

EDITION 1 · OCTOBER 2026

Momentum Product Guide

Strategy management software by QLS: every screen, every workflow, every setting.

Prepared by Quantum Logic Systems (QLS)

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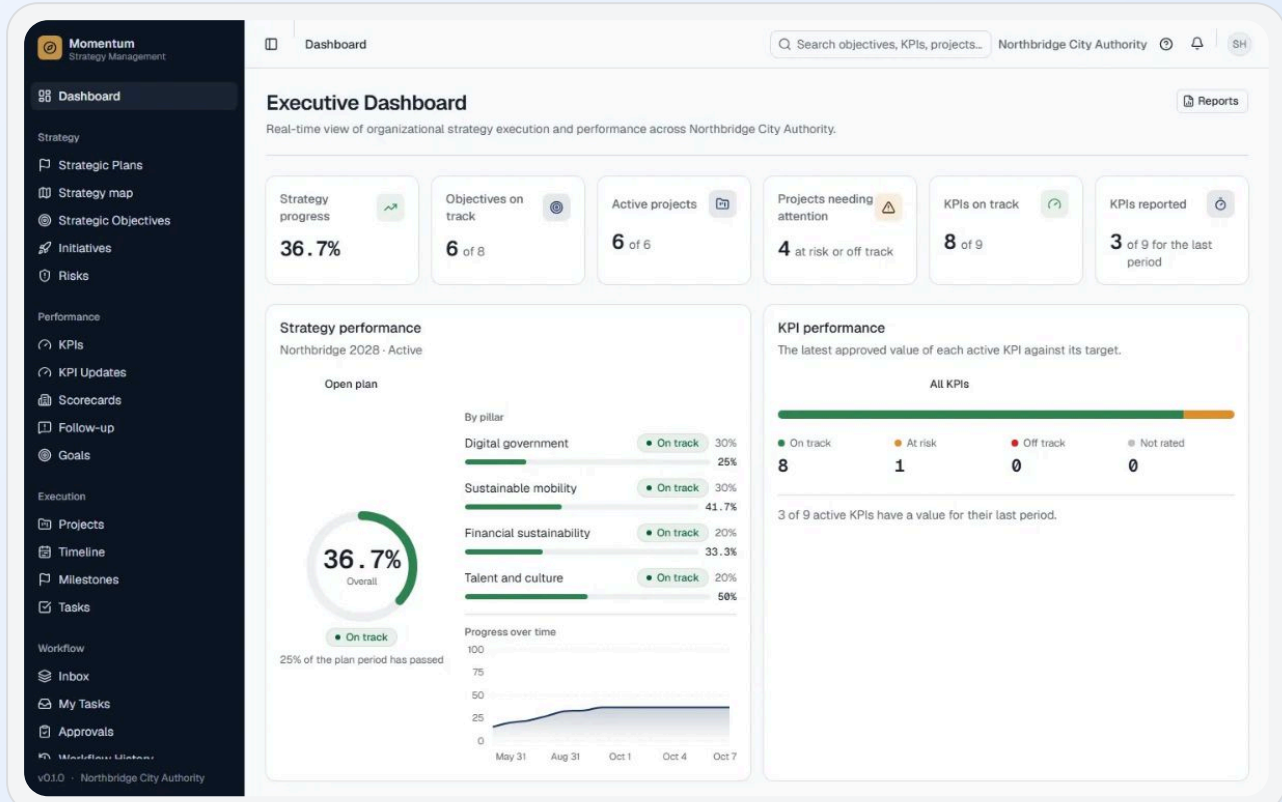


Figure 1. The executive dashboard

CONTENTS

- 1 Introduction
- 2 Why Momentum
- 3 How Momentum Fits Together
- 4 Roles and Access
- 5 The Workflows
- 6 Getting Around
- 7 Strategy
- 8 Performance
- 9 Execution
- 10 Inbox, Approvals and Forms
- 11 Organization
- 12 Reports and Reviews
- 13 Talking to QLS
- 14 Administration
- 15 Your Account
- 16 Languages, Dark Mode and Branding
- 17 On Any Device
- 18 Security, Data and Deployment
- 19 Getting Started

Introduction

What Momentum is, who builds it, and how to read this guide.

Momentum is strategy management software. It takes an organization from its strategic plan to its quarterly review: it links every objective to the KPIs that measure it, the projects that deliver it and the people responsible, and it shows leadership, at any moment, what is on track, what is not, and why.

Momentum is designed and built by Quantum Logic Systems (QLS), a software company based in Beirut, Lebanon, that builds enterprise systems, integrations and AI services. QLS hosts Momentum in the cloud at momentum.qlsystems.net, or installs and supports it on an organization's own servers.

Momentum works fully in English and in Arabic, including right-to-left layout, and every screen comes in a light and a dark theme.

How to read this guide

- Chapters 1 to 5 explain the ideas: why Momentum exists, how its parts fit together, who does what, and every workflow drawn step by step.
- Chapters 6 to 15 walk through the product screen by screen, in the order of Momentum's menu. Each screen has its purpose, who uses it, how to use it, the rules that apply, and common questions.
- Chapters 16 to 19 cover languages, dark mode and branding, phones and tablets, security and deployment, and how to get started.
- Every screenshot is a real Momentum screen, shown with the plan of Northbridge City Authority, a fictional organization made for demonstrations.

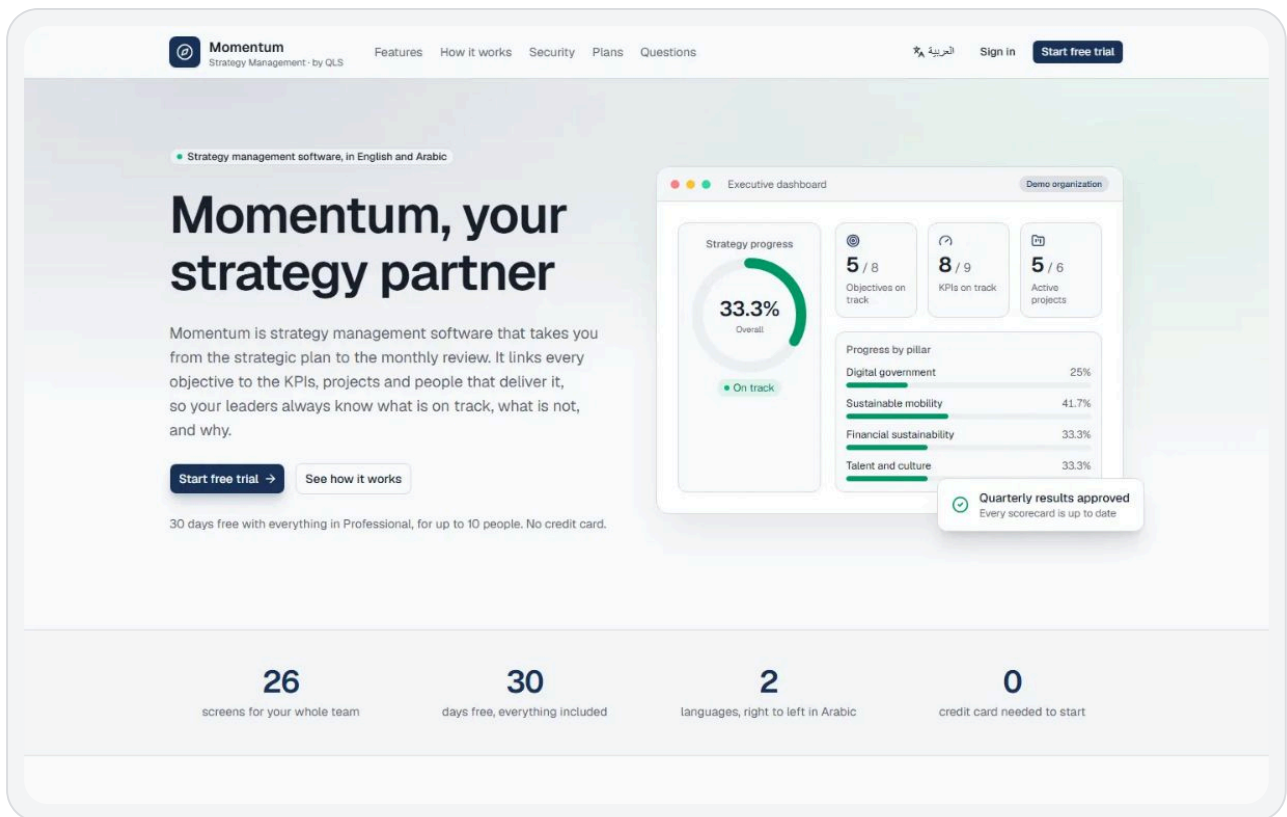


Figure 2. Momentum's website, momentum.qlsystems.net

Why Momentum

The problem it solves, and what changes for your organization.

Most organizations write a good strategy and then lose sight of it. The plan lives in a presentation, the KPIs in a dozen spreadsheets, project updates in email threads and approvals on paper. Before every management meeting, the strategy office spends weeks chasing numbers and signatures, and the figures are out of date by the time they are presented.

One living strategy

One approved plan, with every objective, KPI and project linked to it, instead of many versions of the same spreadsheet.

Results entered once

Owners report their results, managers approve them, and every dashboard, scorecard and report updates by itself.

No more chasing

Approvals and forms carry deadlines, reminders and escalation, so the strategy office stops chasing updates and signatures.

Accountability for every gap

When a result falls behind, its owner explains why, and corrective actions are tracked with owners and due dates until they are done.

Ready for the meeting

Quarterly reviews freeze the figures with leadership's commentary and print as a board pack, in English or Arabic.

Everyone sees their part

Each person sees what is waiting for them, and how their goals and tasks move the strategy forward.

What changes for your organization

- ✔ Leadership sees one current picture of the strategy, not a slide deck assembled by hand.
- ✔ Management meetings start from the facts, the explanations and the decisions still open.
- ✔ Departments pull in the same direction, because their scorecards come from the same plan.
- ✔ Every change, approval and decision is recorded, which makes audits and handovers simple.

How Momentum Fits Together

From the strategic plan down to the daily task, and how results flow back up.

Strategic plan

Period, vision, mission and values. One plan is active at a time.



Pillars

The strategic themes, with weights that total 100%.



Strategic objectives

What each pillar must achieve, with an owner, a unit and a weight.



Projects and initiatives

The work that delivers each objective, with milestones, budgets and risks.



Tasks

Assigned to people, weighted, and marked done.

KPIs

Hang off objectives and measure results against targets, period by period.



Progress flows upwards: done tasks make a project's progress, projects an objective's, objectives a pillar's and pillars the plan's, each by its weight.

On track

At least 90% of the progress expected by now.

At risk

At least 70% of the progress expected by now.

Off track

Below 70%. Each organization can change both thresholds.

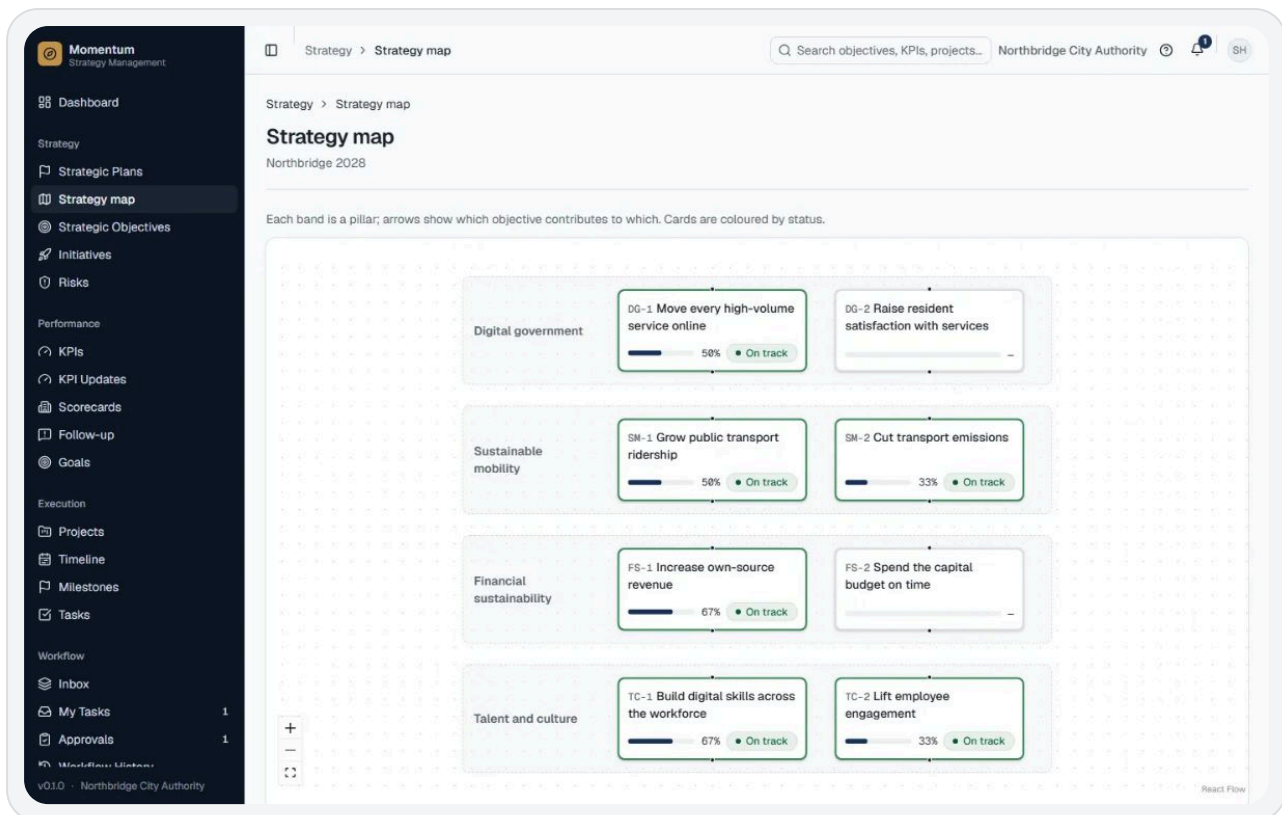


Figure 3. The strategy map: pillars as bands, objectives coloured by status, arrows for what contributes to what

How Momentum fits together

Momentum turns a strategic plan into measurable work. The plan sets pillars and objectives; KPIs measure results; projects and their tasks deliver the work; approvals, forms and reports keep everyone accountable.

Who uses it: Everyone. What you see depends on your roles: the sidebar only lists the screens your roles open, and so does this guide.

HOW TO USE IT

- 1 Use the sidebar on the left (on the right in Arabic) to move between areas. On a phone, open it with the button at the top of the screen.
- 2 Start from the Dashboard: it summarises the active plan, KPIs, projects, approvals and anything overdue.
- 3 Check the Inbox regularly: decisions waiting for you, forms to fill in, things sent back to you and follow-ups you owe.
- 4 The bell at the top shows notifications as they happen; click one to open the item it is about.
- 5 Your user menu (your initials, top corner) holds language, theme, password, two-step sign-in, availability (leave) and notification settings.
- 6 The ? button opens this guide, help for the page you are on, and the guided tour.

RULES AND DETAILS

- ↻ The chain is: Strategic plan → pillars (with weights that total 100%) → strategic objectives → projects → tasks. KPIs hang off objectives and measure results.
- ↻ Progress comes from execution: only tasks marked Done count. Task weights decide a project's progress, project weights an objective's, objective weights a pillar's, and pillar weights the plan's.
- ↻ Status (on track, at risk, off track) compares progress with how much of the time has passed. By default, on track means at least 90% of the progress expected by now, at risk at least 70%, otherwise off track. An organization can change these thresholds.
- ↻ Only an active plan, active projects and active KPIs get a status. Drafts, submitted or archived plans, and anything with nothing to measure, show no status.
- ↻ Nothing to measure shows as "—", never as 0%.
- ↻ Every change is recorded in the audit trail: who, what and when.
- ↻ Discussion: objectives, KPIs, projects and risks have a comments card. Mention colleagues to notify them; the notification links to the item but never repeats the text.
- ↻ Momentum works in English and Arabic; switch in your user menu. Names you type (plans, KPIs, units) stay as you typed them.

QUESTIONS

Why can't I see a screen a colleague can see?

Screens follow your roles and their scope. Organization scope sees everything, department scope sees your units and those below them, own scope sees what you own or are assigned to. Ask your organization admin if you need more access.

Why does the dashboard say the plan has no status?

Status is only computed for an active plan. A plan that is still a draft, submitted or approved-but-not-activated shows progress at most, not on track or off track. Activating the plan is a separate, manual step after approval.

Why does something show "—" instead of 0%?

"—" means there is nothing to measure yet: a project with no tasks, or an objective with no projects. It becomes a percentage once there is work to count. In its parent's average it counts as 0.

Roles and Access

Who can see and do what, and how your organization adjusts it.

Momentum comes with eight standard roles. An organization can create its own roles from more than 80 privileges, give roles to groups, and limit a role to the whole organization, a department and the units below it, or the person's own items.

ROLE	WHAT IT COVERS
Organization Admin	Users, structure, roles, branding and settings; everything an organization configures.
Strategy Manager	Plans, objectives, initiatives, KPIs, workflows, forms and quarterly reviews.
Structure Manager	A department's KPI results, projects and approvals.
Project Manager	Projects, milestones, tasks, budgets and assignments.
KPI Owner	Reports and submits the results of assigned KPIs.
Approver	Acts on the approval tasks routed to them.
Employee / Contributor	Contributes to assigned KPIs, projects, tasks, forms and personal goals.
Auditor	Read-only access to reports, dashboards and the audit log.

In this guide's screenshots: Sara Haddad heads the strategy office (Organization Admin and Strategy Manager), Omar Khalil manages Digital Services, Nadia Saleh reports KPI results in his department, and Lina Farouk, Karim Nassar and Maya Aziz manage Urban Mobility, Finance and Performance, and People and Culture.

