501976140 07/02/2012

PATENT ASSIGNMENT

Electronic Version v1.1 Stylesheet Version v1.1

SUBMISSION TYPE:	NEW ASSIGNMENT	
NATURE OF CONVEYANCE:	ASSIGNMENT	

CONVEYING PARTY DATA

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

RECEIVING PARTY DATA

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

PROPERTY NUMBERS Total: 1

	Property Type	Number
Applicati	on Number:	13540298

CORRESPONDENCE DATA

 Fax Number:
 (512)973-4257

 Phone:
 512-286-6183

 Email:
 vttimon@us.ibm.com

Correspondence will be sent to the e-mail address first; if that is unsuccessful, it will be sent

via US Mail.

Correspondent Name: IBM Corp - Endicott Drafting Center

Address Line 1: 11501 Burnet Road
Address Line 4: Austin, TEXAS 78758

PATENT

REEL: 028479 FRAME: 0467

13540

ı		
ATTORNEY DOCKET NUMBER:	AUS920120042US1	
NAME OF SUBMITTER:	Edward P. Li	
Total Attachments: 20		
source=AUS920120042US1_Executed_Ass	ignment#page1.tif	
source=AUS920120042US1_Executed_Ass	ignment#page2.tif	
source=AUS920120042US1_Executed_Ass	ignment#page3.tif	
source=AUS920120042US1_Executed_Ass	ignment#page4.tif	
source=AUS920120042US1_Executed_Ass	ignment#page5.tif	
source=AUS920120042US1_Executed_Assignment#page6.tif		
source=AUS920120042US1_Executed_Assignment#page7.tif		
source=AUS920120042US1_Executed_Assignment#page8.tif		
source=AUS920120042US1_Executed_Assignment#page9.tif		
source=AUS920120042US1_Executed_Assignment#page10.tif		
source=AUS920120042US1_Executed_Assignment#page11.tif		
source=AUS920120042US1_Executed_Ass	ignment#page12.tif	
source=AUS920120042US1_Executed_Ass	ignment#page13.tif	
source=AUS920120042US1_Executed_Ass	ignment#page14.tif	
source=AUS920120042US1_Executed_Ass	ignment#page15.tif	
source=AUS920120042US1_Executed_Ass	ignment#page16.tif	
source=AUS920120042US1_Executed_Ass	ignment#page17.tif	
source=AUS920120042US1_Executed_Ass	ignment#page18.tif	
source=AUS920120042US1_Executed_Ass	ignment#page19.tif	
source=AUS920120042US1_Executed_Ass	ignment#page20.tif	

PATENT REEL: 028479 FRAME: 0468

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 10 13/340276 (insert series code/serial number nere in/when available	Application No.:	13/540298	(insert series code/serial nu	ımber 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;

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]

***************************************	Executes	I by Inventor I
Signature:	Charu Agarwal	Date: 19 June 2012-
	Execute	1 by Inventor 2
Signature:		Date:
	Executes	i by Inventor 3
Signature:	Paulo Henrique de Almeida	Date: Cavoto
	Execute	i by Inventor 4
Signature:	Manutha Gowda	Date:
	Execute	l by Inventor 5
Signature:	Wim A. Harthoorn	Date:

Page 2 of 3

PATENT REEL: 028479 FRAME: 0470

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;

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.

Bach 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:	Charu Agarwal
	Executed by Inventor 2
Signature:	Dutte: U 4 12 Shadi E. Albouyeh
	Executed by Inventor 3
Signature:	Paulo Henrique de Almeida Cavoto
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Executed by Inventor 4
Signature:	Date:
	Executed by Inventor 5
Signature:	Wim A. Harthoorn

		Executed by Inventor 6	
Signature:		Date;	ummin.
	Asmeeta N. Mand:	apaka	
******************************		Executed by Inventor 7	
Signature:	Sunjit Tara	Date;	
		Executed by Inventor 8	
22.0		ve i i i	
Signature:	Sean Young	Date:	

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;

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 Invento	<u>r 1 - </u>
Signature:	Charu Agarwal		Date:
		Executed by Invento	
	······································	***************************************	<u> </u>
Signature:	Shadi E. Albonyeh		Date:
······································		Executed by Invento	r 3
Signature:	Paulo Henrique de	Almeida Cavoio	Date: <u>15 June 2012</u>
		Executed by Invento	an A
3		2:ACC 4004 D7 11776115	3. **
Signature:	Mamatha Gowda		Date:
		Executed by Invento	r 5
Signature:	Wim A. Harthoorn		Date:

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;

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
Signatura	
ು∉name	Date: Charu Agarwal
	The state of the s
	Executed by Inventor 2
	nuc o
Signature:	Date: Date:
	Constant and Announce Arms
	Executed by Inventor 3
Signature:	Paulo Henrique de Almeida Cavoto
	Fauto Denisque de Annema Cavoto
	Executed by Inventor 4
Signature:	Date: 2 1 0 1 2 0
	//tanaua (vvvua
	Executed by Inventor 5
Signature:	Wim A. Harthoorn
	Wim A. Harthoorn

