

(19) World Intellectual Property
Organization
International Bureau



(43) International Publication Date
22 April 2004 (22.04.2004)

PCT

(10) International Publication Number
WO 2004/034259 A3

(51) International Patent Classification⁷: **G06F 9/46**

(21) International Application Number:
PCT/US2003/032254

(22) International Filing Date: 10 October 2003 (10.10.2003)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
60/417,706 10 October 2002 (10.10.2002) US
10/682,601 9 October 2003 (09.10.2003) US

(71) Applicant (*for all designated States except US*): **CON-
VERGYS INFORMATION MANAGEMENT GROUP,
INC.** [US/US]; 600 Vine Street, Cincinnati, OH 45202
(US).

(72) Inventors; and

(75) Inventors/Applicants (*for US only*): **CLUBB, Ian,
James** [GB/GB]; 38 Station Road, Histon, Cambridge
9LQ (GB). **CLARIDGE, Philip, Geoffrey** [GB/GB];
3 Clare Drive, Highfields Caldecote, Cambridge, CB3
7UY (GB). **SHUSTA, Thomas, Joseph** [US/US]; 830
Riverbend Blvd., Longwood, FL 32779 (US). **MILLER,
Jeffrey, M.** [US/US]; 1021 Turtle Creek Drive, Oviedo,
FL 32765 (US).

(74) Agents: **SCHALNAT, Ria, Farrell** et al.; Frost Brown
Todd LLC, 201 East Fifth Street, 2200 PNC Center, Cincin-
nati, OH 45202 (US).

(81) Designated States (*national*): AE, AG, AL, AM, AT, AU,
AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU,
CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE,
GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR,
KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK,
MN, MW, MX, MZ, NI, NO, NZ, OM, PG, PH, PL, PT,
RO, RU, SC, SD, SE, SG, SK, SL, SY, TJ, TM, TN, TR,
TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.

(84) Designated States (*regional*): ARIPO patent (GH, GM,
KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW),
Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM),
European patent (AT, BE, BG, CH, CY, CZ, DE, DK, EE,
ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PT, RO,
SE, SI, SK, TR), OAPI patent (BF, BJ, CF, CG, CI, CM,
GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

Published:

- *with international search report*
- *before the expiration of the time limit for amending the
claims and to be republished in the event of receipt of
amendments*

(88) Date of publication of the international search report:
4 November 2004

(15) Information about Correction:

Previous Correction:

see PCT Gazette No. 34/2004 of 19 August 2004, Section II

*For two-letter codes and other abbreviations, refer to the "Guid-
ance Notes on Codes and Abbreviations" appearing at the begin-
ning of each regular issue of the PCT Gazette.*

(54) Title: A SYSTEM AND METHOD FOR WORK MANAGEMENT

(57) Abstract: A system is disclosed for facilitating relationship-centric authorization of transactions in a manner which provides optimum scalability and availability by logically partitioning key servers in conjunction with partitioning a resource associated with a group of consumers across the set of logical servers associated therewith.



WO 2004/034259 A3

INTERNATIONAL SEARCH REPORT

International Application No

PCT/US 03/32254

A. CLASSIFICATION OF SUBJECT MATTER

IPC 7 G06F9/46

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

IPC 7 G06F

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal, WPI Data, INSPEC

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 6 272 523 B1 (FACTOR MICHAEL EDWARD) 7 August 2001 (2001-08-07) abstract column 3, line 19 - column 4, line 45 column 5, line 44 - column 7, line 59 figures 5,6	1-22
X	US 6 374 297 B1 (WOLF JOEL L ET AL) 16 April 2002 (2002-04-16)	1-3, 5-10, 13-22
A	abstract column 1, line 50 - column 3, line 31 ----- -/--	4,11,12

☒ Further documents are listed in the continuation of box C.☒ Patent family members are listed in annex.

* Special categories of cited documents :

A document defining the general state of the art which is not considered to be of particular relevance

E earlier document but published on or after the international filing date

L document which may throw doubts on priority claim(s) or which is cited to establish the publication date of another citation or other special reason (as specified)

O document referring to an oral disclosure, use, exhibition or other means

P document published prior to the international filing date but later than the priority date claimed

T later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention

X document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone

Y document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art.

& document member of the same patent family

Date of the actual completion of the international search

18 August 2004

Date of mailing of the international search report

31/08/2004

Name and mailing address of the ISA

European Patent Office, P.B. 5818 Patentlaan 2
NL - 2280 HV Rijswijk
Tel. (+31-70) 340-2040, Tx. 31 651 epo nl,
Fax: (+31-70) 340-3016

Authorized officer

Archontopoulos, E

INTERNATIONAL SEARCH REPORT

International Application No

PCT/US 03/32254

C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5 751 961 A (SMYK DAREK ANDREW) 12 May 1998 (1998-05-12)	1-3, 5, 6, 9, 10, 16-22
A	abstract column 4, line 65 - column 6, line 37 -----	4, 7, 8, 11-15
A	US 5 938 722 A (JOHNSON WILLIAM J) 17 August 1999 (1999-08-17) abstract column 1, line 31 - column 2, line 27 -----	1-22
A	US 5 539 883 A (ALLON DAVID ET AL) 23 July 1996 (1996-07-23) abstract column 4, line 16 - column 6, line 44 -----	1-22
A	US 5 860 137 A (RAZ YOAV ET AL) 12 January 1999 (1999-01-12) abstract column 1, line 39 - column 2, line 64 -----	1-22
A	US 6 058 423 A (FACTOR MICHAEL EDWARD) 2 May 2000 (2000-05-02) abstract column 4, line 8 - line 19 column 4, line 53 - line 64 column 6, line 12 - line 25 column 7, line 45 - line 60 -----	1-22

INTERNATIONAL SEARCH REPORT

information on patent family members

International Application No

PCT/US 03/32254

Patent document cited in search report		Publication date	Patent family member(s)	Publication date
US 6272523	B1	07-08-2001	KR 271199 B1	01-11-2000
US 6374297	B1	16-04-2002	NONE	
US 5751961	A	12-05-1998	CA 2242895 A1	07-08-1997
			EP 0878018 A1	18-11-1998
			JP 11503894 T	30-03-1999
			WO 9728553 A1	07-08-1997
US 5938722	A	17-08-1999	NONE	
US 5539883	A	23-07-1996	DE 69227665 D1	07-01-1999
			DE 69227665 T2	22-07-1999
			EP 0540151 A2	05-05-1993
			JP 2685067 B2	03-12-1997
			JP 5216845 A	27-08-1993
US 5860137	A	12-01-1999	DE 69619531 D1	04-04-2002
			DE 69619531 T2	31-10-2002
			EP 0842464 A1	20-05-1998
			JP 11509659 T	24-08-1999
			JP 3459263 B2	20-10-2003
			WO 9704384 A1	06-02-1997
US 6058423	A	02-05-2000	JP 10207851 A	07-08-1998
			KR 276137 B1	15-12-2000
			US 6453350 B1	17-09-2002
			US 6311219 B1	30-10-2001