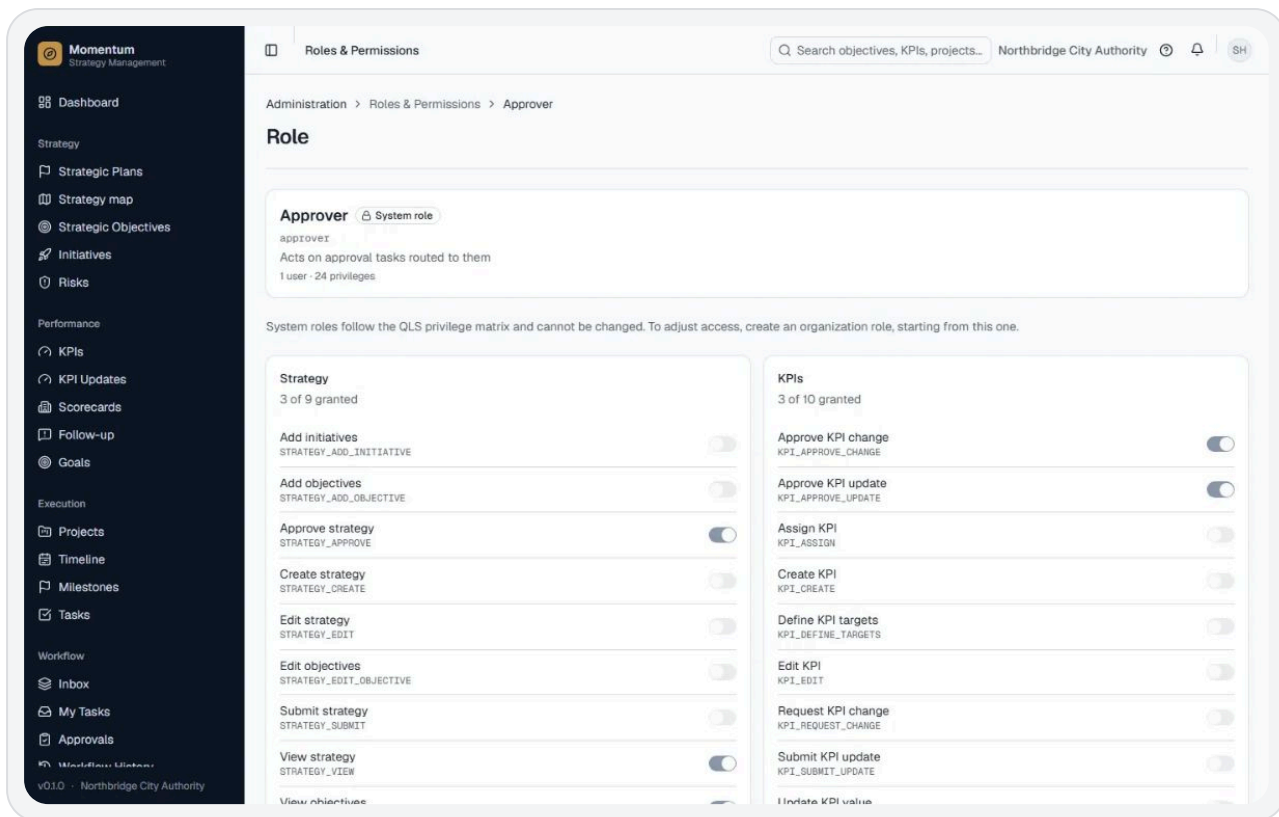


Figure 4. A role and its privileges

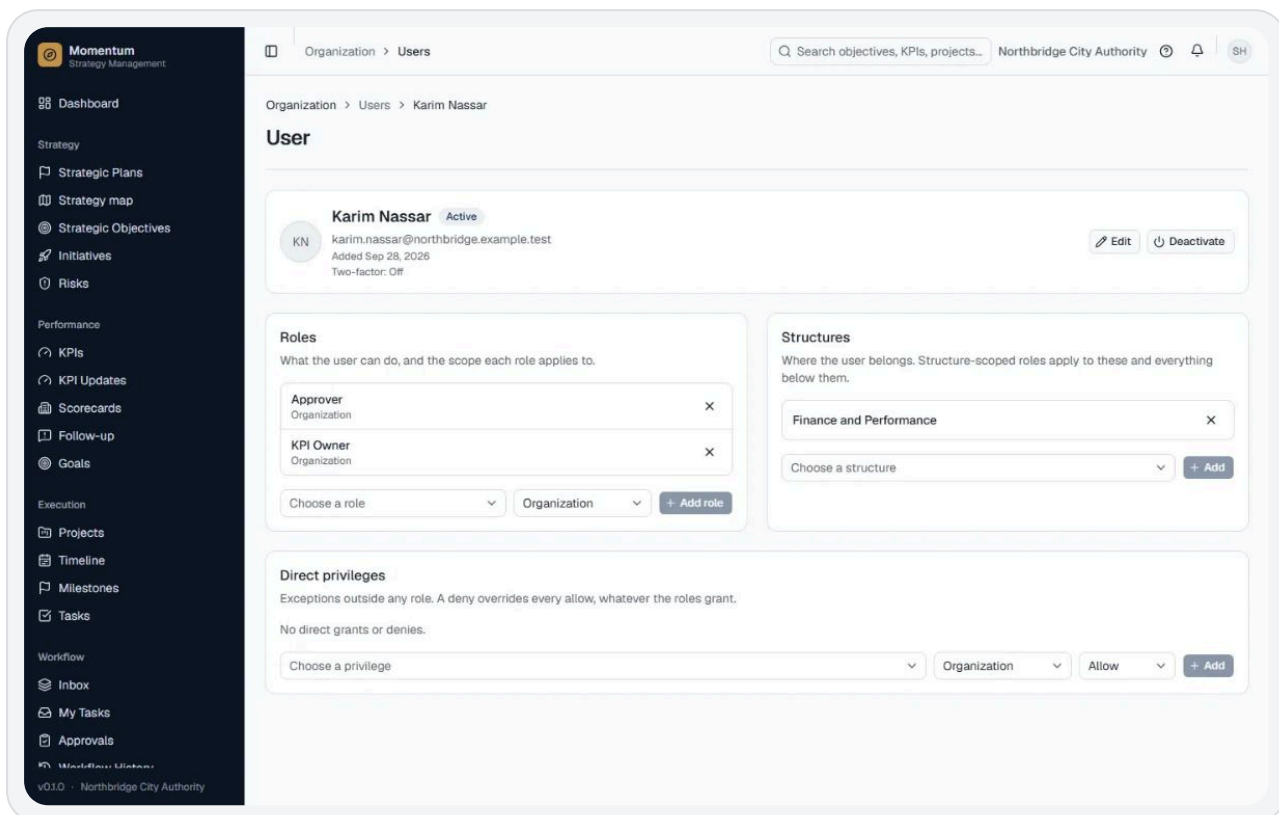


Figure 5. A user: roles with scope, units and direct privileges

The Workflows

Every process in Momentum, step by step: results, approvals, plans, forms and reviews.

1. Reporting a KPI result

How a monthly result travels from the person who measures it to the executive dashboard.

1 Report

The person Responsible reports the actual value for the period, with a note. The period's target is recorded beside it.



2 Submit

Submitted now or kept as a draft. The request goes to the manager of the KPI's responsible unit.

3 Manager review

Approve, send back for changes with a comment, or reject. Nobody approves their own value.



4 Approved

Achievement and status update everywhere: KPI page, scorecards, dashboard, reports and the board pack.

↳ **Sent back:** Returns to the reporter with the comment; resubmitting continues from the same step.

↳ **Rejected:** The value is not used; the reporter sees why.

5 Explain the gap

If the result is at risk or off track, an explanation is owed: the cause and the outlook.



6 Corrective actions

Actions with owners and due dates, followed in the Inbox until done.

- Achievement = $\text{actual} \div \text{target}$ (or $\text{target} \div \text{actual}$ when lower is better), capped at 120%.
- Only approved values count. A calculated KPI fills itself in when its two sources are approved.

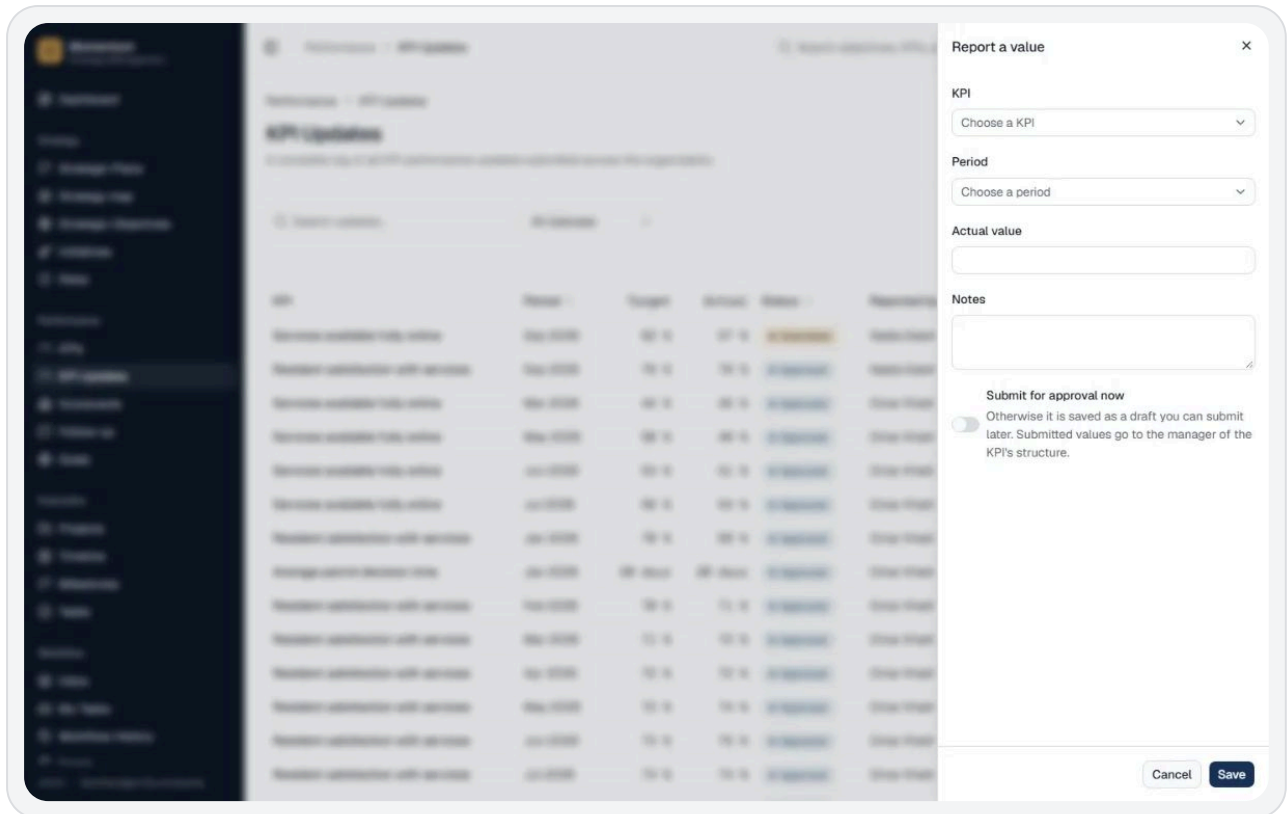


Figure 6. Reporting a value

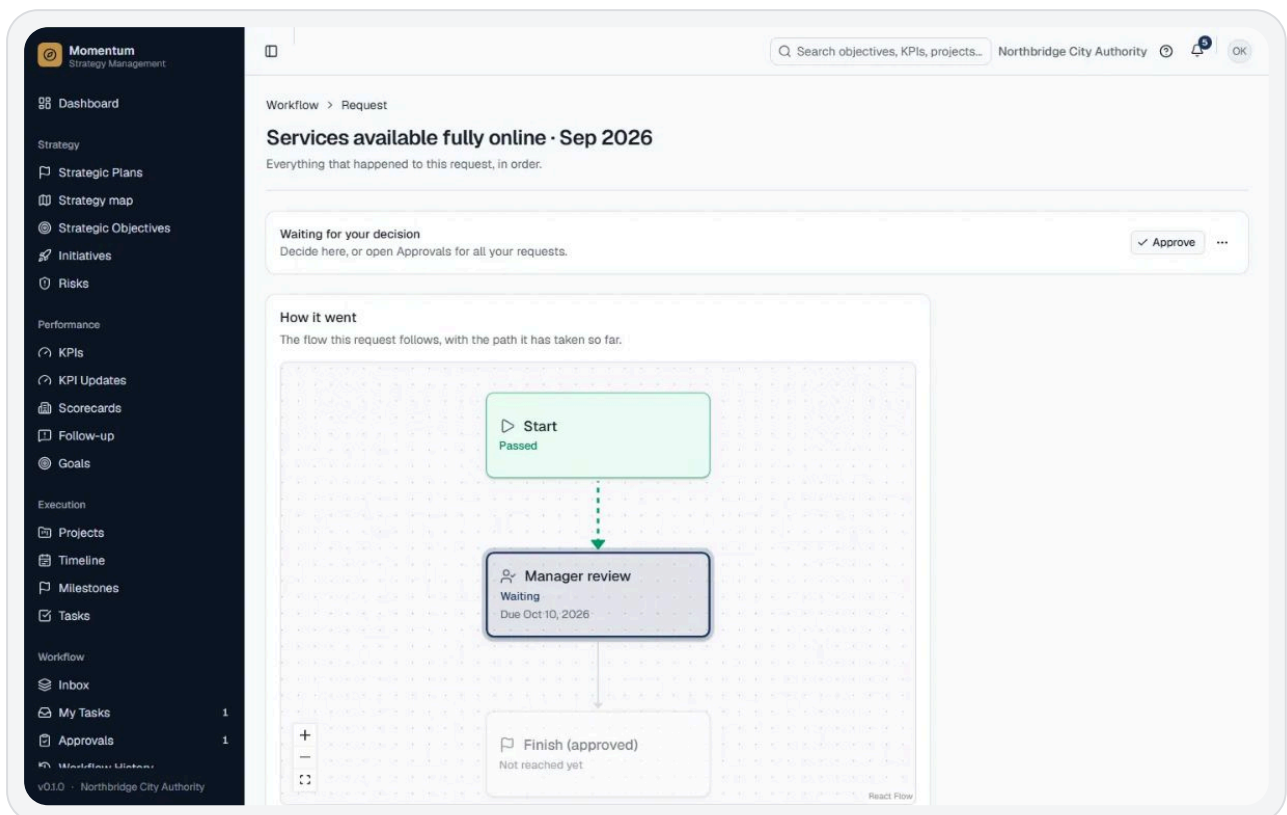


Figure 7. A request: its map and every step, in order

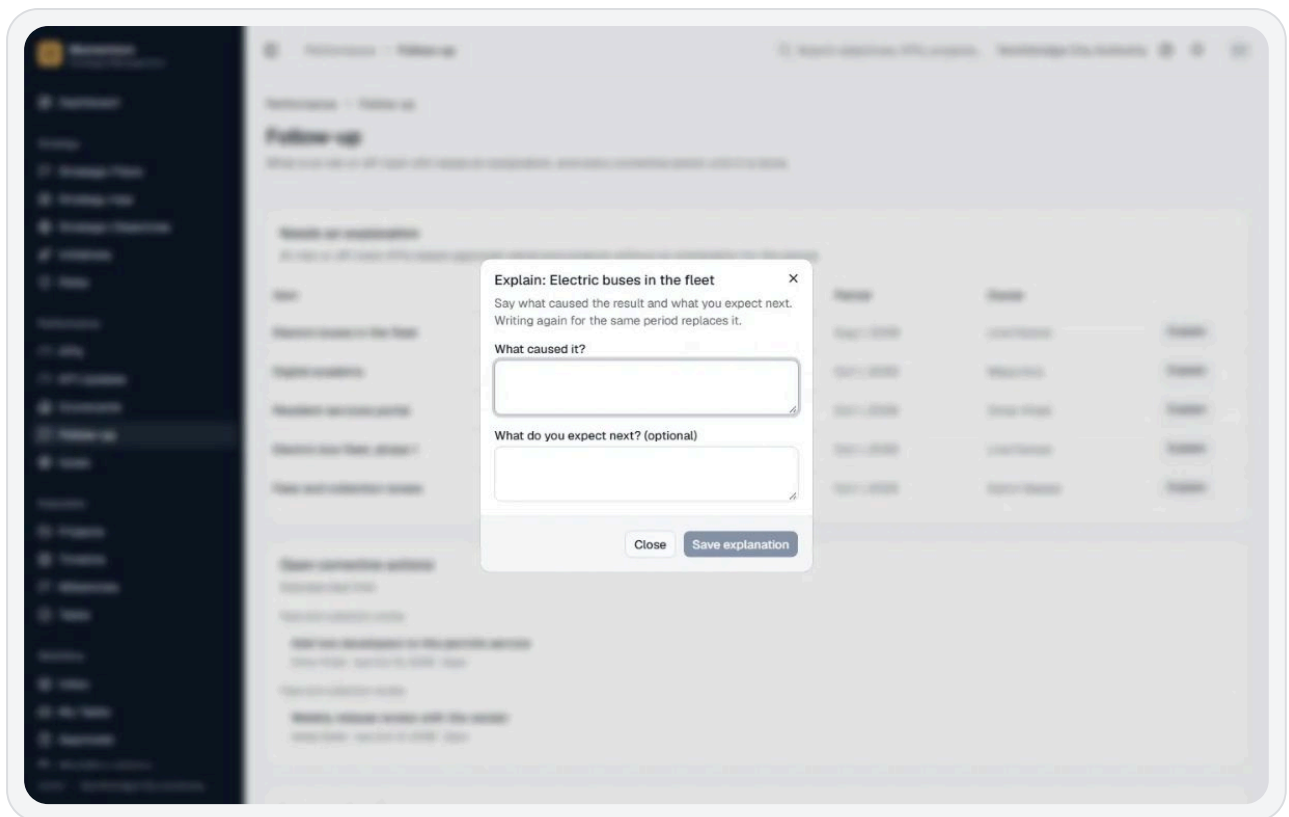
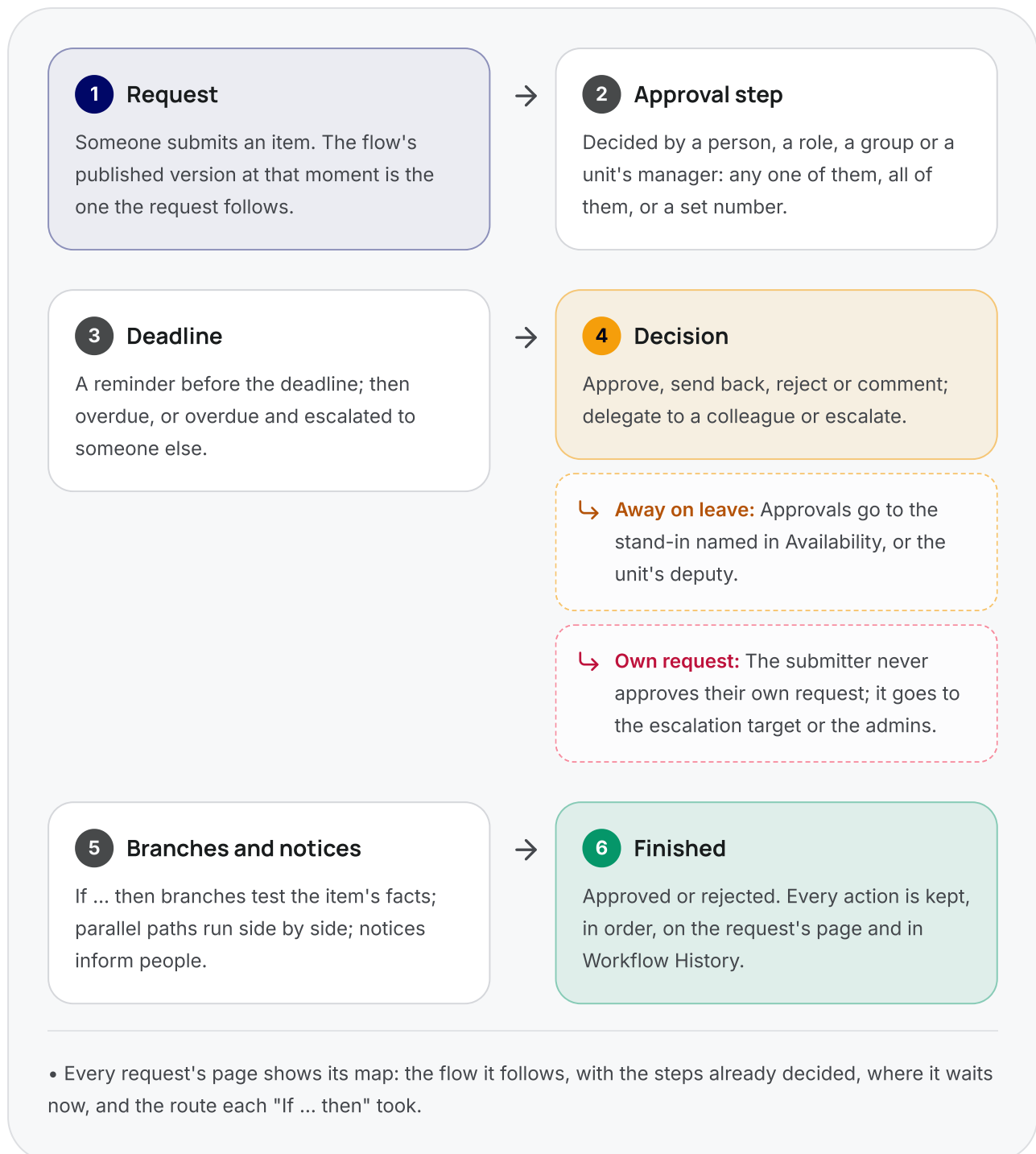


Figure 8. Explaining a result: the cause and what comes next

2. How every approval works

One approval engine runs plans, amendments, KPI results, project closures and forms. Each organization can redesign its flows.