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 av	ailable)
------------------	-----------	---	----------

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:	Shadi E. Albouyeh			
	Executed by Inventor 3			
Signature:	Paulo Henrique de Almeida Cavoto			
***************************************	Executed by Inventor 4			
Signature:	Mamatha Gowda			
	Executed by Inventor 5			
Signature:	Date: 14 June 2012			

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;

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:	Paulo Henrique de Almeida Cavoto			
	Executed by Inventor 4			
Signature:	Date: Mamatha Gowda			
	Executed by Inventor 5			
Signature:	Date: Wim A. Harthoorn			
	ууші А. Пагіпоогп			

PALINGER NUMBER: AUS920120042USI

		Executed by Inventor 6		
	Amelia	- Date	26-June-20	
Signature:	Asmeeta N. Man	dapaka		
		Executed by Inventor 7		
		Da:	8	
Signature:	Sunjit Tara			
		Executed by Inventor 8		
		De	ile:	
Signature:	Cass Varmo			

Page 3 of 3

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 it/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]

Page Lof 3

Executed by	Inventor 1
Signature:	Date:
Charu Agarwal	
und and a find for the same and	
Executed by	Inventor 2
Signature:	Date:
Shadi E. Albouyeh	
Executed by	Inventor 3
	oga kengeloo oo keepoo kaaloo 1900 ka Too a 1980 ka
Signature:	garage in an en en el garage in en el eliment de la compaña. Date:
Paulo Henrique de Almeida Cav	oto - e e presenta de esperante de la fina de la versa de la
Executed by	Inventor 4
Ann Aperes estera (1941), il Dell'Apericano (1971), il disconsiste	
Signature:	egy tala yayuza ililay da la a a a aleesa ede a da e Daer
Mamatha Gowda	
Executed by	And the conference of the conf
	Date:
Signature:	Dare
Wim A. Harthoorn	

***************************************	••••••	Executed by Inven	tor 6	
Signature:	Asmeeta N. Man	ıdapaka	Date:	
		Executed by Inven	ior 7	
Signature:	Suvjet 7 Sunjit Tara		Date:	14 th June, 2012
	# 	Executed by Inven	tor 8	
Signature:			Date	
ownme:	Sean Young		EXSRET	

ASSIGNMENT

Whereas, the undersigned Inventoris) basibave made certain inventions, improvements, and discoveries (herein referred to as the "Invention") in:

Title of the levention:

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. 2 13/540298 (intert scrips coxin/script number here it/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 potents directed thereto:

Now, therefore, for good and valuable consideration, the relieful and sufficiency thereof being hereby acknowledged, each undersigned biventer CASSIGNOR") hereby solls, assigns, and otherwise transfers to IBM (the "ASSIGNEE"), its successors, logid representatives, and assigns, the entire worldwide right, title, and interest in end to the Invention, the above kleatified United States patent application, and any and all other patent applications and outcats for the layoution which may be applied for or granged therefore in the United States and in all foreign countries and burisdictions, 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 leventor bereity authorizes and requests the Director of the United States Patent and Trademark Office to issue my United States Patent, and foreign prizent 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 find 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 parents and applications, in IBM, as successors, legal representatives, and usilgas, whenever requested by IBM, his specessors, legal representatives, or assigns.

Each undersigned inventor acknowledges their prior and ongoing obligations to tall, usign, and transfer the rights under this Assignment to IBM and is become of any reason why they may not have the full and unencombered 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 usigns, 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) Policies!

Fage 1 of 3

PATENT REEL: 028479 FRAME: 0486

		IBM DOCKET NUMBER: AUS928128942USI
	Executed	by Inventor 1

ignatuse:	Citaro Agarwai	Dates
	FREE RASSELLER	[*
	Executed	by Inventor 2
ignerine:	Shadi E. Albouych	B&&
	man and the same of the	
	Executed	by laventar 3
ignature:	Paulo Henrique de Abneida (Date:
	rano menegar or Abbeda (·#2.680

Mamatha Gowds	Dav	
	Executed by Inventor S	
Signature:	Dae.	e e e e e e e e e e e e e e e e e e e

Wim A. Harthoorn

#8M OXEXET NUMBER: AUS92#12#842UST

animpanijamanii.	Es	culed by Inventor 6		
Signature:	Asmecia N. Mandapaki		······································	·····;
:	Ex-	ented by Inventor 7		
Signature:	Sonjit Tara	Einto		
	E.S.	ecuted by Inventor 8		
Signature:	Sew Jordan Sean Young	Bite	14 June 2	2(2)

Page 3 of 3.