

PATENT ASSIGNMENT

Electronic Version v1.1
 Stylesheet Version v1.1

| SUBMISSION TYPE: | NEW ASSIGNMENT | | | | | | | | | | | | | | | | | | |
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| NATURE OF CONVEYANCE: | ASSIGNMENT | | | | | | | | | | | | | | | | | | |
| CONVEYING PARTY DATA | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Name</th> <th>Execution Date</th> </tr> </thead> <tbody> <tr> <td>Charu Agarwal</td> <td>06/14/2012</td> </tr> <tr> <td>Shadi E. Albouyeh</td> <td>06/14/2012</td> </tr> <tr> <td>Paulo Henrique de Almeida Cavoto</td> <td>06/15/2012</td> </tr> <tr> <td>Mamatha Gowda</td> <td>06/20/2012</td> </tr> <tr> <td>Wim A. Harthoorn</td> <td>06/14/2012</td> </tr> <tr> <td>Asmeeta N. Mandapaka</td> <td>06/26/2012</td> </tr> <tr> <td>Sunjit Tara</td> <td>06/14/2012</td> </tr> <tr> <td>Sean Young</td> <td>06/14/2012</td> </tr> </tbody> </table> | | Name | Execution Date | Charu Agarwal | 06/14/2012 | Shadi E. Albouyeh | 06/14/2012 | Paulo Henrique de Almeida Cavoto | 06/15/2012 | Mamatha Gowda | 06/20/2012 | Wim A. Harthoorn | 06/14/2012 | Asmeeta N. Mandapaka | 06/26/2012 | Sunjit Tara | 06/14/2012 | Sean Young | 06/14/2012 |
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| Sean Young | 06/14/2012 | | | | | | | | | | | | | | | | | | |
| RECEIVING PARTY DATA | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <tr> <td>Name:</td> <td>International Business Machines Corporation</td> </tr> <tr> <td>Street Address:</td> <td>New Orchard Road</td> </tr> <tr> <td>City:</td> <td>Armonk</td> </tr> <tr> <td>State/Country:</td> <td>NEW YORK</td> </tr> <tr> <td>Postal Code:</td> <td>10504</td> </tr> </table> | | Name: | International Business Machines Corporation | Street Address: | New Orchard Road | City: | Armonk | State/Country: | NEW YORK | Postal Code: | 10504 | | | | | | | | |
| Name: | International Business Machines Corporation | | | | | | | | | | | | | | | | | | |
| Street Address: | New Orchard Road | | | | | | | | | | | | | | | | | | |
| City: | Armonk | | | | | | | | | | | | | | | | | | |
| State/Country: | NEW YORK | | | | | | | | | | | | | | | | | | |
| Postal Code: | 10504 | | | | | | | | | | | | | | | | | | |
| 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>13540298</td> </tr> </tbody> </table> | | Property Type | Number | Application Number: | 13540298 | | | | | | | | | | | | | | |
| Property Type | Number | | | | | | | | | | | | | | | | | | |
| Application Number: | 13540298 | | | | | | | | | | | | | | | | | | |
| CORRESPONDENCE DATA | | | | | | | | | | | | | | | | | | | |
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| Correspondent Name: | IBM Corp - Endicott Drafting Center | | | | | | | | | | | | | | | | | | |
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CH \$40.00 13540298

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|---|-----------------|
| ATTORNEY DOCKET NUMBER: | AUS920120042US1 |
| NAME OF SUBMITTER: | Edward P. Li |
| <p>Total Attachments: 20</p> <p>source=AUS920120042US1_Executed_Assignment#page1.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page2.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page3.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page4.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page5.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page6.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page7.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page8.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page9.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page10.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page11.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page12.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page13.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page14.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page15.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page16.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page17.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page18.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page19.tif</p> <p>source=AUS920120042US1_Executed_Assignment#page20.tif</p> | |

ASSIGNMENT

Whereas, the undersigned Inventor(s) has/have made certain inventions, improvements, and discoveries (herein referred to as the "Invention") in:

Title of the Invention:

SERVICES MANAGEMENT APPLICATION INTEGRATING SOCIAL MEDIA AND AUTOMATED INFRASTRUCTURE MONITORING

and further identified by the IBM Docket Number provided above in the header of this Assignment, for which an application for a United States Patent was executed concurrently herewith or was filed having:

Application No.: 13/540298 (insert series code/serial number here if/when available)