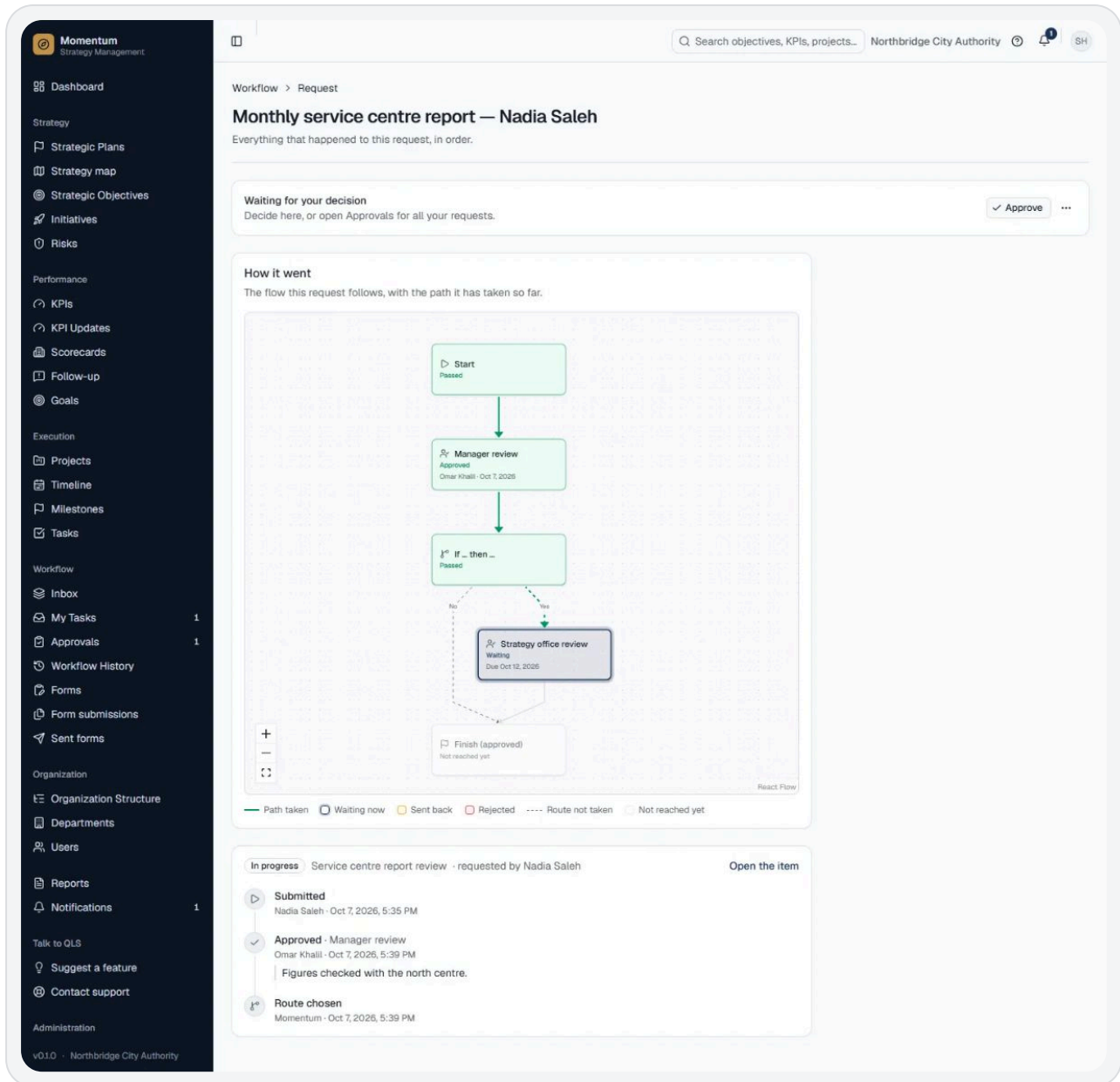


Figure 9. A request's map: approved by the manager, sent on by the "If ... then", now waiting at the strategy office

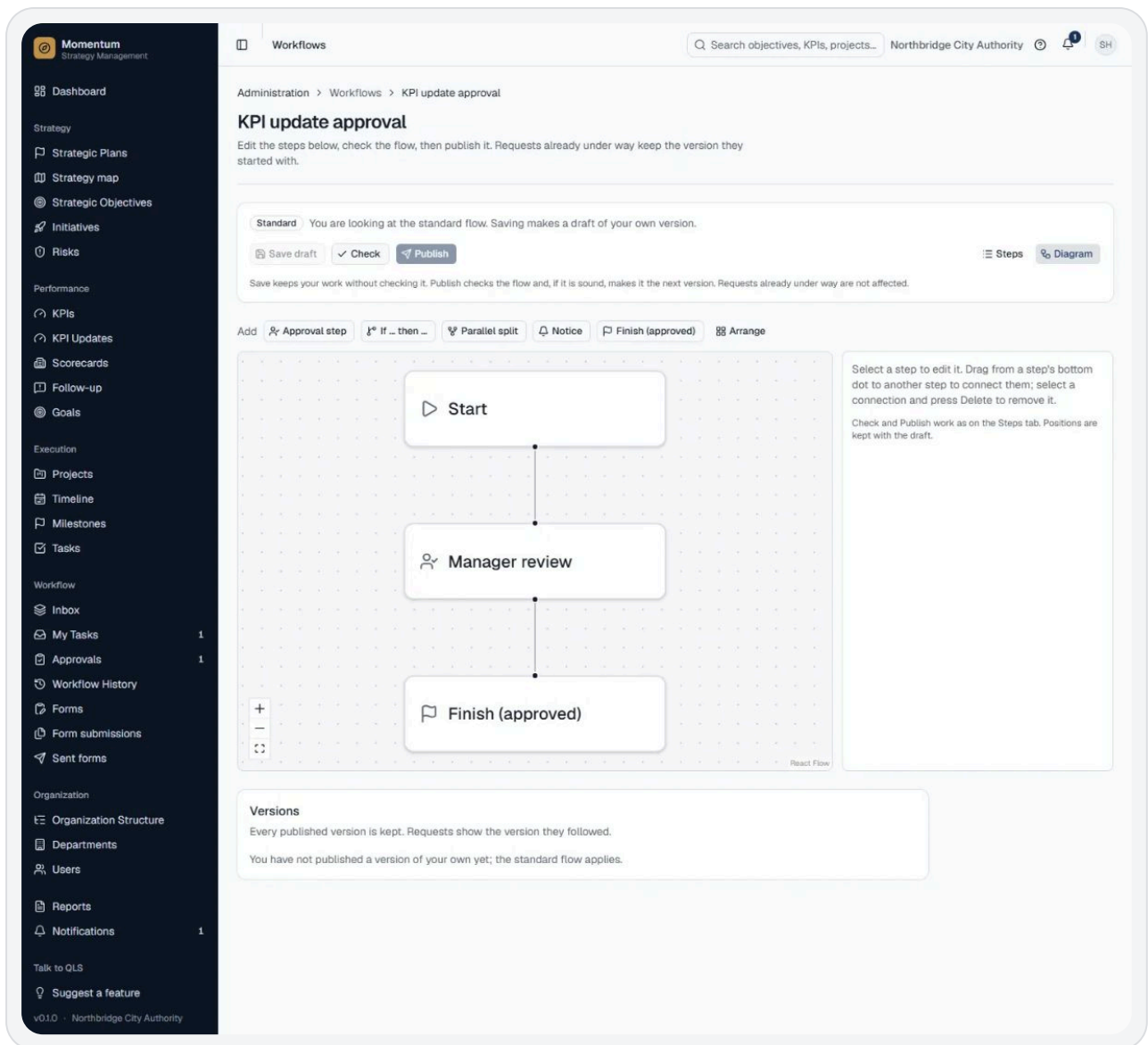


Figure 10. The same flow as a diagram

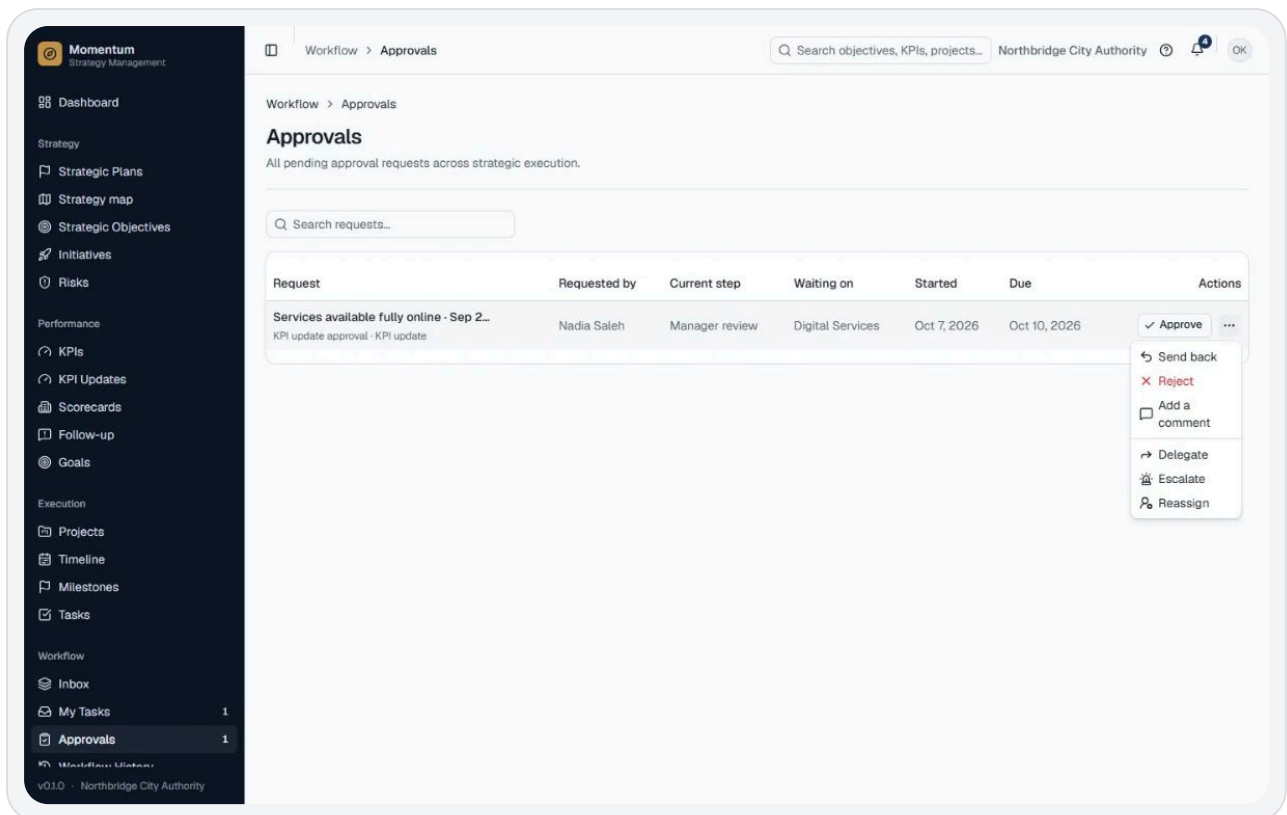


Figure 11. Every decision: approve, send back, reject, comment, delegate, escalate or reassign

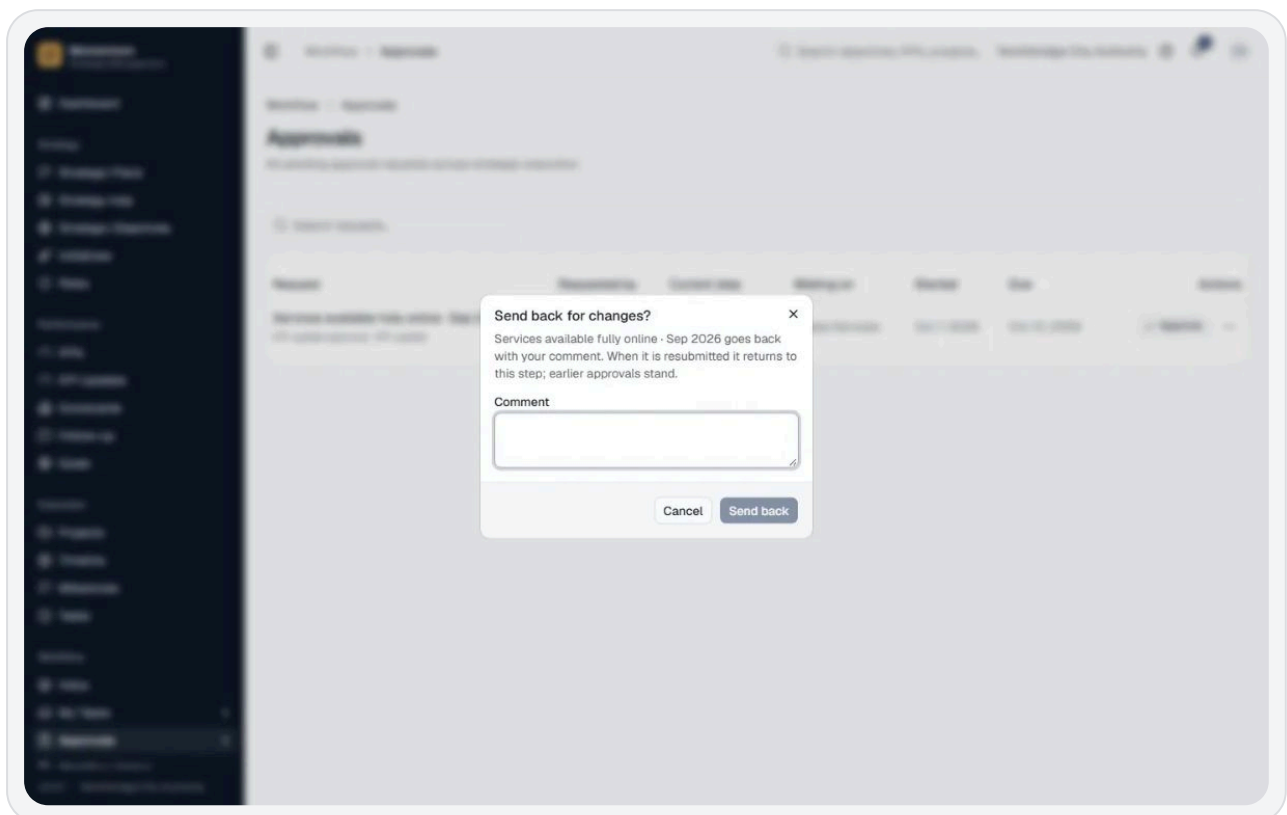
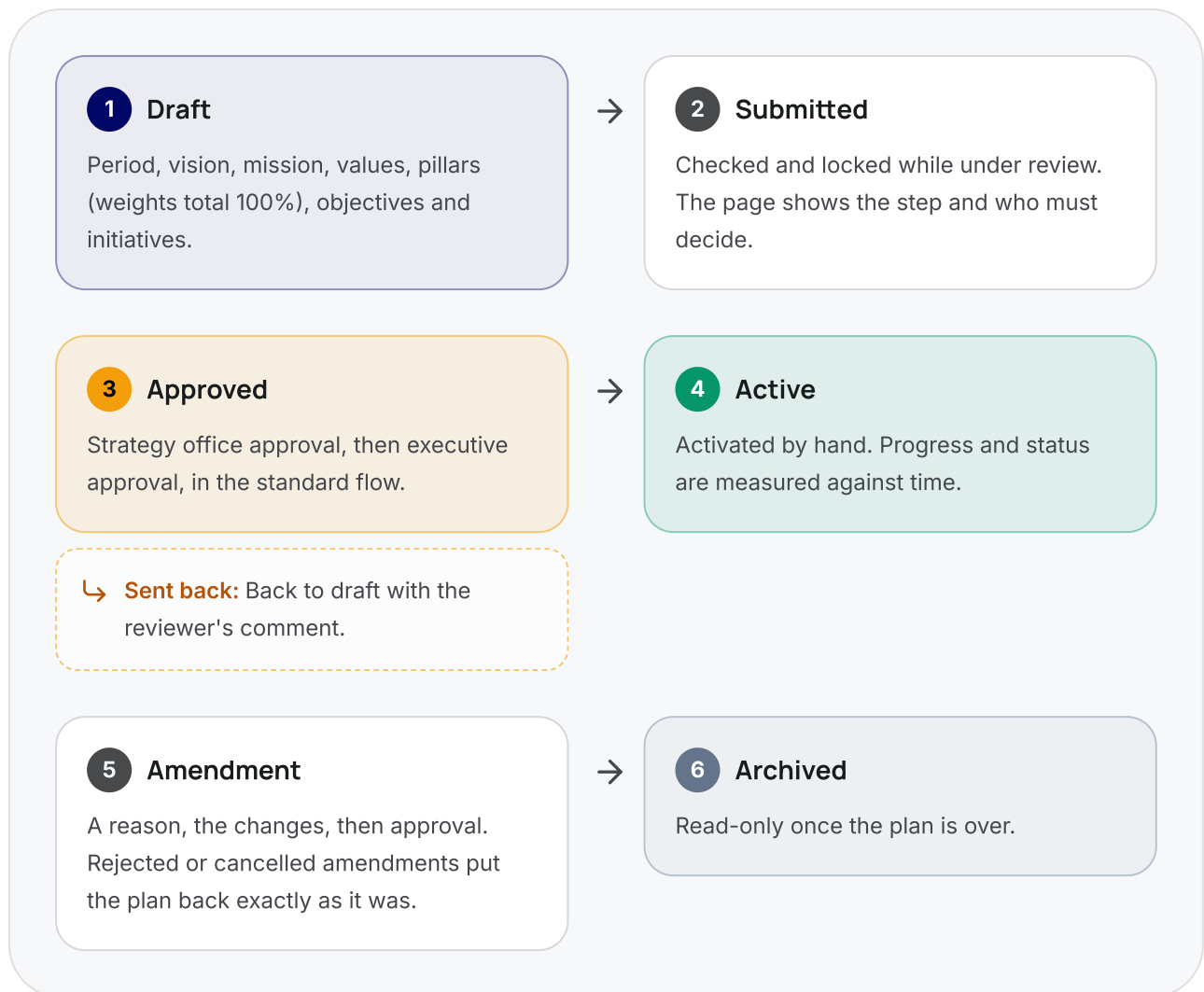


Figure 12. Sending a request back with a comment

3. The strategic plan's life

From the first draft to the archive, with amendments while the plan is active.



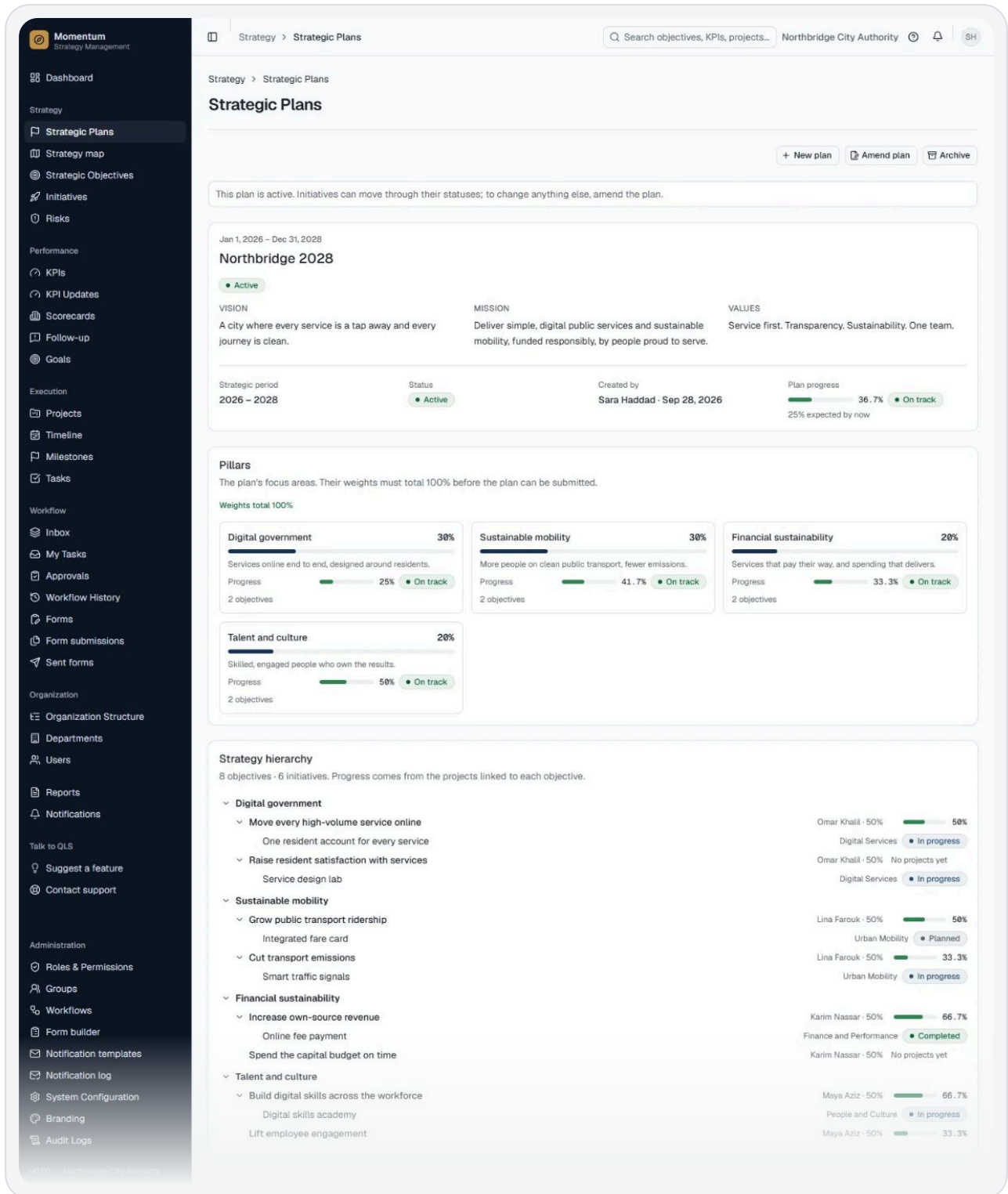


Figure 13. The active plan: vision, mission, values, pillars with weights, and progress against time

