

PATENT ASSIGNMENT

Electronic Version v1.1
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SUBMISSION TYPE:	NEW ASSIGNMENT										
NATURE OF CONVEYANCE:	ASSIGNMENT										
CONVEYING PARTY DATA											
<table border="1"> <thead> <tr> <th>Name</th> <th>Execution Date</th> </tr> </thead> <tbody> <tr> <td>Robert Louis Evans Jr.</td> <td>09/16/2010</td> </tr> <tr> <td>Jared Allen Steele</td> <td>09/16/2010</td> </tr> <tr> <td>Matthew Dale Wagster</td> <td>09/19/2010</td> </tr> <tr> <td>Jack Carlos Zaldivar Jr.</td> <td>09/15/2010</td> </tr> </tbody> </table>		Name	Execution Date	Robert Louis Evans Jr.	09/16/2010	Jared Allen Steele	09/16/2010	Matthew Dale Wagster	09/19/2010	Jack Carlos Zaldivar Jr.	09/15/2010
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Robert Louis Evans Jr.	09/16/2010										
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Matthew Dale Wagster	09/19/2010										
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RECEIVING PARTY DATA											
Name:	Hartford Fire Insurance Company										
Street Address:	One Hartford Plaza										
City:	Hartford										
State/Country:	CONNECTICUT										
Postal Code:	06155										
PROPERTY NUMBERS Total: 1											
<table border="1"> <thead> <tr> <th>Property Type</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Application Number:</td> <td>12887264</td> </tr> </tbody> </table>		Property Type	Number	Application Number:	12887264						
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Application Number:	12887264										
CORRESPONDENCE DATA											
Fax Number:	(215)568-6499										
<i>Correspondence will be sent via US Mail when the fax attempt is unsuccessful.</i>											
Phone:	215-568-6400										
Email:	jmcnamara@volpe-koenig.com										
Correspondent Name:	VOLPE AND KOENIG, P.C.										
Address Line 1:	UNITED PLAZA										
Address Line 2:	30 SOUTH 17TH STREET										
Address Line 4:	PHILADELPHIA, PENNSYLVANIA 19103										
ATTORNEY DOCKET NUMBER:	HAR8-PT003										
NAME OF SUBMITTER:	Joseph E. McNamara										
Total Attachments: 12											

OP \$40.00 12887264

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**PATENT
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ASSIGNMENT

WHEREAS, I, Robert Louis Evans, Jr., residing at 11134 Buckskin Bend, San Antonio, Texas, 78254; Jared Allen Steele, residing at 15 Cherry Hill Ct., Crowell, Connecticut 06416; Matthew Dale Wagster, 7435 Coers Blvd., Converse, Texas 78109; and Jack Carlos Zaldivar, Jr., 430 Co Rd. 2748, Mico, Texas 78056, in the United States of America have invented a certain improvement in STORAGE, PROCESSING, AND DISPLAY OF SERVICE DESK PERFORMANCE METRICS described in an application for Letters Patent of the United States, the specification of which:

- is being executed herewith; and is about to be filed in the United States Patent Office;
- was filed on [FILING DATE] as Application No. [APPLICATION SERIAL NUMBER]
- was patented under U.S. Patent No _____ on _____.

WHEREAS, Hartford Fire Insurance Company, (hereinafter "ASSIGNEE"), a Corporation organized and existing under the laws of the state of Connecticut, having principal offices at One Hartford Plaza, Hartford, Connecticut 06155, the United States of America, desires to acquire an interest therein in accordance with agreements duly entered into with me;


NOW, THEREFORE, to all whom it may concern be it known that for and in consideration of said agreements and of other good and valuable consideration, the receipt of which is hereby acknowledged, I have sold, assigned and transferred and by these presents do hereby sell, assign and transfer unto said ASSIGNEE, its successors, assigns and legal representatives, my entire right, title and interest in and throughout the United States of America, its territories and all foreign countries, in and to said invention as described in said application, together with my entire right, title and interest in and to said application and such Letters Patent as may issue thereon, and any reissue, continuation, divisional and foreign counterparts thereof and including the right to claim priority under any applicable statute, treaty or convention based on said application; said invention, application and Letters Patent to be held and enjoyed by said ASSIGNEE for its own use and behalf and for its successors, assigns and legal representatives, to the full end of the term for which said Letters Patent may be granted as fully and entirely as the same

would have been held by me had this assignment not been made; I hereby convey all rights arising under or pursuant to any and all international agreements, treaties or laws relating to the protection of industrial property by filing any such applications for Letters Patent, all choses in action pertaining to the applications or Letters Patent including the right to sue for and collect damages and other recoveries for past infringement thereof, all rights to initiate proceedings before government and administrative bodies, and all files, records and other materials arising from the prosecution, exploitation, or defense of rights and registrations pertaining to the applications or Letters Patent. I hereby acknowledge that this assignment, being of my entire right, title and interest in and to said invention, carries with it the right in ASSIGNEE to apply for and obtain from competent authorities in all countries of the world any and all Letters Patent by attorneys and agents of ASSIGNEE's selection and the right to procure the grant of all such Letters Patent to ASSIGNEE for its own name as assignee of the entire right, title and interest therein;

AND, I hereby further agree for myself and my executors and administrators to execute upon request any other lawful documents and likewise to perform any other lawful acts which may be deemed necessary to secure fully the aforesaid invention to said ASSIGNEE, its successors, assigns and legal representatives, but at its or their expense and charges, including the execution of applications for patents in foreign countries, and the execution of substitution, reissue, divisional or continuation applications and preliminary or other statements, the giving of testimony in any interference or other proceeding in which said invention or any application or patent directed thereto may be involved, and the communication to said ASSIGNEE, its successors, assigns and legal representatives, of all facts known to me relating to said invention and the history thereof;

AND, I do hereby authorize and request the Commissioner of Patents of the United States to issue such Letters Patent as shall be granted upon said application or applications based thereon to said ASSIGNEE, its successors, assigns, and legal representatives.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed our seals on the date set forth below.

Inventor's Signature: 
Robert Louis Evans, Jr.

Date: 9-16-10

Inventor's Signature: _____
Jared Allen Steele

Date: _____

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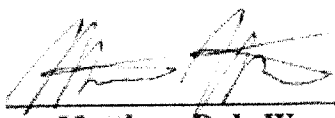
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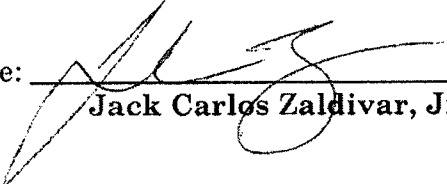
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