Whereas, International Business Machines Corporation, a corporation of New York having a place of business at Armonk, New York (herein referred to as "IBM"), desires to acquire, and each undersigned Inventor desires to grant to IBM, the entire worldwide right, title, and interest in and to the Invention and in and to any and all patent applications and patents directed thereto;

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[Inventor Signature Page(s) Follows]

Executed by Inventor 1

Signature:  Date: 14 June 2012
Charu Agarwal

Executed by Inventor 2

Signature: _____ Date: _____
Shadi E. Albouyeh

Executed by Inventor 3

Signature: _____ Date: _____
Paulo Henrique de Almeida Cavoto

Executed by Inventor 4

Signature: _____ Date: _____
Mamatha Gowda

Executed by Inventor 5

Signature: _____ Date: _____
Wim A. Harthoorn

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[Inventor Signature Page(s) Follows]

Executed by Inventor 1

Signature: _____ Date: _____
Charu Agarwal

Executed by Inventor 2

Signature:  Date: 6/14/12
Shadi E. Albouyeh

Executed by Inventor 3

Signature: _____ Date: _____
Paulo Henrique de Almeida Cavoto

Executed by Inventor 4

Signature: _____ Date: _____
Mamatha Gowda

Executed by Inventor 5

Signature: _____ Date: _____
Wim A. Harthoorn

Executed by Inventor 6

Signature: _____ Date: _____
Asmeeta N. Mandapaka

Executed by Inventor 7

Signature: _____ Date: _____
Sunjit Tara

Executed by Inventor 8

Signature: _____ Date: _____
Sean Young

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Executed by Inventor 1

Signature: _____ Date: _____
Charu Agarwal

Executed by Inventor 2

Signature: _____ Date: _____
Shadi E. Albouyeh

Executed by Inventor 3

Signature:  Date: 15 June 2012
Paulo Henrique de Almeida Cavoto

Executed by Inventor 4

Signature: _____ Date: _____
Mamatha Gowda

Executed by Inventor 5

Signature: _____ Date: _____
Wim A. Harthoorn

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Charu Agarwal

Executed by Inventor 2

Signature: _____ Date: _____
Shadi E. Albouyeh

Executed by Inventor 3

Signature: _____ Date: _____
Paulo Henrique de Almeida Cavoto

Executed by Inventor 4

Signature: _____ Date: 20/06/2012
Mamatha Gowda

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Signature: _____ Date: _____
Wim A. Harthoorn

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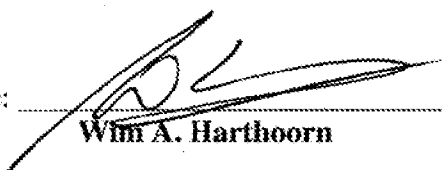
Executed by Inventor 3

Signature: _____ Date: _____
Paulo Henrique de Almeida Cavoto

Executed by Inventor 4

Signature: _____ Date: _____
Mamatha Gowda

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Signature:  _____ Date: 14 June 2012
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Wim A. Harthoorn

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Signature: *Asmeeta* Date: 26-June-2012
Asmeeta N. Mandapaka

Executed by Inventor 7

Signature: _____ Date: _____
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Application No.: 13/540298 (insert series code/serial number here iff/when available)

Whereas, International Business Machines Corporation, a corporation of New York having a place of business at Armonk, New York (herein referred to as "IBM"), desires to acquire, and each undersigned Inventor desires to grant to IBM, the entire worldwide right, title, and interest in and to the Invention and in and to any and all patent applications and patents directed thereto;

Now, therefore, for good and valuable consideration, the receipt and sufficiency thereof being hereby acknowledged, each undersigned Inventor ("ASSIGNOR") hereby sells, assigns, and otherwise transfers to IBM (the "ASSIGNEE"), its successors, legal representatives, and assigns, the entire worldwide right, title, and interest in and to the Invention, the above-identified United States patent application, and any and all other patent applications and patents for the Invention which may be applied for or granted therefore in the United States and in all foreign countries and jurisdictions, including all divisions, continuations, reissues, reexaminations, renewals, extensions, counterparts, substitutes, and extensions thereof, and all rights of priority resulting from the filing of such applications and granting of such patents. In addition, each undersigned Inventor hereby authorizes and requests the Director of the United States Patent and Trademark Office to issue any United States Patent, and foreign patent authorities to issue any foreign patent, granted for the Invention, to IBM, its successors, legal representatives, and assigns, the entire worldwide right, title, and interest in and to the same to be held and enjoyed by IBM, its successors, legal representatives, and assigns to the full end of the terms for which any and all such patents may be granted, as fully and entirely as would have been held and enjoyed by the undersigned had this Assignment not been made; and each undersigned Inventor agrees to execute any and all documents and instruments and perform all lawful acts reasonably related to recording this Assignment or perfecting title to the Invention and all related patents and applications, in IBM, its successors, legal representatives, and assigns, whenever requested by IBM, its successors, legal representatives, or assigns.