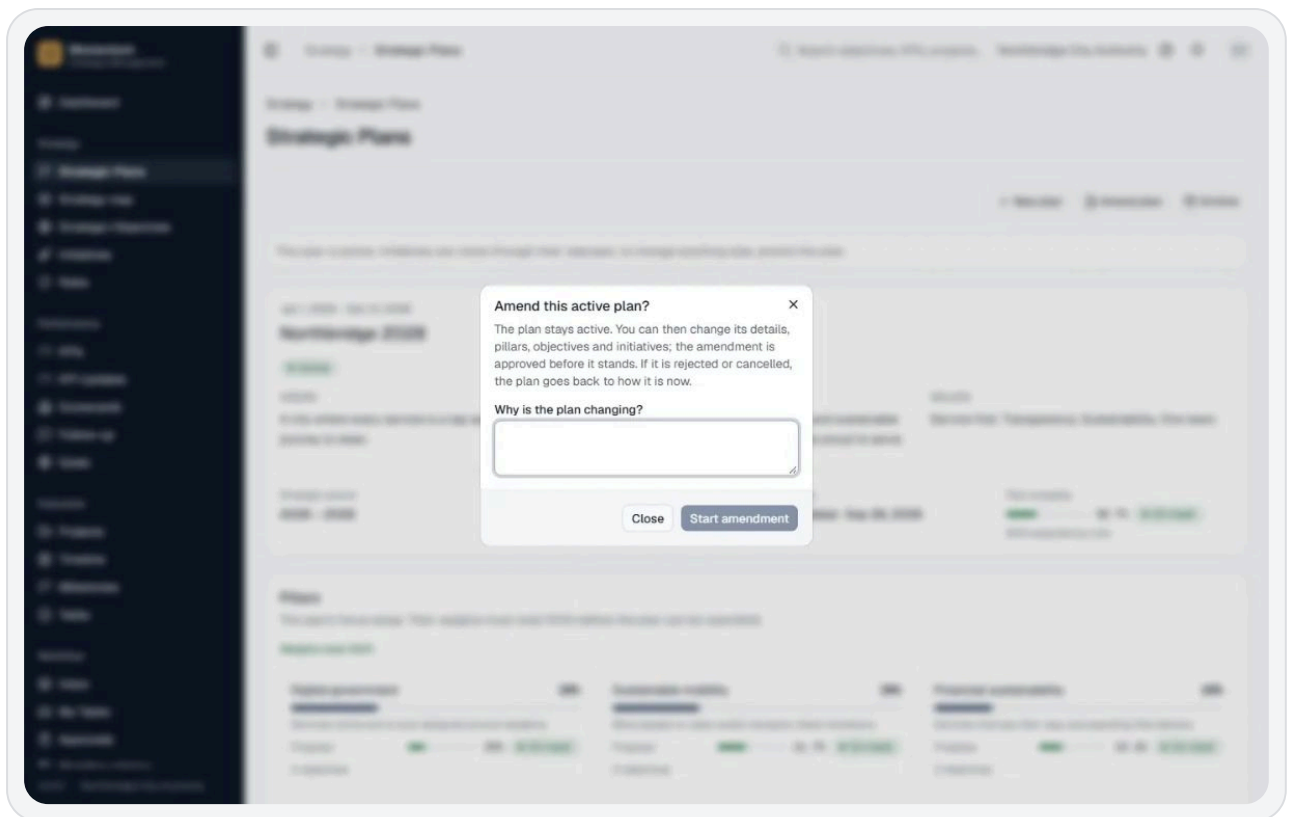


Figure 14. Amending the active plan: every amendment needs a reason and approval

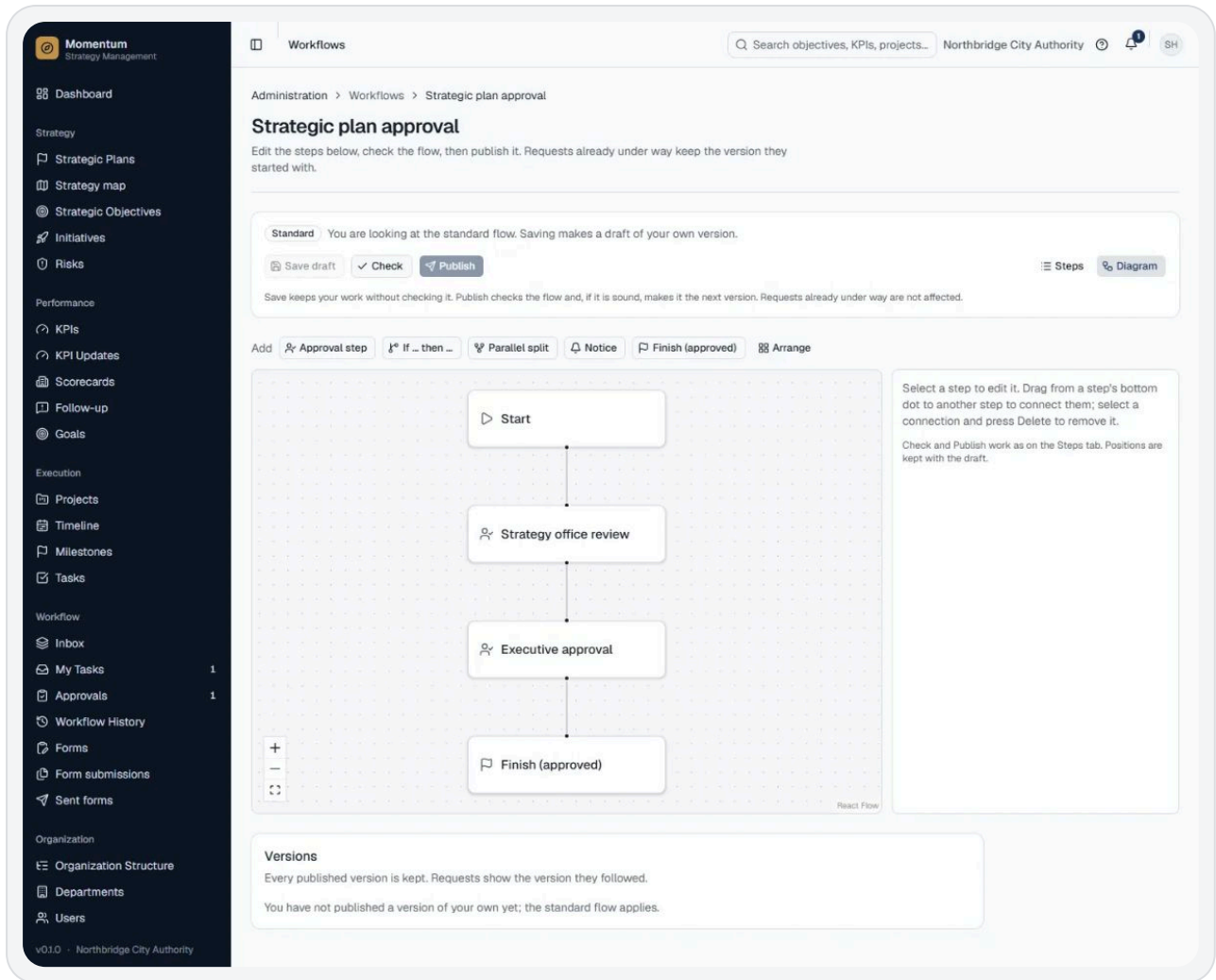


Figure 15. Strategic plan approval: strategy office, then executive approval

4. Forms and data collection

Design a form once, send it on a schedule, and see who has answered.

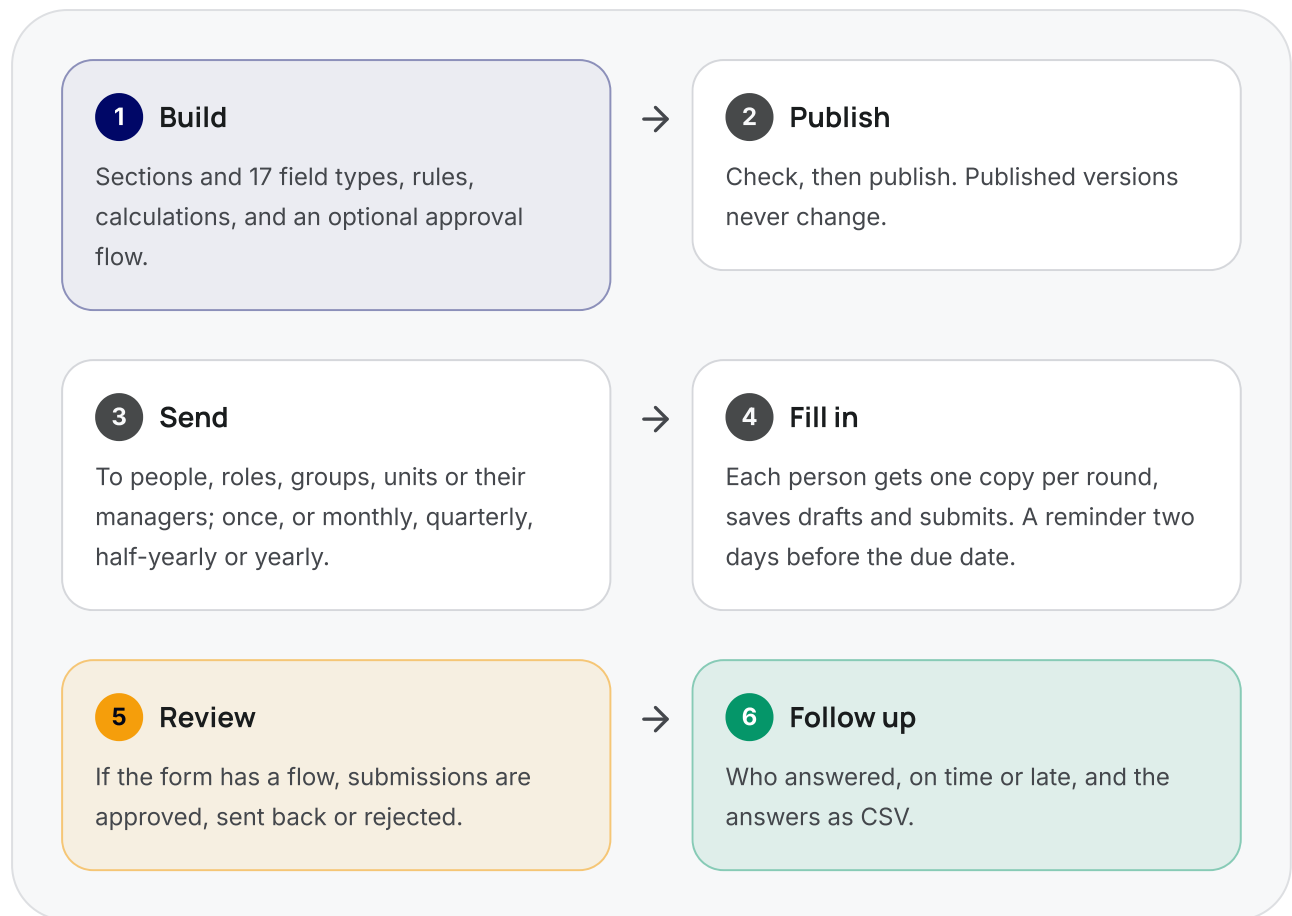


Figure 16. Designing a form in two languages

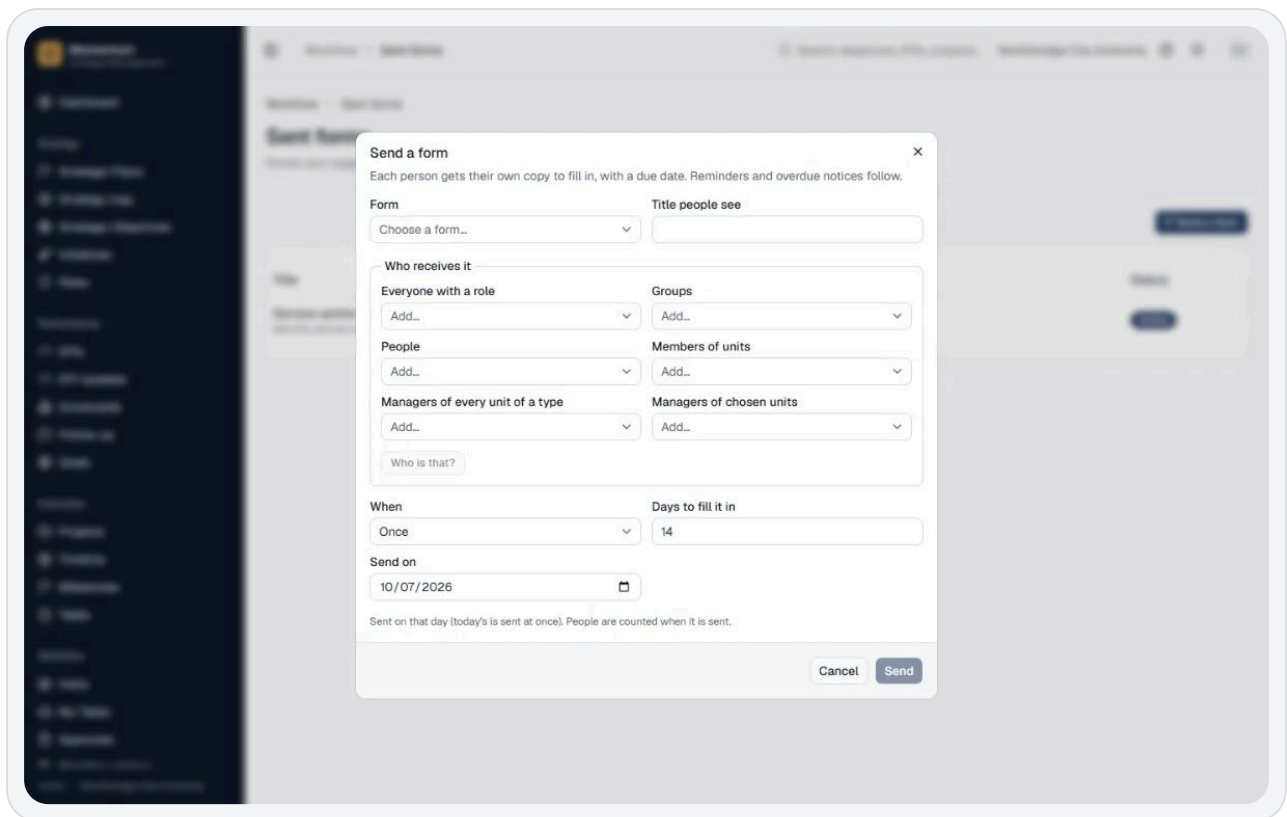


Figure 17. Sending a form: recipients, schedule and due days

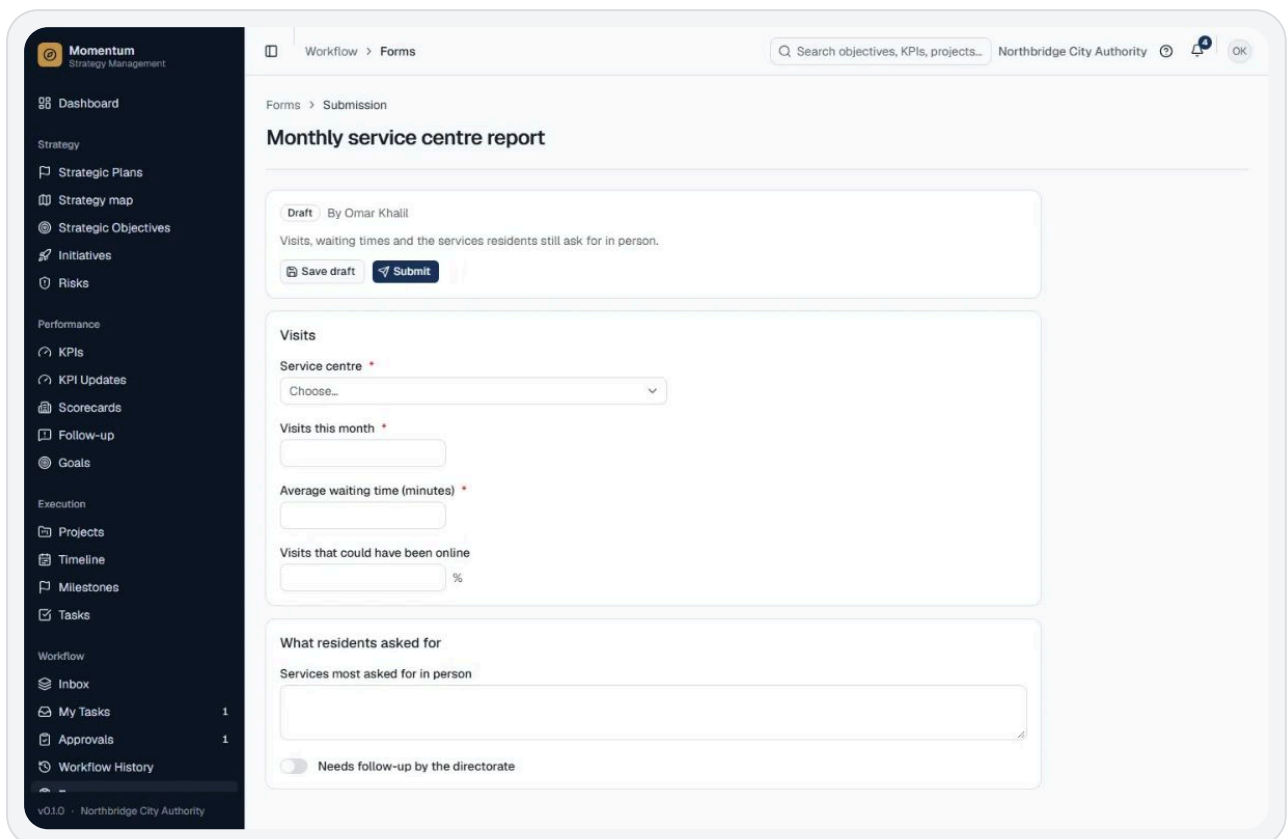


Figure 18. Filling in a form

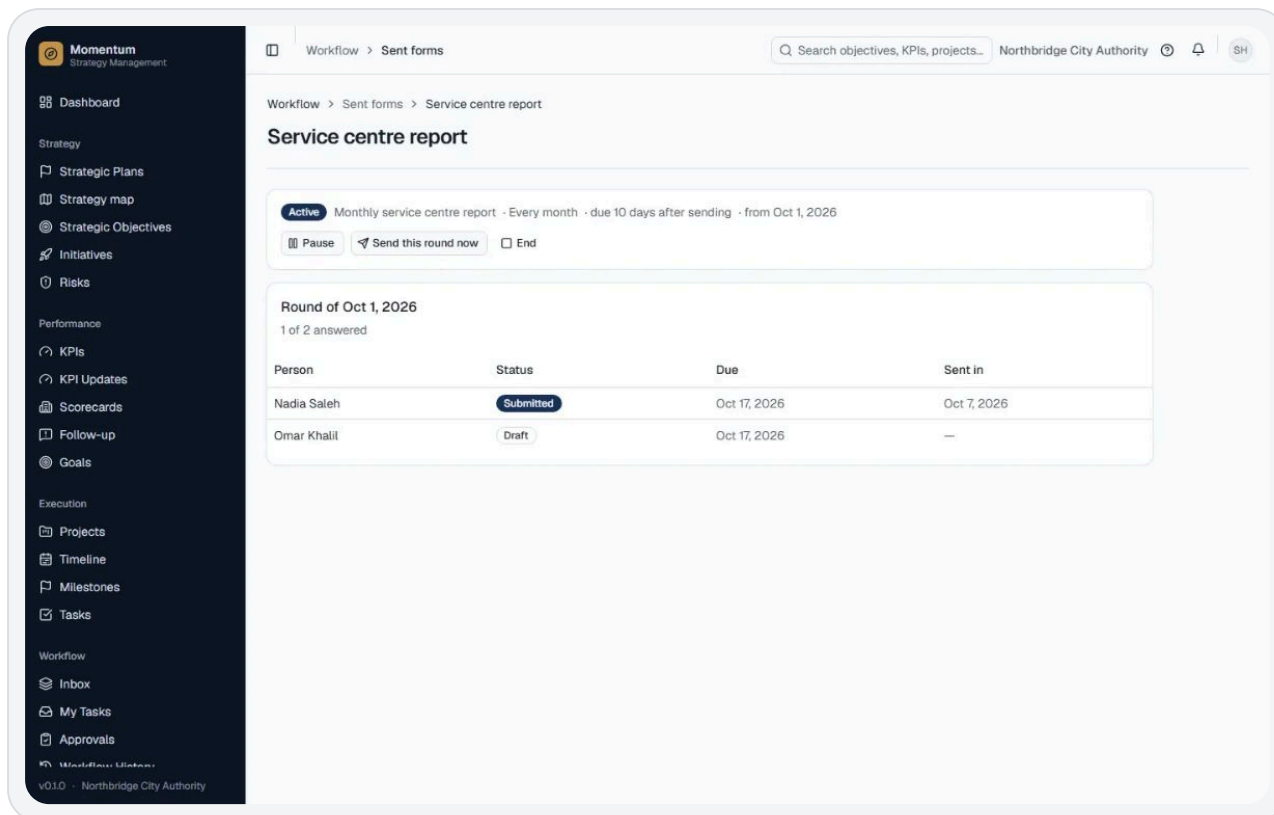
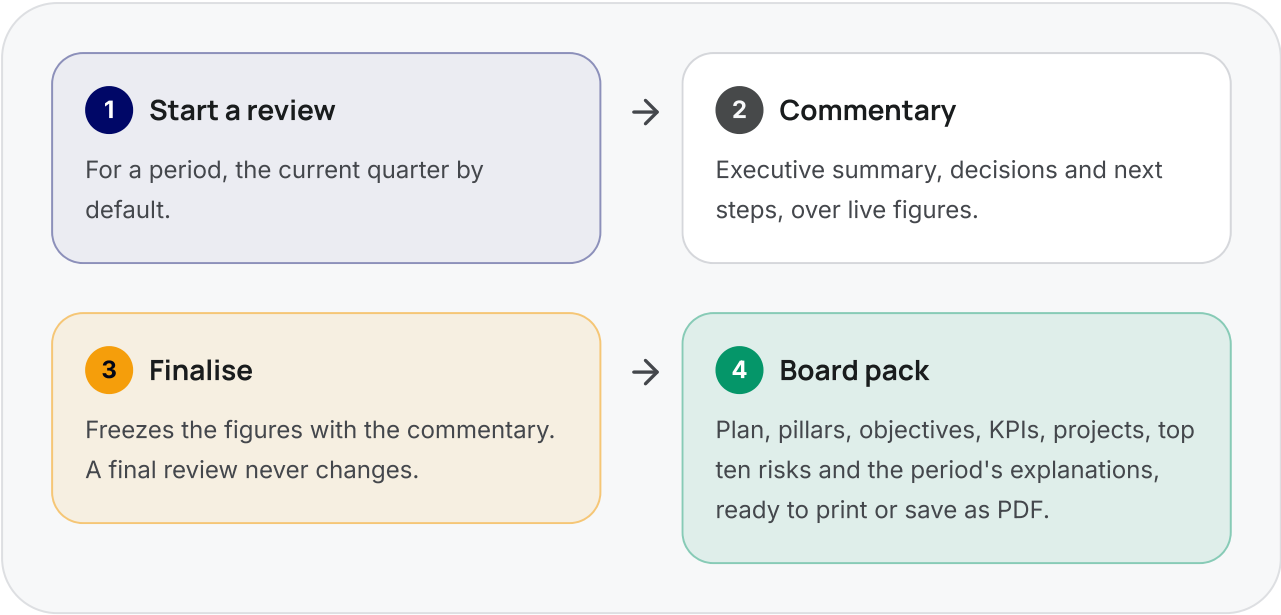


Figure 19. One round: who has answered, on time or late

5. The quarterly management review

From live figures to a frozen record and a printed board pack.



