\_\_\_\_\_  
Timothy Moffett Waters