**Title:** Toward the Support of Challenging Service Level Agreements (SLAs) in Manual and Context-Dependent Activities.

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**Year:** 2016.

**Area of interest:** Business process management more specifically manual processes and context-aware applications.

**Contribution:** the authors introduced a flexible template-based framework to address the gap between manual process and information systems. Their approach monitors the process and predicts SLA violations.

**Remarks:** They use contextualized templates to wrap continuous and dynamic activities at each instance of the process. Three types of attributes forms the template: instance-based, run-time and **constrained attributes**.

The last one are the attributes that may constitute SLA clauses (i.e. temperature, vibration and estimated end date time). There is no SLA definition in the paper. Just an example of template for the context of trucking activity.

A workflow is presented and each module of the framework is explained.

They reuse template to predict violations what can be similar to our reusability of integration SLAs. However, for us, to optimize the integration process.