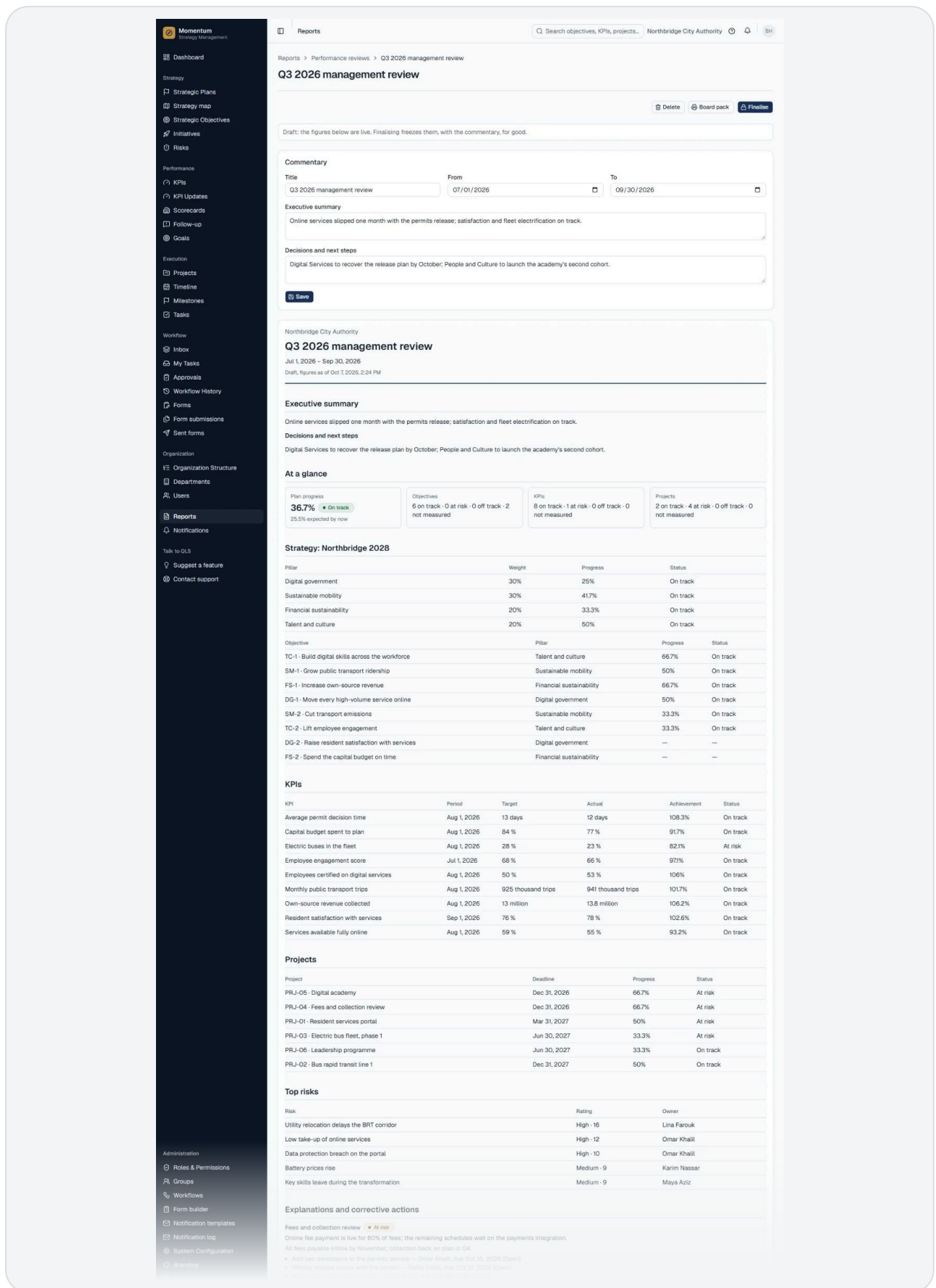


Figure 20. A draft review: commentary over live figures

Northbridge City Authority

Q2 2026 management review

Apr 1, 2026 – Jun 30, 2026

Finalised Oct 7, 2026, 2:18 PM by Sara Haddad

Executive summary

Digital services ahead of plan; ridership recovering after the fare change; revenue collection behind.

Decisions and next steps

Finance to present a collection recovery plan; Mobility to confirm the BRT corridor schedule.

At a glance

Plan progress

36.7% On track
25.5% expected by now

Objectives

6 on track - 0 at risk - 0
off track - 2 not
measured

KPIs

8 on track - 1 at risk - 0
off track - 0 not
measured

Projects

2 on track - 4 at risk - 0
off track - 0 not
measured

Strategy: Northbridge 2028

Pillar	Weight	Progress	Status
Digital government	30%	25%	On track
Sustainable mobility	30%	41.7%	On track
Financial sustainability	20%	33.3%	On track
Talent and culture	20%	50%	On track

Objective	Pillar	Progress	Status
TC-1 - Build digital skills across the workforce	Talent and culture	66.7%	On track
SM-1 - Grow public transport ridership	Sustainable mobility	50%	On track
FS-1 - Increase own-source revenue	Financial sustainability	66.7%	On track
DG-1 - Move every high-volume service online	Digital government	50%	On track
SM-2 - Cut transport emissions	Sustainable mobility	33.3%	On track
TC-2 - Lift employee engagement	Talent and culture	33.3%	On track
DG-2 - Raise resident satisfaction with services	Digital government	—	—
FS-2 - Spend the capital budget on time	Financial sustainability	—	—

KPIs

KPI	Period	Target	Actual	Achievement	Status
Average permit decision time	Aug 1, 2026	13 days	12 days	108.3%	On track
Capital budget spent to plan	Aug 1, 2026	84 %	77 %	91.7%	On track
Electric buses in the fleet	Aug 1, 2026	28 %	23 %	82.1%	At risk
Employee engagement score	Jul 1, 2026	68 %	66 %	97.1%	On track
Employees certified on digital services	Aug 1, 2026	50 %	53 %	106%	On track
Monthly public transport trips	Aug 1, 2026	925 thousand trips	941 thousand trips	101.7%	On track
Own-source revenue collected	Aug 1, 2026	13 million	13.8 million	106.2%	On track
Resident satisfaction with services	Sep 1, 2026	76 %	78 %	102.6%	On track
Services available fully online	Aug 1, 2026	59 %	55 %	93.2%	On track

Projects

Project	Deadline	Progress	Status
PRJ-05 - Digital academy	Dec 31, 2026	66.7%	At risk
PRJ-04 - Fees and collection review	Dec 31, 2026	66.7%	At risk
PRJ-01 - Resident services portal	Mar 31, 2027	50%	At risk
PRJ-03 - Electric bus fleet, phase 1	Jun 30, 2027	33.3%	At risk
PRJ-06 - Leadership programme	Jun 30, 2027	33.3%	On track
PRJ-02 - Bus rapid transit line 1	Dec 31, 2027	50%	On track

Top risks

Risk	Rating	Owner
Utility relocation delays the BRT corridor	High - 16	Lina Farouk
Low take-up of online services	High - 12	Omar Khalil
Data protection breach on the portal	High - 10	Omar Khalil
Battery prices rise	Medium - 9	Karim Nassar
Key skills leave during the transformation	Medium - 9	Maya Aziz

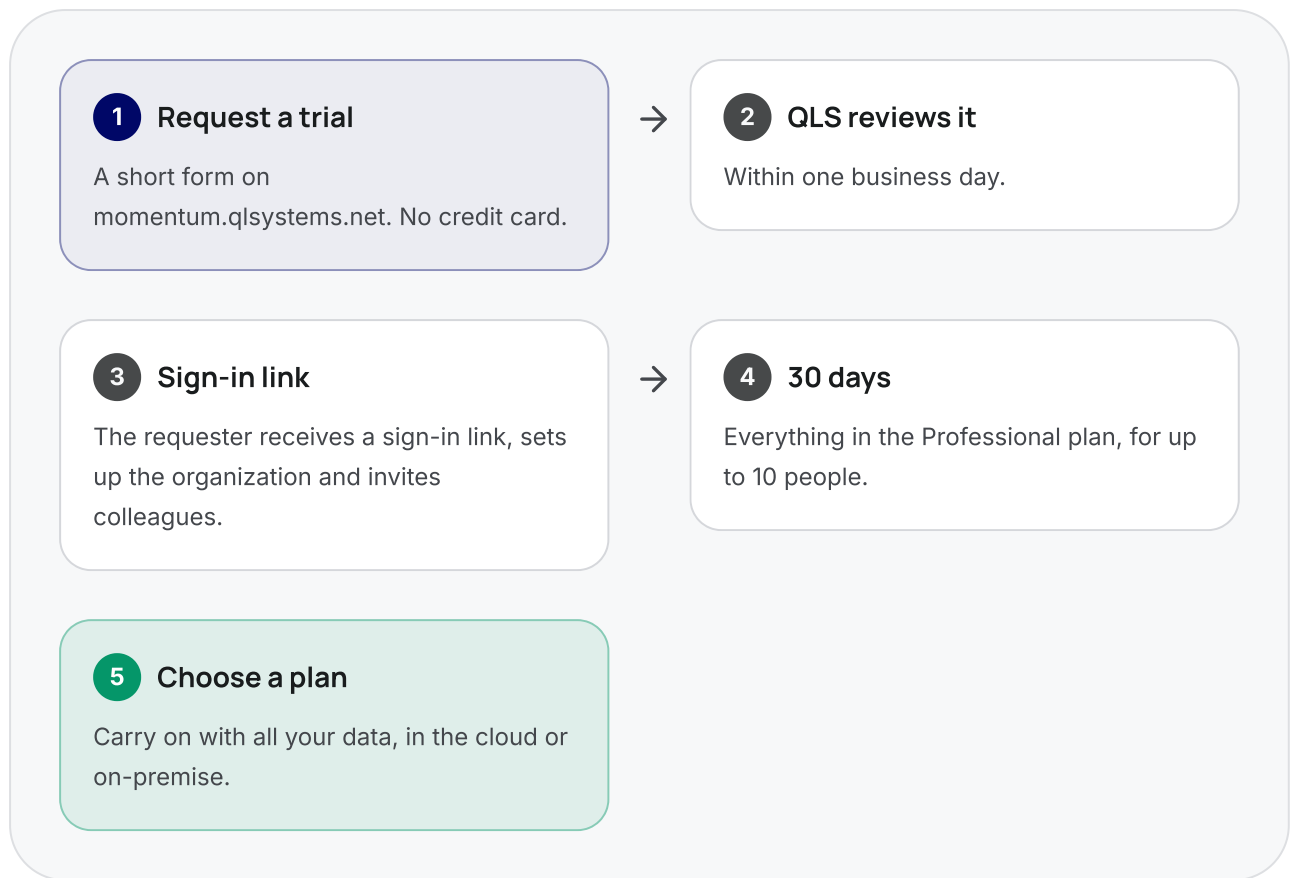
Explanations and corrective actions

Nothing to show

Figure 21. The board pack, ready to print or save as PDF

6. From trial to subscription

How a new organization starts on Momentum in the cloud.



Momentum
Strategy Management

Free for 30 days

Start your free Momentum trial

Everything in the Professional plan, for up to 10 people, for 30 days. No credit card, nothing to install. We review every request and reply within one business day.

- ✓ Turn your strategic plan into pillars, objectives, KPIs and projects
- ✓ Track performance with scorecards, dashboards and follow-up
- ✓ Run approvals, forms and management reviews, in English and Arabic
- ✓ Nothing is deleted when the trial ends: choose a plan and carry on

Already use Momentum? [Sign in](#)

Tell us about you

Full name

Work email

Your sign-in link goes here. Free addresses such as Gmail cannot start a trial.

Organization

Job title

Organization size

Choose a size

Country

Choose a country

Phone (optional)

By asking for a trial, you agree that QLS may contact you about Momentum. [How we use your information.](#)

[Request my free trial](#)

Figure 22. Requesting a free 30-day trial

Momentum
Strategy Management

Sign in to Momentum

Use the email and password for your organization account.

Email

Password

[Sign in](#)

[Forgot your password?](#)

or

[Continue with Google](#)

New to Momentum? [Start a free trial](#)

Momentum by QLS · [Privacy](#)

Figure 23. Signing in with email and password, or with Google

Getting Around

The dashboard, the header, help and the guided tour.

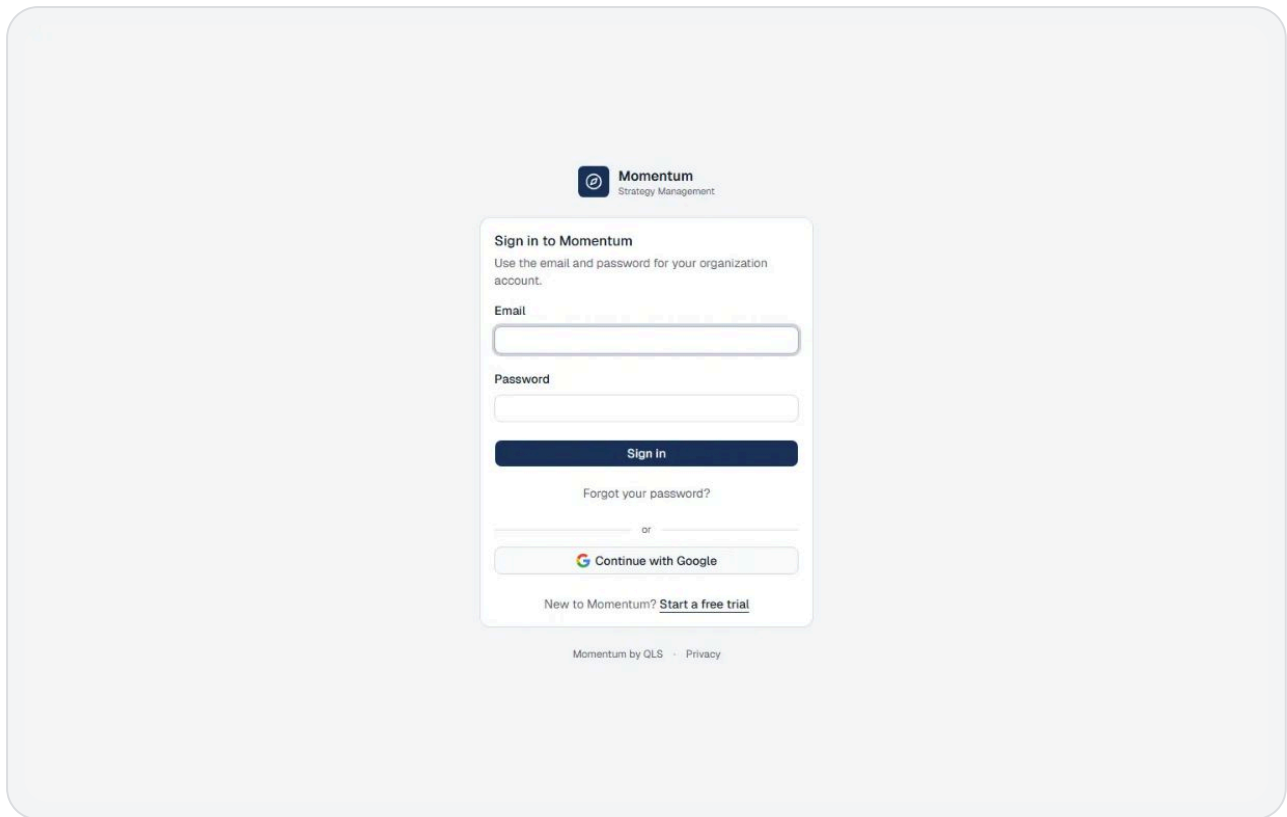


Figure 24. Signing in with email and password, or with Google

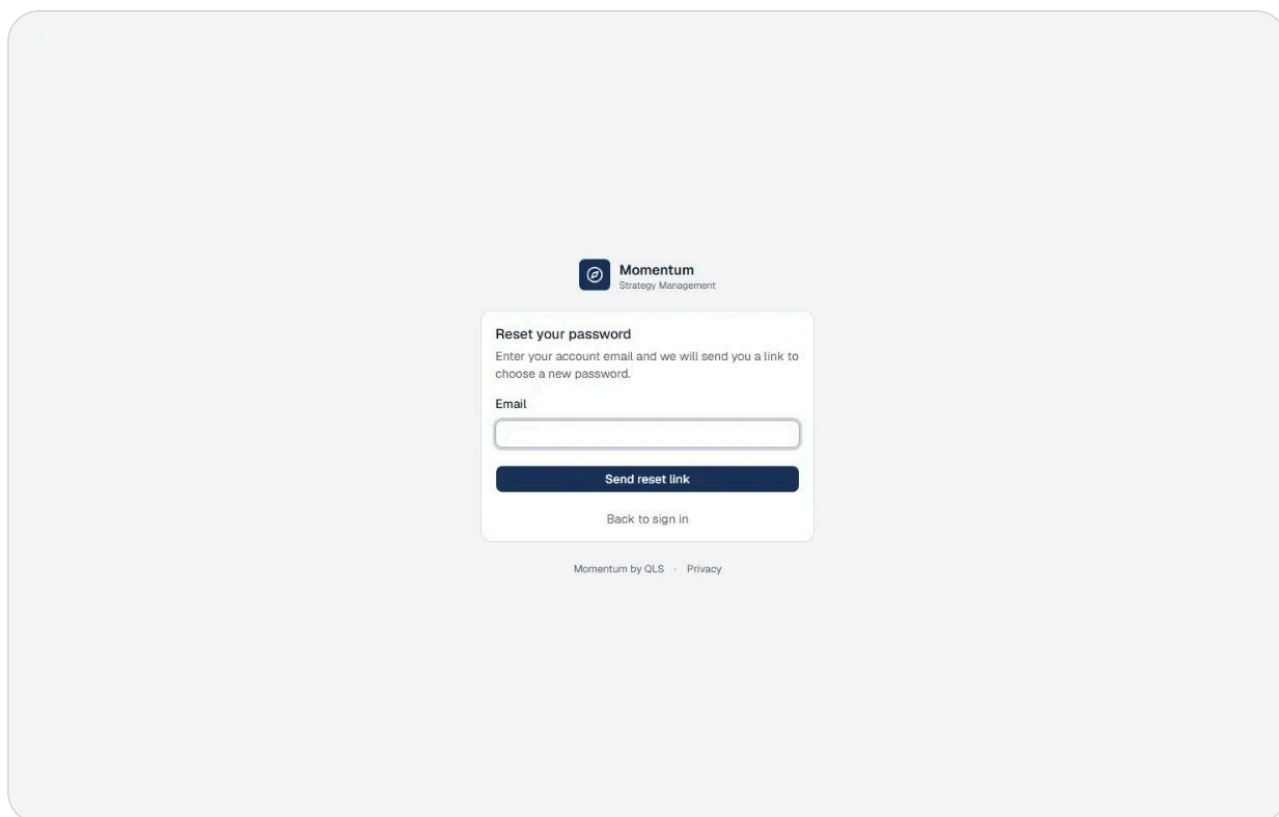


Figure 25. Resetting a forgotten password

Common questions

Answers to the questions people ask most, across the whole product.

Who uses it: Everyone.