Each undersigned Inventor acknowledges their prior and ongoing obligations to sell, assign, and transfer the rights under this Assignment to IBM and is unaware of any reason why they may not have the full and unencumbered right to sell, assign, and transfer the rights hereby sold, assigned, and transferred, and has not executed, and will not execute, any document or instrument in conflict herewith. Each undersigned Inventor also hereby grants IBM, its successors, legal representatives, and assigns, the right to insert in this Assignment any further identification (including, but not limited to, patent Application Number) which may be necessary or desirable for recordation of this Assignment. This Assignment is governed by the substantive laws of the State of New York, and any disputes will be resolved in a New York state court or federal court sited in New York.

[Inventor Signature Page(s) Follows]

Executed by Inventor 1

Signature: _____ Date: _____

Charu Agarwal

Executed by Inventor 2

Signature: _____ Date: _____

Shadi E. Albouyeh

Executed by Inventor 3

Signature: _____ Date: _____

Paulo Henrique de Almeida Cavoto

Executed by Inventor 4

Signature: _____ Date: _____

Mamatha Gowda

Executed by Inventor 5

Signature: _____ Date: _____

Wim A. Harthoorn

Executed by Inventor 6

Signature: _____ Date: _____

Asmeeta N. Mandapaka

Executed by Inventor 7

Signature: _____ Date: _____

Sunjit Tara
Sunjit Tara

14th June, 2012

Executed by Inventor 8

Signature: _____ Date: _____

Sean Young

ASSIGNMENT

Whereas, the undersigned inventor(s) has/have made certain inventions, improvements, and discoveries (herein referred to as the "Invention") in:

Title of the Invention:

SERVICES MANAGEMENT APPLICATION INTEGRATING SOCIAL MEDIA AND AUTOMATED INFRASTRUCTURE MONITORING

and further identified by the IBM Docket Number provided above in the header of this Assignment, for which an application for a United States Patent was executed contemporaneously herewith or was filed having:

Application No.: 13/540298 (insert series code/serial number here if/when available)

Whereas, International Business Machines Corporation, a corporation of New York having a place of business at Armonk, New York (herein referred to as "IBM"), desires to acquire, and each undersigned inventor desires to grant to IBM, the entire worldwide right, title, and interest in and to the Invention and in and to any and all patent applications and patents directed thereon;

Now, therefore, for good and valuable consideration, the receipt and sufficiency thereof being hereby acknowledged, each undersigned inventor ("ASSIGNOR") hereby sells, assigns, and otherwise transfers to IBM (the "ASSIGNEE"), its successors, legal representatives, and assigns, the entire worldwide right, title, and interest in and to the Invention, the above identified United States patent application, and any and all other patent applications and patents for the Invention which may be applied for or granted therefore in the United States and in all foreign countries and jurisdictions, including all divisions, continuations, reissues, reexaminations, renewals, extensions, counterparts, substitutes, and extensions thereof, and all rights of priority resulting from the filing of such applications and granting of such patents. In addition, each undersigned inventor hereby authorizes and requests the Director of the United States Patent and Trademark Office to issue any United States Patent, and foreign patent authorities to issue any foreign patent, granted for the Invention, to IBM, its successors, legal representatives, and assigns, the entire worldwide right, title, and interest in and to the same to be held and enjoyed by IBM, its successors, legal representatives, and assigns to the full end of the terms for which any and all such patents may be granted, as fully and entirely as would have been held and enjoyed by the undersigned had this Assignment not been made; and each undersigned inventor agrees to execute any and all documents and instruments and perform all lawful acts reasonably related to recording this Assignment or perfecting title to the Invention and all related patents and applications, in IBM, its successors, legal representatives, and assigns, whenever requested by IBM, its successors, legal representatives, or assigns.

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Signature: _____ Date: _____
Astmeeta N. Mandapaka

Executed by Inventor 7

Signature: _____ Date: _____
Sonjit Tara

Executed by Inventor 8

Signature: Sean Young Date: 14 June 2012
Sean Young