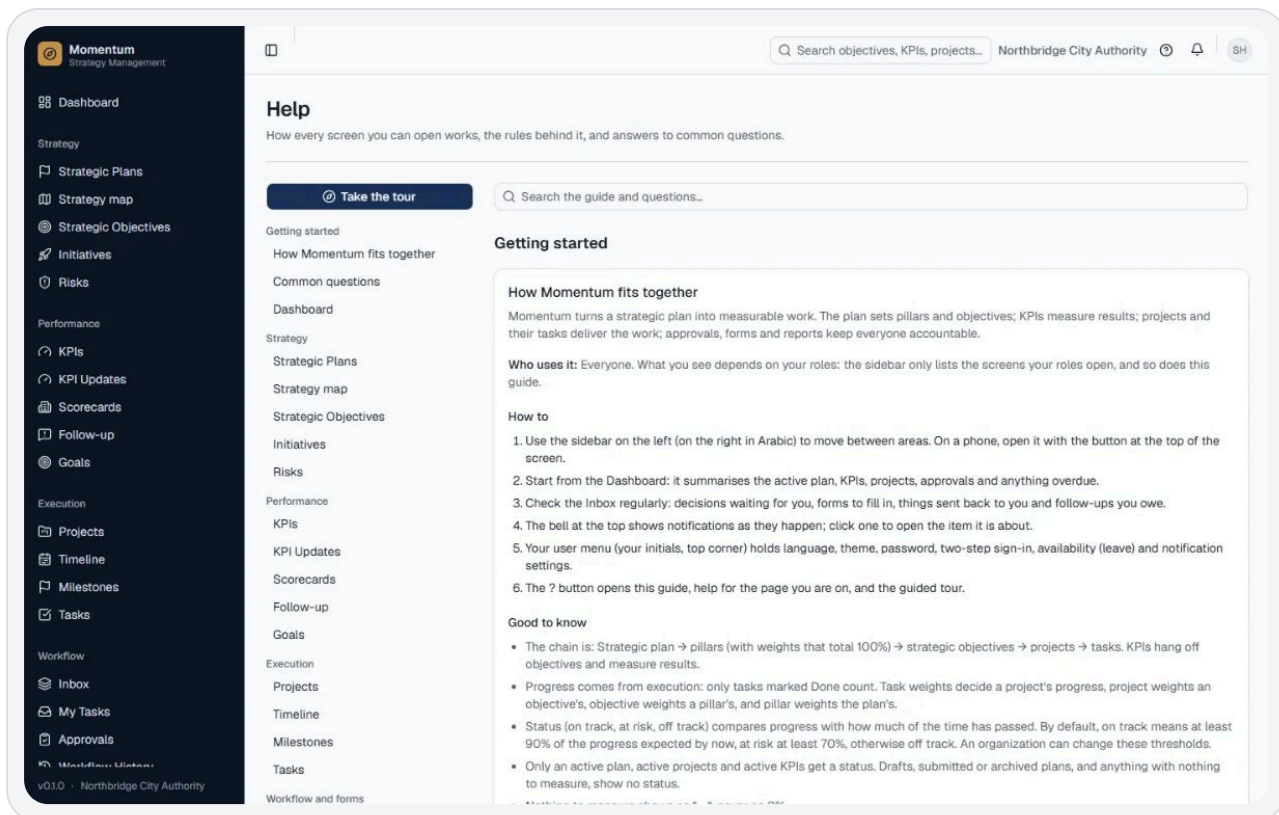


Figure 26. The in-app guide, searchable, for every screen

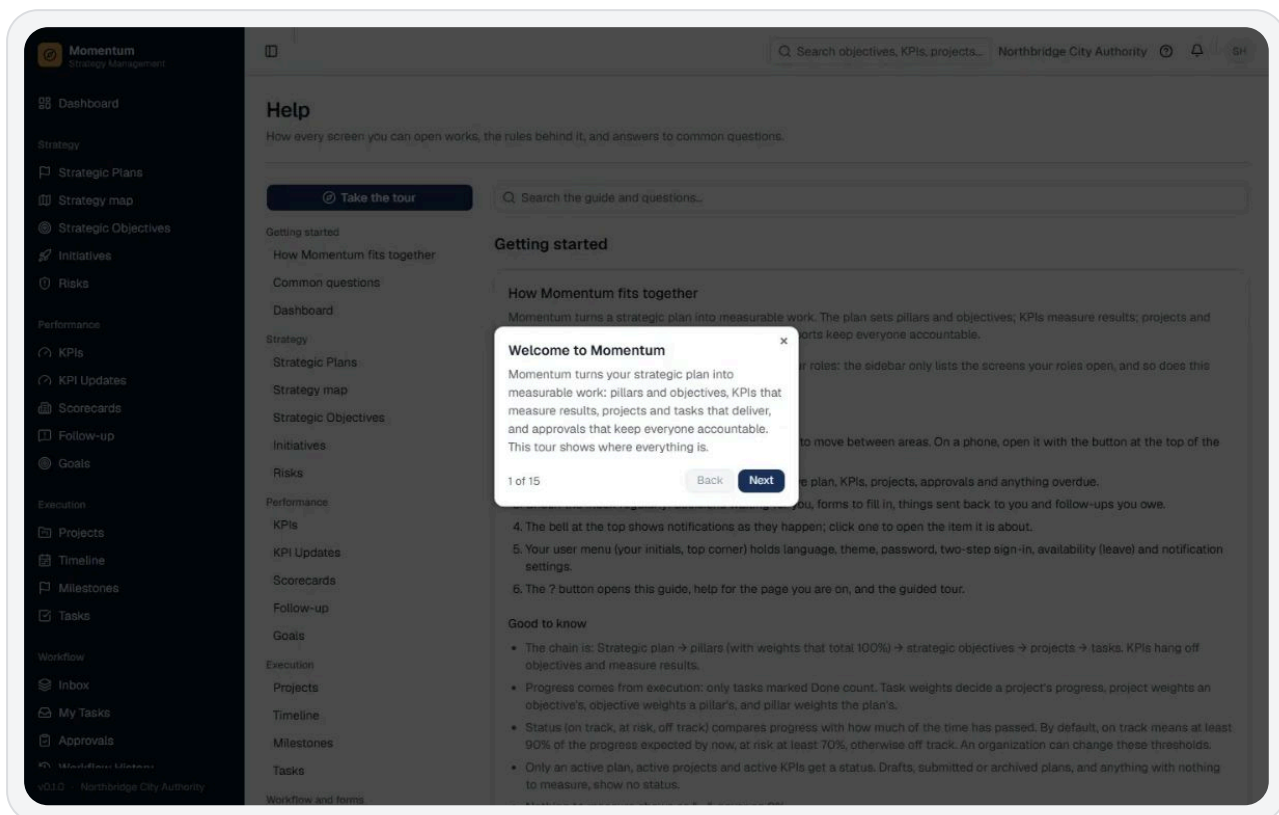


Figure 27. The guided tour, offered on first sign-in

HOW TO USE IT

- 1 Search the question list with the box at the top of this page; it filters every section.
- 2 Each screen's own section below also ends with its questions.

RULES AND DETAILS

- ↻ If something looks wrong, check your organization first (top of the screen, next to the bell): people in several organizations work in one at a time.
- ↻ If a page says you do not have access, your roles do not include it; nothing is broken.

QUESTIONS

Why can't I approve my own request?

Nobody approves what they submitted, even when they hold the approving role. The step goes to the other eligible approvers, or, if there are none, to the step's escalation target or the organization's admins. This keeps every decision independent.

How do weights work?

Pillar weights must total 100% before a plan can be submitted. Every other weight (objectives within a pillar, projects within an objective, tasks within a project) is relative: any number above 0, default 1, divided by the total of its siblings. Adding a task therefore never breaks anything; it only shares the weight.

Why does a KPI show "No target"?

No target was set for that period. You can still report a value, but achievement and status need a target. Someone with the right to define targets sets it from the KPI's page (Set a target).

Why can't we change the fiscal year start?

Quarterly and annual KPI periods follow the fiscal year. Once targets or values exist, changing the start would shift every period, so it is locked.

How do I switch to Arabic or English?

User menu → Language. The whole interface, including dates and number formats, switches; emails follow the language you last chose.

I did not receive an email. Why?

Emails are sent only when your organization has switched email on (System Configuration → Notifications), and only for the kinds you chose in Notification settings. Approval requests, reminders and escalations are emailed by default. Check your spam folder too. Everything also appears under the bell in the app.

I belong to several organizations. How do I switch?

User menu → Switch organization. You work in one organization at a time, in every open tab. Invitations to other organizations appear under User menu → Invitations.

Dashboard

A summary of the organization's position: plan progress and status, KPIs, projects, risks, approvals and forms.

Who uses it: By default everyone sees the KPI and project parts; the strategy part is for every role except Employee and KPI Owner.

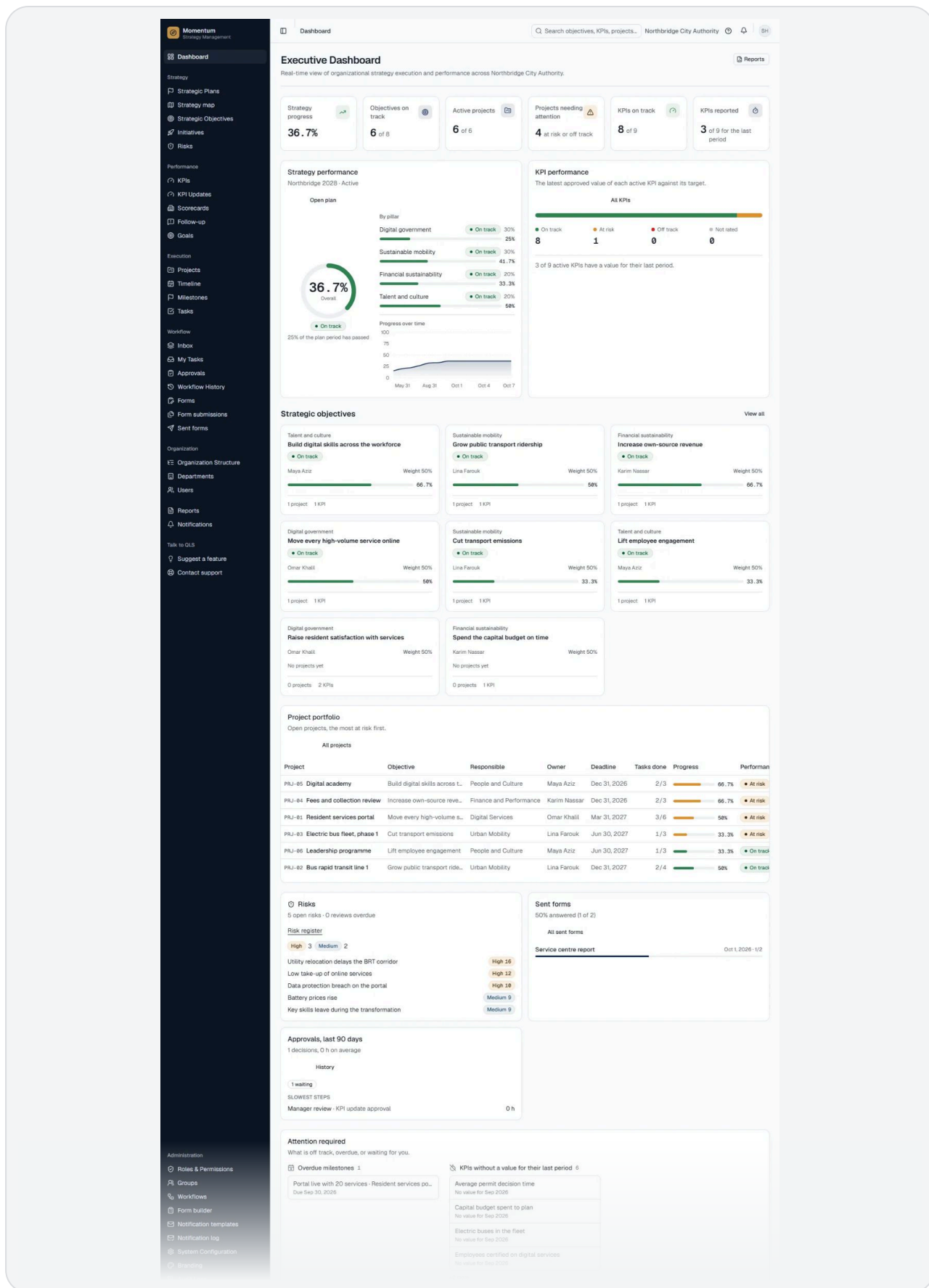


Figure 28. The executive dashboard: strategy, KPIs, projects, approvals and what needs attention

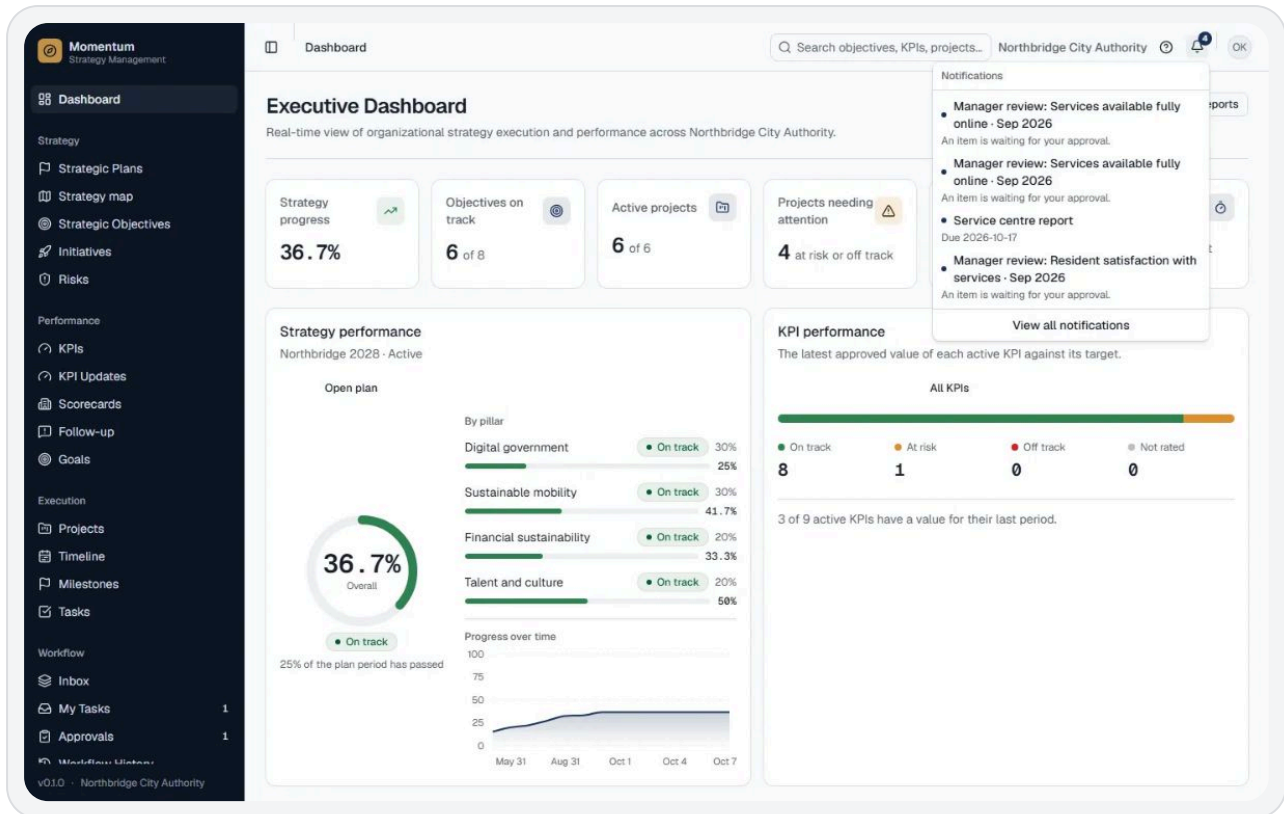


Figure 29. The notification bell: what happened, as it happens

HOW TO USE IT

- 1 Read the plan card first: progress, the progress expected by now, and the status.
- 2 Use the KPI and project cards to see how many are on track, at risk and off track; click through to the lists.
- 3 Check the risks card for high and critical risks and reviews that are overdue.
- 4 Approvers and admins see approval times for the last 90 days: how long decisions take and the slowest steps.
- 5 Export Summary downloads the figures; Reports has the detailed CSV files.

RULES AND DETAILS

- Figures follow your access: department-scoped people see their units' part.
- "Reported" for a KPI means a submitted or approved value exists for its last finished period.
- Cards appear only when you have the privilege behind them, so two people's dashboards can differ.

QUESTIONS

The dashboard is almost empty. Is something wrong?

Probably not: it fills in as the plan is activated, KPIs get values and projects get tasks. A new organization starts empty.

Strategy

Plans, the strategy map, objectives, initiatives and risks.

Strategic Plans

Write the organization's plan: its period, vision, mission and values, its pillars and their weights, and take it through approval to active.

Who uses it: By default Strategy Managers and Organization Admins write and submit plans; everyone can read them.

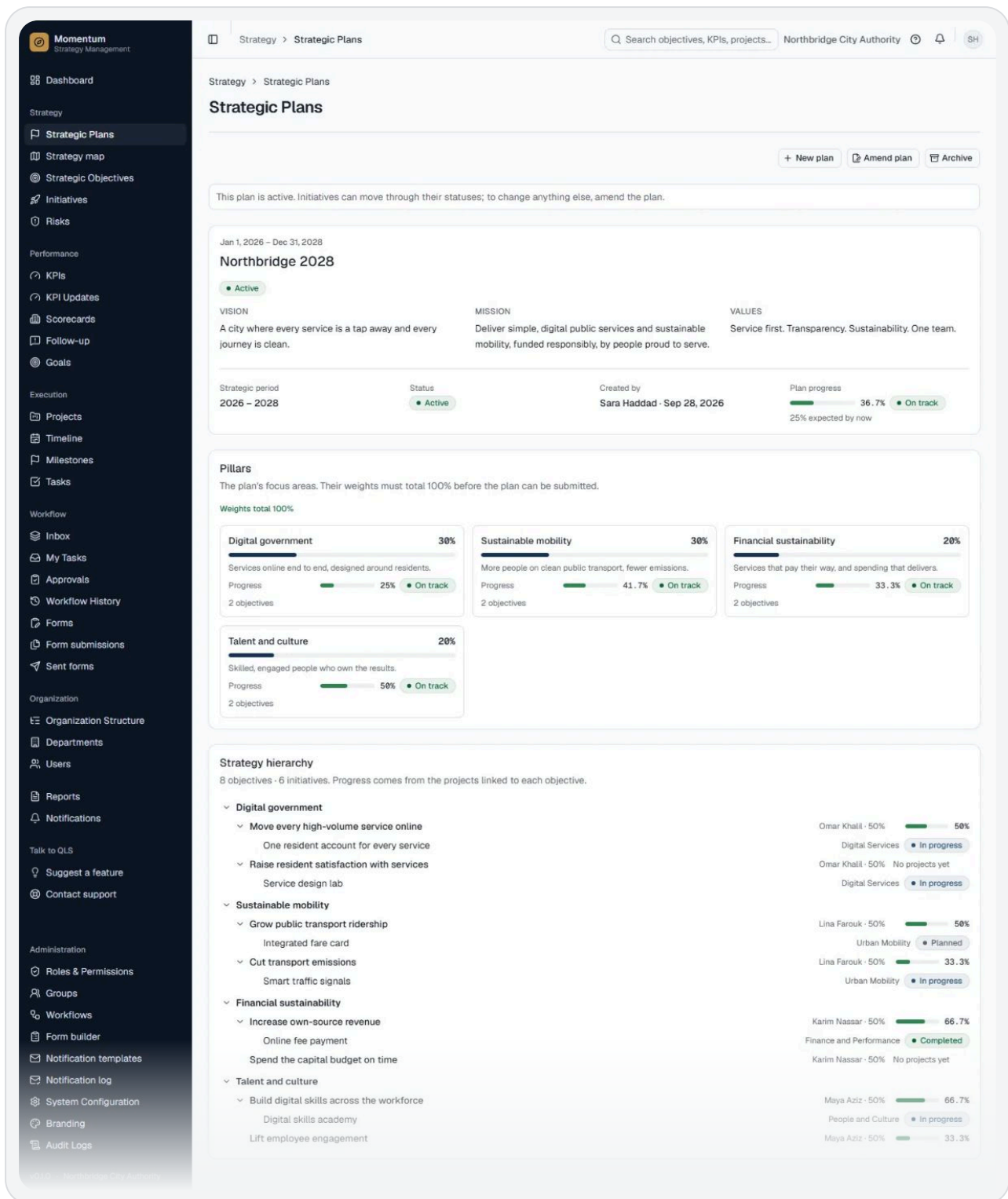


Figure 30. The active plan: vision, mission, values, pillars with weights, and progress against time

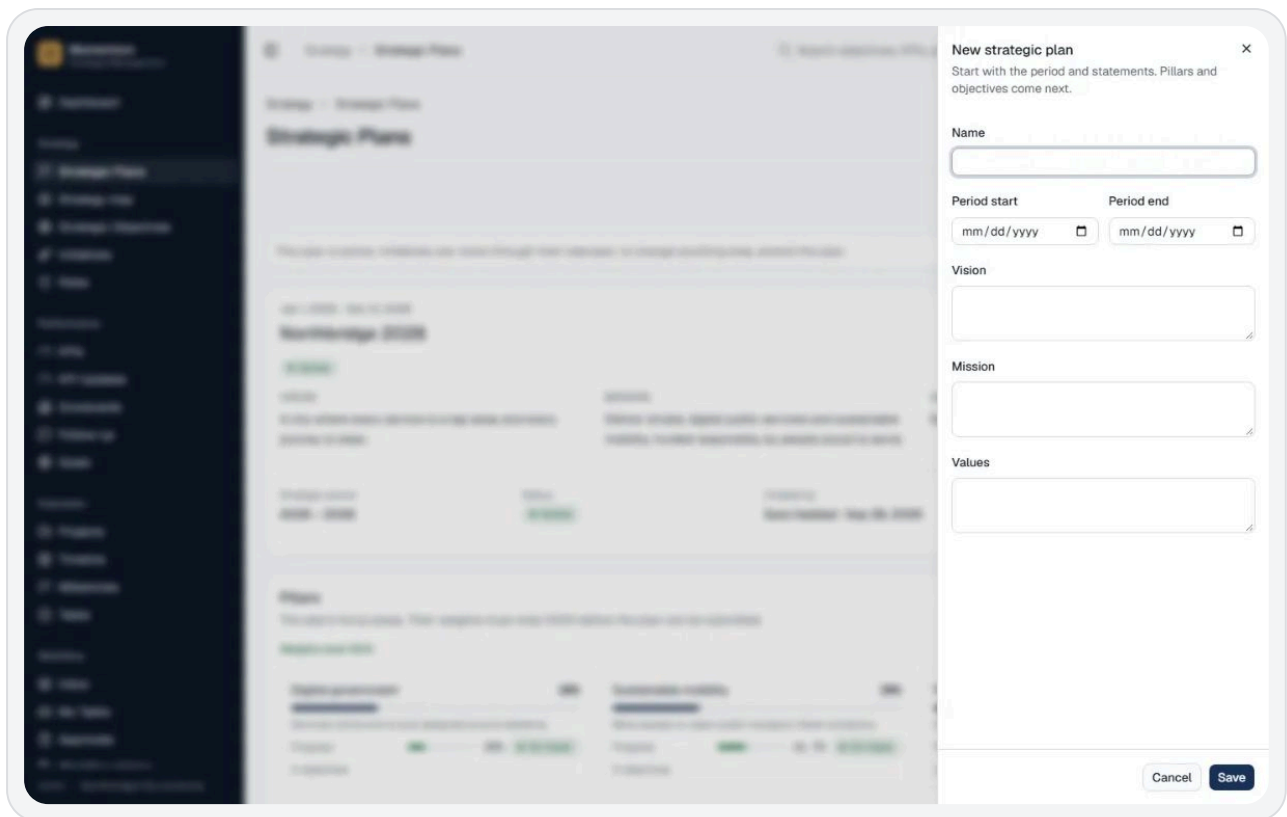


Figure 31. Starting a new plan

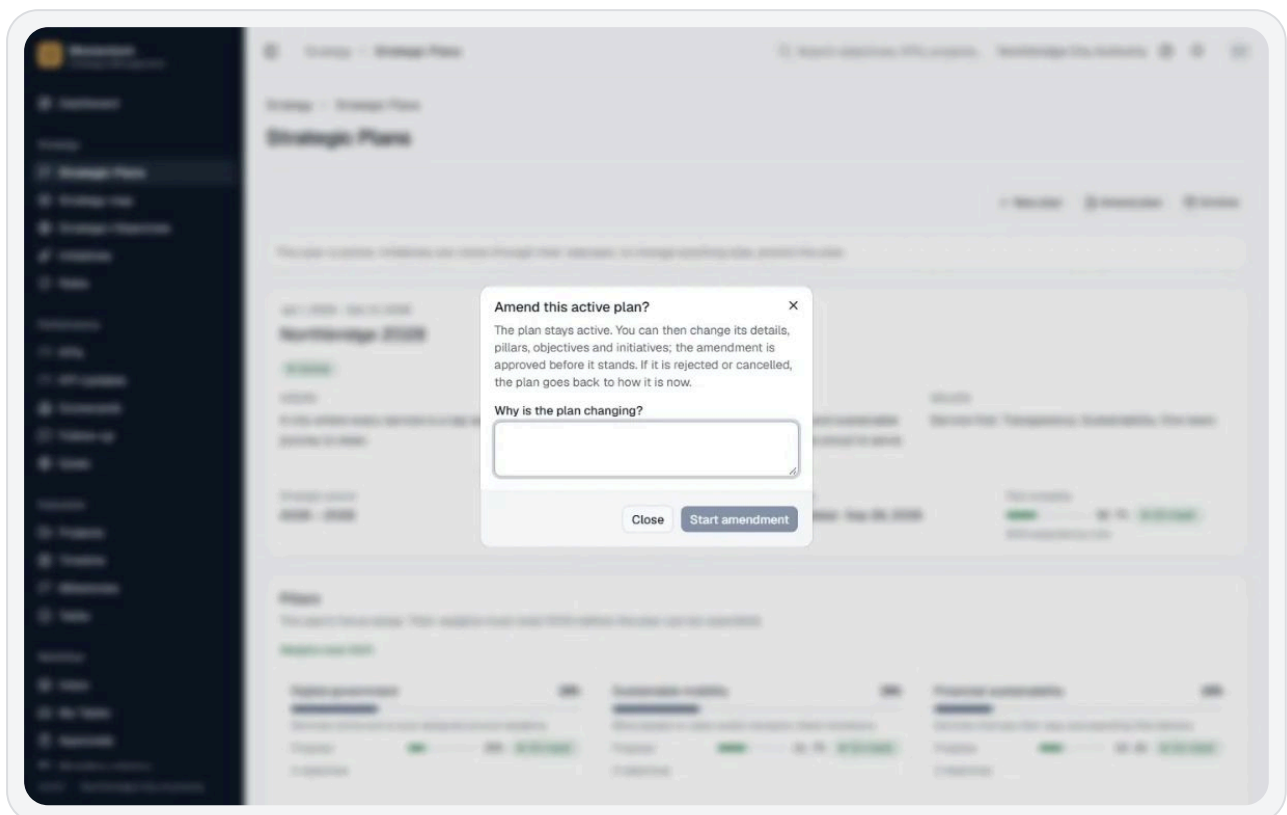


Figure 32. Amending the active plan: every amendment needs a reason and approval

HOW TO USE IT

- 1 Create a plan (or New plan): give it a name, a start and end date, and optionally a vision, mission and values. It starts as a Draft.
- 2 Add pillar for each strategic theme and give each a weight. The weights must total 100%.
- 3 Add objectives under the pillars (see Strategic Objectives), and initiatives if you track them.
- 4 Submit for approval. The plan becomes Submitted and cannot be edited while it is under review; the page shows which step it waits at and who must decide.
- 5 If it is sent back, it returns to Draft with the reviewer's comment; change what was asked and submit again. The request continues where it stopped.
- 6 Once Approved, click Activate. Only an active plan gets progress status against time.
- 7 To change an active plan, click Amend plan, give a reason, make the changes, and Submit amendment.
- 8 Archive a plan when it is over. An archived plan is read-only.

RULES AND DETAILS

- ↻ Lifecycle: Draft → Submitted → Approved → Active → Archived. Activation is a manual step after approval.
- ↻ Submitting checks that the pillars total 100% and that there is at least one objective.
- ↻ Plan progress = the sum of each pillar's weight × its progress, divided by 100. Pillar progress is the weighted average of its objectives.
- ↻ The plan's status compares its progress with the share of the plan period that has passed (the "expected by now" figure).
- ↻ Amendments: the plan stays active while it is amended and changes show at once. Only one amendment can be open. If it is approved the changes stand; if it is rejected or cancelled, the plan is put back exactly as it was, including deleted objectives and the projects and KPIs linked to them. Initiative statuses are operational and are not undone.
- ↻ An amendment keeps its reason, who opened it, when it was decided and a list of every change.
- ↻ Nobody approves their own submission or amendment.
- ↻ Export downloads the plan with its pillars and objectives.

QUESTIONS

Why can't I edit the plan?

It is Submitted (under review), Approved, Active or Archived. A submitted plan unlocks when it is sent back or withdrawn; an active plan is changed through Amend plan; an archived plan is final.

Submit amendment says "Nothing has changed yet". Why?

An amendment must change something before it can be submitted. Edit the details, pillars, objectives or links first; if you no longer need it, Cancel amendment.

Why can't I submit the plan?

Either the pillar weights do not total exactly 100%, or there is no objective yet. The message on screen says which.

The plan is approved but has no status.

Approval does not activate it. Click Activate on the plan; from then on it gets progress status against the time elapsed.

Strategy map

See how objectives support each other: one band per pillar, a card per objective, and arrows for "contributes to" links.

Who uses it: Everyone who can see the strategy. Strategy Managers and Organization Admins draw links.

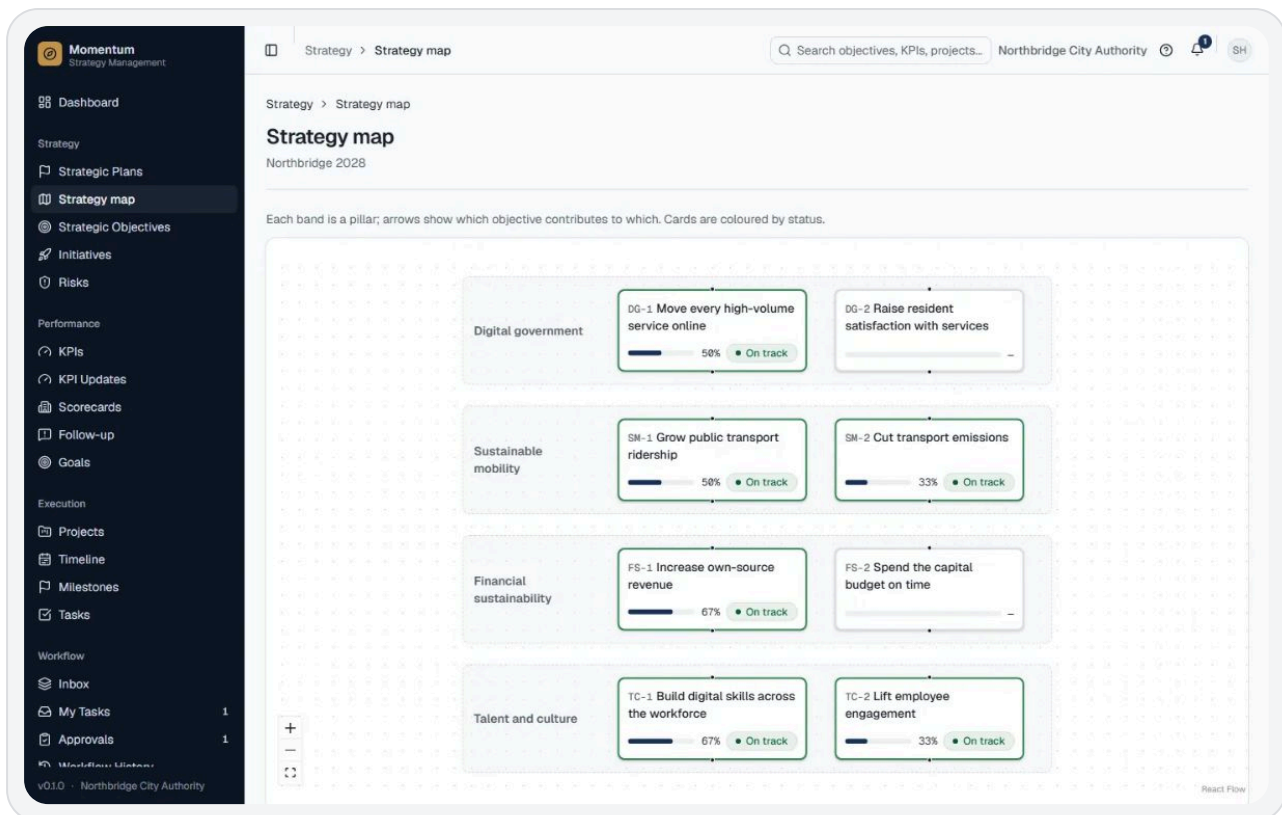


Figure 33. The strategy map: pillars as bands, objectives coloured by status, arrows for what contributes to what

HOW TO USE IT

- 1 Open Strategy map; each pillar is a band, in the plan's order. Objectives without a pillar sit in the last band.
- 2 To link two objectives, drag from one card to another while the plan is a Draft or under an open amendment.
- 3 Select a link and delete it to remove it.
- 4 Click a card to open its objective.

RULES AND DETAILS

- 🔄 A link means "this objective contributes to that one". Both must be in the same plan; an objective cannot link to itself, and each pair is linked once.
- 🔄 Links are part of the plan: an amendment lists added and removed links, and puts them back if it is rejected or cancelled.
- 🔄 Cards show progress and, on an active plan, a green, amber or red border for the status.

QUESTIONS

Why can't I draw links?

The plan is active and has no open amendment, or you lack the right to edit objectives.
Open an amendment first (Strategic Plans → Amend plan).

Strategic Objectives

The goals under each pillar, with their weight, owner, responsible unit, progress, status, KPIs, projects and risks.

Who uses it: Everyone can read objectives; Strategy Managers and Organization Admins add and edit them.

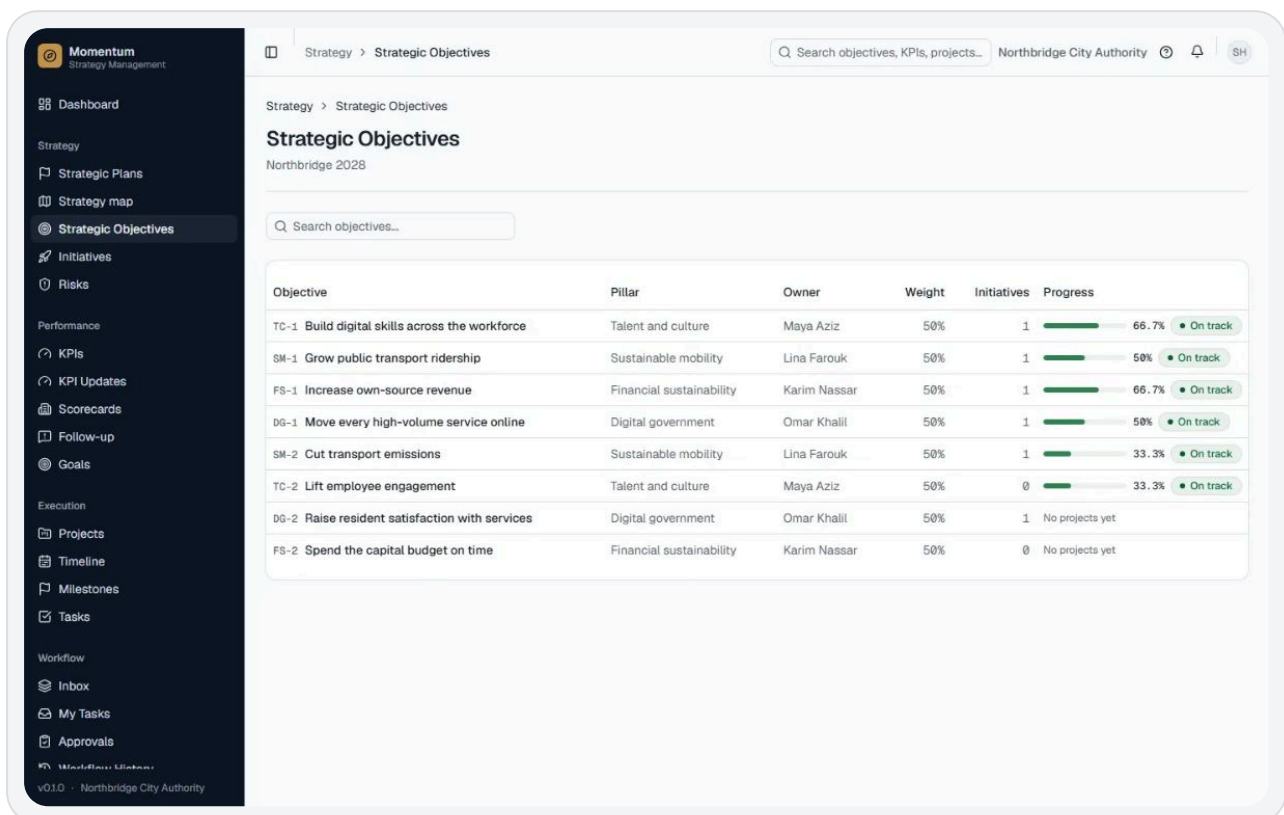


Figure 34. Strategic objectives with owners, weights and progress

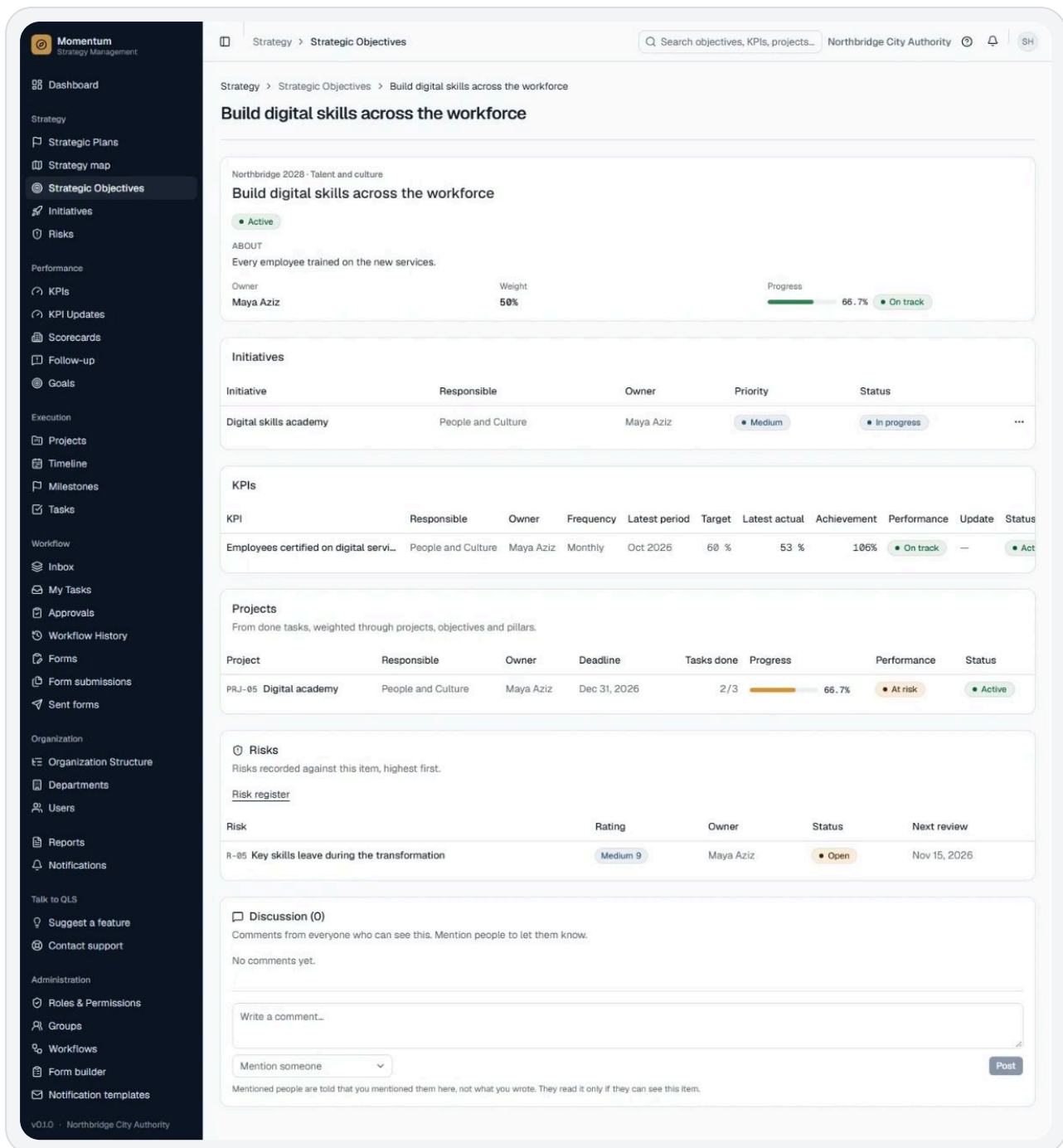


Figure 35. An objective with its initiatives, KPIs, projects, risks and discussion

HOW TO USE IT

- 1 Add objective: choose the pillar, give it a name, a weight within the pillar, an owner and optionally a responsible unit and a code (for example SO-01).
- 2 Open an objective to see its projects, KPIs, linked risks, discussion and progress history.
- 3 Link projects to it from the project form; link KPIs from the KPI form.

RULES AND DETAILS

- 🔄 Objective progress is the weighted average of its projects' progress (project weights are relative within the objective). Cancelled projects are left out.
- 🔄 An objective with no projects shows "—"; in its pillar it counts as 0.
- 🔄 The responsible unit puts the objective on that unit's scorecard.
- 🔄 Codes are optional and unique in the organization, ignoring case. A code can be set even on an active plan.
- 🔄 Objectives of an active plan change only through an amendment.

QUESTIONS

My objective's projects are progressing but the objective shows little progress.

Project progress comes only from tasks marked Done, weighted by task weight. Check that finished tasks are set to Done, and check the projects' weights within the objective.

Initiatives

Strategic initiatives under the plan's objectives, tracked by status (planned, in progress, completed, cancelled) and priority.

Who uses it: Everyone can read them; Strategy Managers and Organization Admins manage them.

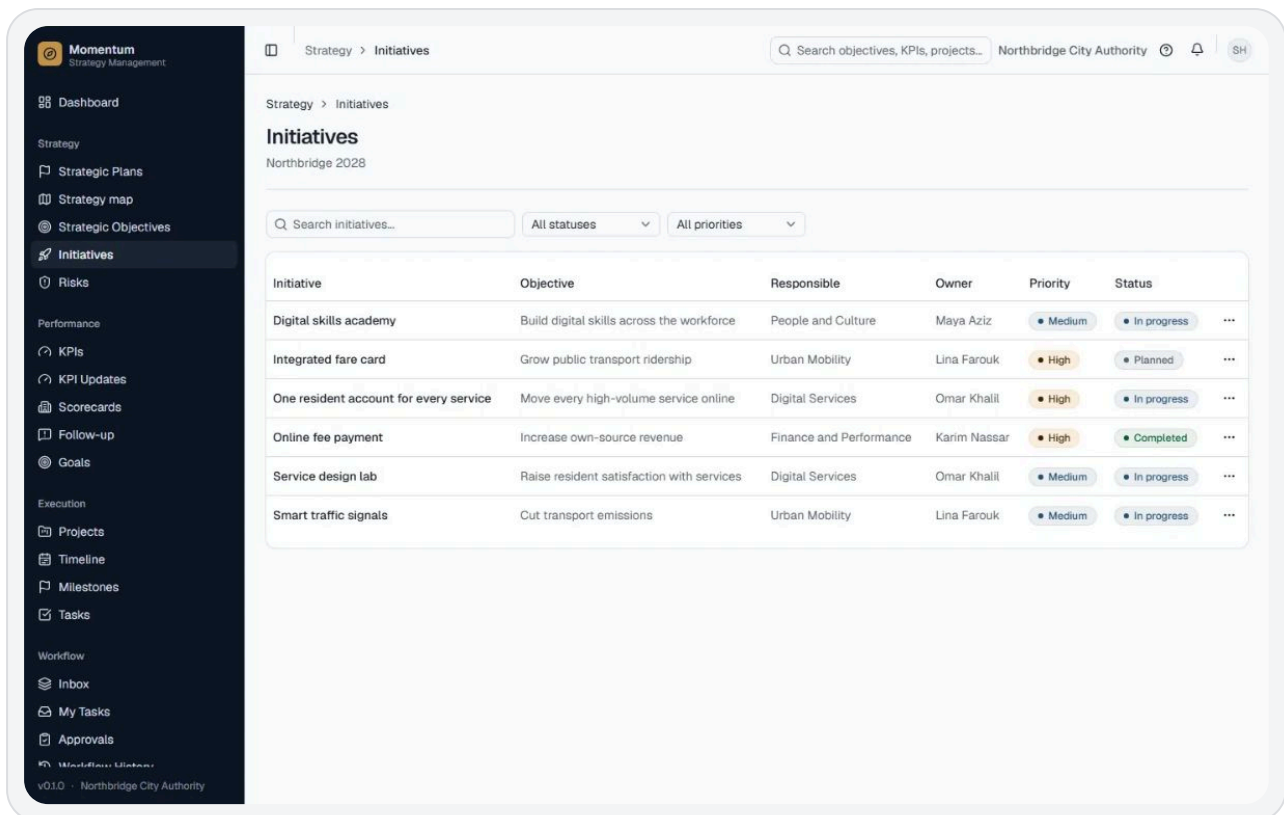


Figure 36. Initiatives under each objective, with priority and status

HOW TO USE IT

- 1 Add initiative under an objective, with a status and a priority.
- 2 Update its status as it moves. On an active plan, statuses can change without an amendment.

RULES AND DETAILS

- Initiatives have no progress percentage and no budget; progress comes from projects and tasks.
- Projects link to objectives, not to initiatives.
- A rejected or cancelled amendment does not undo initiative statuses, because they record what happened.

QUESTIONS

Should I create an initiative or a project?

Use a project for work you will plan in tasks and measure by progress. Use an initiative to name a strategic programme you track by status only.

Risks

The risk register: every risk with its likelihood, impact, score, response, owner and review date, and a 5 × 5 heat map.

Who uses it: Everyone who sees the strategy can read risks. Organization Admins, Strategy Managers, Project Managers and Structure Managers record and edit them. A risk's owner can review it without those rights.

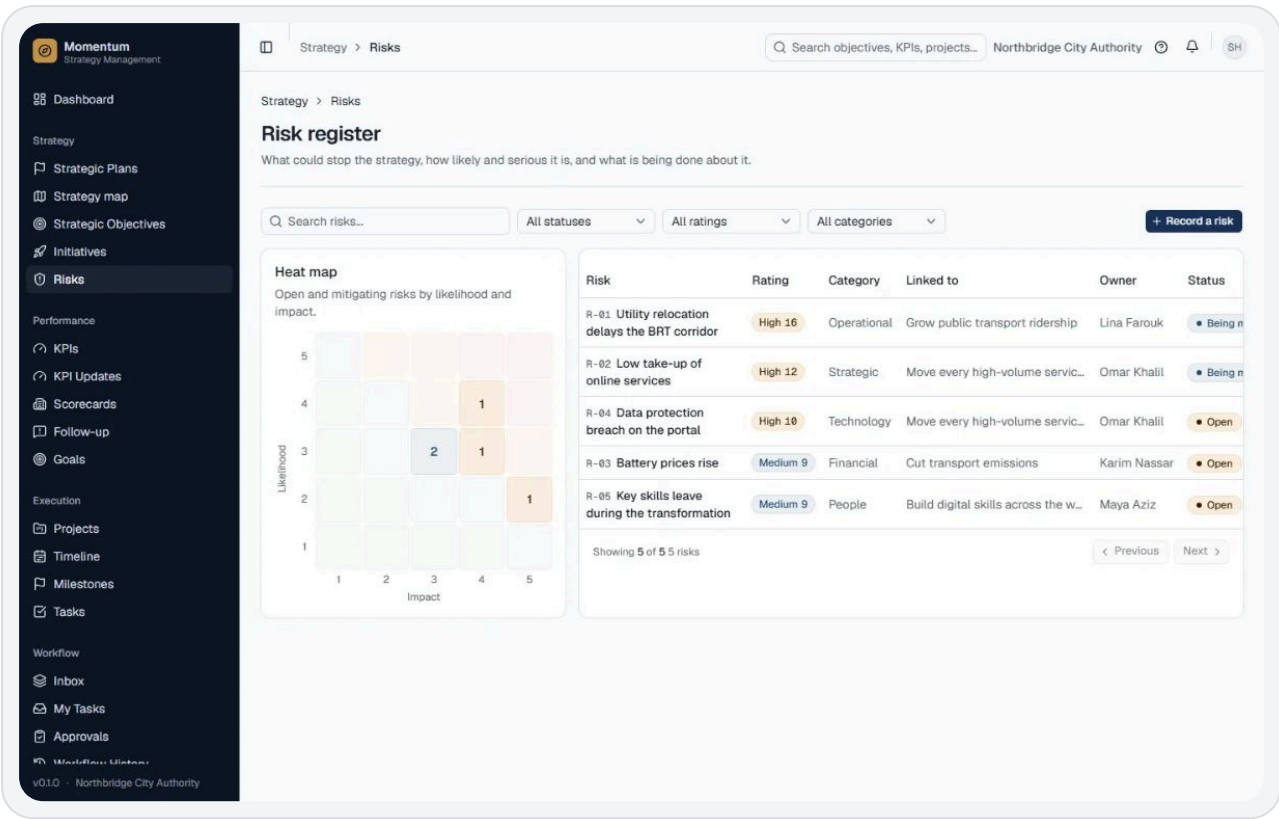


Figure 37. The risk register and its 5 × 5 heat map

Momentum
Strategy Management

Dashboard

Strategy

Strategic Plans

Strategy map

Strategic Objectives

Initiatives

Risks

Performance

KPIs

KPI Updates

Scorecards

Follow-up

Goals

Execution

Projects

Timeline

Milestones

Tasks

Workflow

Inbox

My Tasks

Approvals

Workflow History

Forms

Form submissions

Sent forms

Organization

Organization Structure

Departments

Users

v01.0 · Northbridge City Authority

Strategy > Risks

Search objectives, KPIs, projects...

Northbridge City Authority

SH

Strategy > Risks > Utility relocation delays the BRT corridor

Utility relocation delays the BRT corridor

High 16 R-01

Delete Edit Review

Unmapped utilities under the corridor.

Category	Owner	Likelihood	Impact
Operational	Lina Farouk	4 · High	4 · High
Response	Target once mitigated	Status	Next review
Reduce	Medium 6	Being mitigated	Oct 15, 2026
Objective	Project	Unit	
Grow public transport ridership	—	Urban Mobility	

WHAT IS BEING DONE

Joint survey with the utility companies; weekly coordination.

Assessments

Every assessment of this risk, newest first.

High 16 Likelihood 4 × impact 4 · Being mitigated

Momentum · Sep 28, 2026, 10:11 PM

High 16 Likelihood 4 × impact 4 · Being mitigated

Survey done on half the corridor; two clashes found and rerouted.

Lina Farouk · Sep 25, 2026, 2:00 PM

Discussion (0)

Comments from everyone who can see this. Mention people to let them know.

No comments yet.

Write a comment...

Mention someone

Post

Mentioned people are told that you mentioned them here, not what you wrote. They read it only if they can see this item.

Figure 38. A risk with its assessment history

Record a risk [X]

Title

Code

Optional, e.g. R-01.

Description

Category Operational

Owner Choose a person

Likelihood 3 - Medium Impact 3 - Medium

Response Reduce

What is being done

Target likelihood Target impact

Cancel Save

Figure 39. Recording a risk

Review this risk [X]

Record how likely and serious it is now, and what you found.

Likelihood 4 - High Impact 4 - High

Status Being mitigated Next review mm/dd/yyyy

What did the review find?

Close Save review

Figure 40. Reviewing a risk: new likelihood, impact and status

HOW TO USE IT

- 1 Record a risk: title, optional code, category, owner (required), likelihood and impact from 1 to 5, response and what is being done. Link it to an objective, a project or a unit if it belongs to one.
- 2 Set a next review date. Reviews that are overdue are flagged on the list, the risk page and the dashboard.
- 3 Open a risk and review it: new likelihood, impact and status, with a note. Every review is kept in its history.
- 4 Use the heat map to see where risks sit; the list is sorted by score.

RULES AND DETAILS

- 🔄 Score = likelihood × impact. Rating: 1–4 low, 5–9 medium, 10–16 high, 20–25 critical.
- 🔄 Responses: avoid, reduce, transfer, accept. Statuses: open, being mitigated, closed.
- 🔄 A target likelihood and impact record where the risk should be once the response works.
- 🔄 Categories: strategic, operational, financial, compliance, reputational, technology, people.
- 🔄 A risk outlives the objective, project or unit it was linked to; the link is simply cleared.
- 🔄 Linked risks show on objective and project pages, and the ten highest open risks go into the quarterly board pack.

QUESTIONS

I own a risk but cannot edit it.

Owners review their risks (likelihood, impact, status and a note) but do not edit the definition unless they also have the right to manage risks.

Performance

KPIs, results, scorecards, follow-up and personal goals.

KPIs

Define key performance indicators, their targets and who reports them, and follow their achievement and status.

Who uses it: Everyone can read KPIs within their scope. Strategy Managers and Organization Admins define them; most roles can report values for the KPIs they are responsible for.

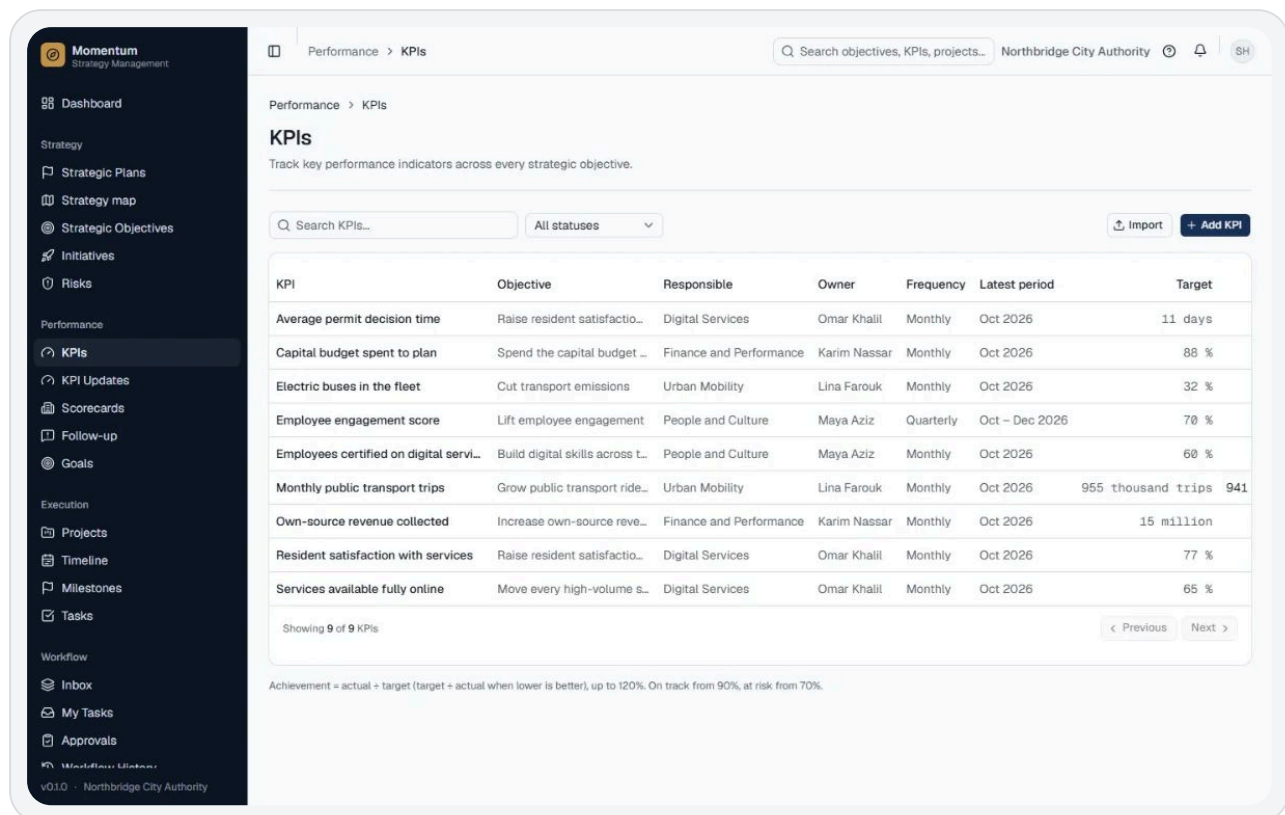


Figure 41. All KPIs with their latest period, target and status

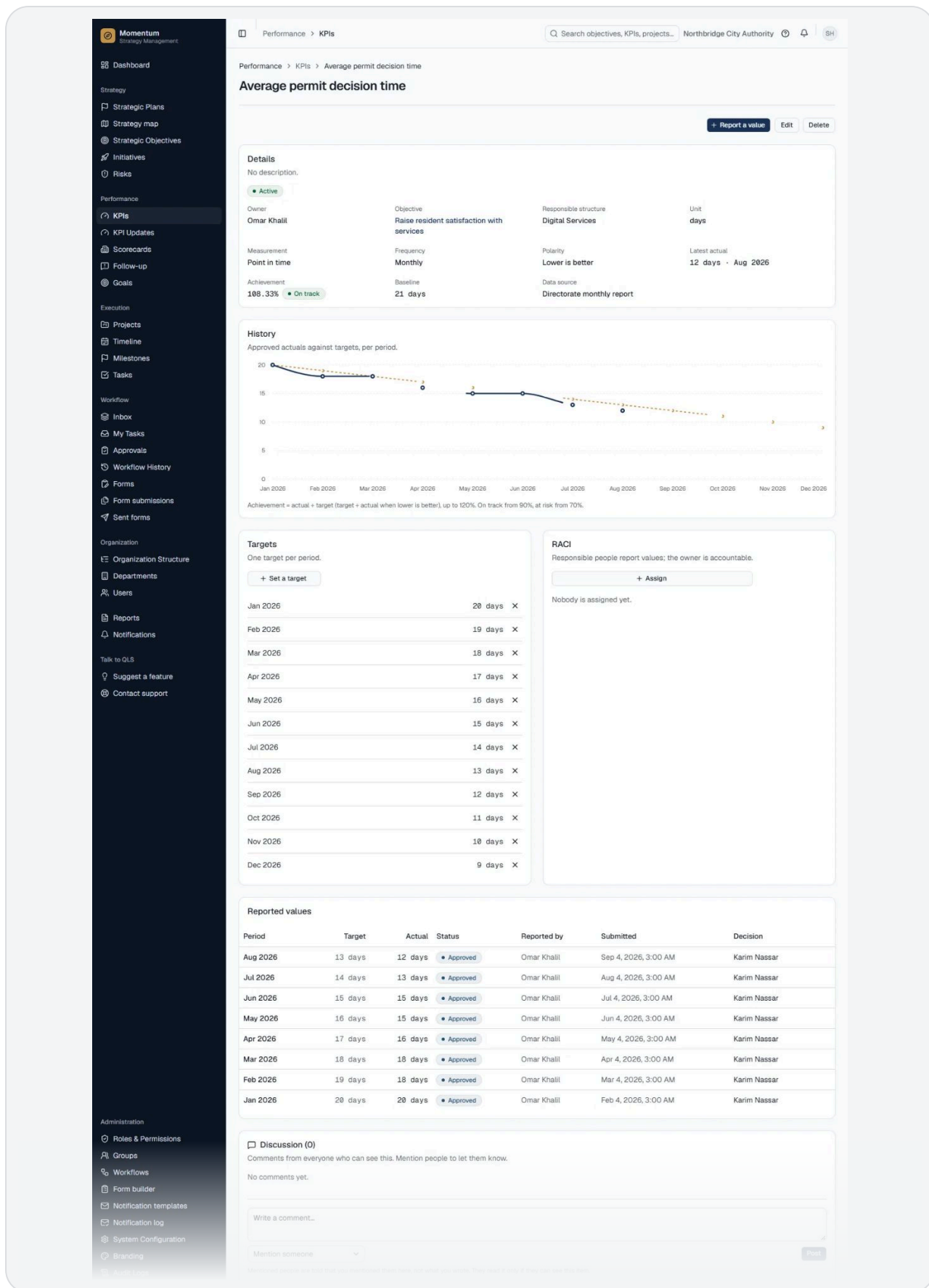


Figure 42. A KPI: trend, targets, results, people (RACI), explanations and discussion

Figure 43. Defining a KPI

Figure 44. Importing results or targets from a CSV file

Momentum Product Guide · QLS

60 / 144

HOW TO USE IT

- 1 Add KPI: name, objective, responsible unit (its manager approves the values), owner, unit of measure, measurement type, frequency, polarity (higher or lower is better), baseline and status. Set it to Active to start reporting.
- 2 Open the KPI and Set a target for each period.
- 3 Assign people with the RACI card (Responsible, Accountable, Consulted, Informed). Responsible people may report its values.
- 4 Report a value for a period; tick Submit for approval now, or keep it as a draft and submit it from KPI Updates.
- 5 Import brings many values or targets in at once from a CSV file: download the template, fill it in, Check, then Import.
- 6 A KPI can instead be calculated from two others ($A + B$, $A - B$, $A \times B$ or $A \div B$, times a factor).

RULES AND DETAILS

- 🔄 Frequencies: monthly, quarterly, semi-annual, annual. Quarterly and annual periods follow the organization's fiscal year.
- 🔄 Measurement types: cumulative, point in time, percentage.
- 🔄 Achievement = $\text{actual} \div \text{target}$, or $\text{target} \div \text{actual}$ when lower is better, capped at 120%. Status uses the latest approved value: on track from 90%, at risk from 70% by default.
- 🔄 A value is submitted with that period's target recorded beside it. A period without a target shows "No target".
- 🔄 Who may report: organization scope, any KPI; department scope, KPIs of your units and those below; own scope, KPIs you own or are Responsible for.
- 🔄 Calculated KPIs: their value appears automatically, already approved, when both sources have an approved value for the period. They are never reported by hand, are left out of the import, and division by zero gives no value. A KPI that already has reported values cannot become calculated.
- 🔄 A benchmark (for example "Sector average 2025") can be shown beside the target; it does not affect status.
- 🔄 The import accepts CSV only (Excel → Save as CSV), up to 500 lines, periods as YYYY-MM or YYYY-MM-DD. Check shows what each line would do without writing anything. Each line is applied on its own; a failing line does not stop the others, and values already submitted or approved are left alone.

QUESTIONS

Why is there no Report a value button?

Either you are not allowed to report this KPI (you are not its owner, not Responsible, and your scope does not cover its unit), it is not Active, or it is calculated.

The import says a line is not allowed.

You may not report that KPI, or a colleague already has a draft for the same period; the import only updates your own drafts and never overwrites someone else's.

The KPI has values but no status.

Status needs an approved value and a target for its period, and the KPI must be Active. Submitted values count once approved.

KPI Updates

Every reported KPI value, with its period, status (draft, submitted, approved, rejected) and who reported it.

Who uses it: Everyone who reports or follows KPIs.

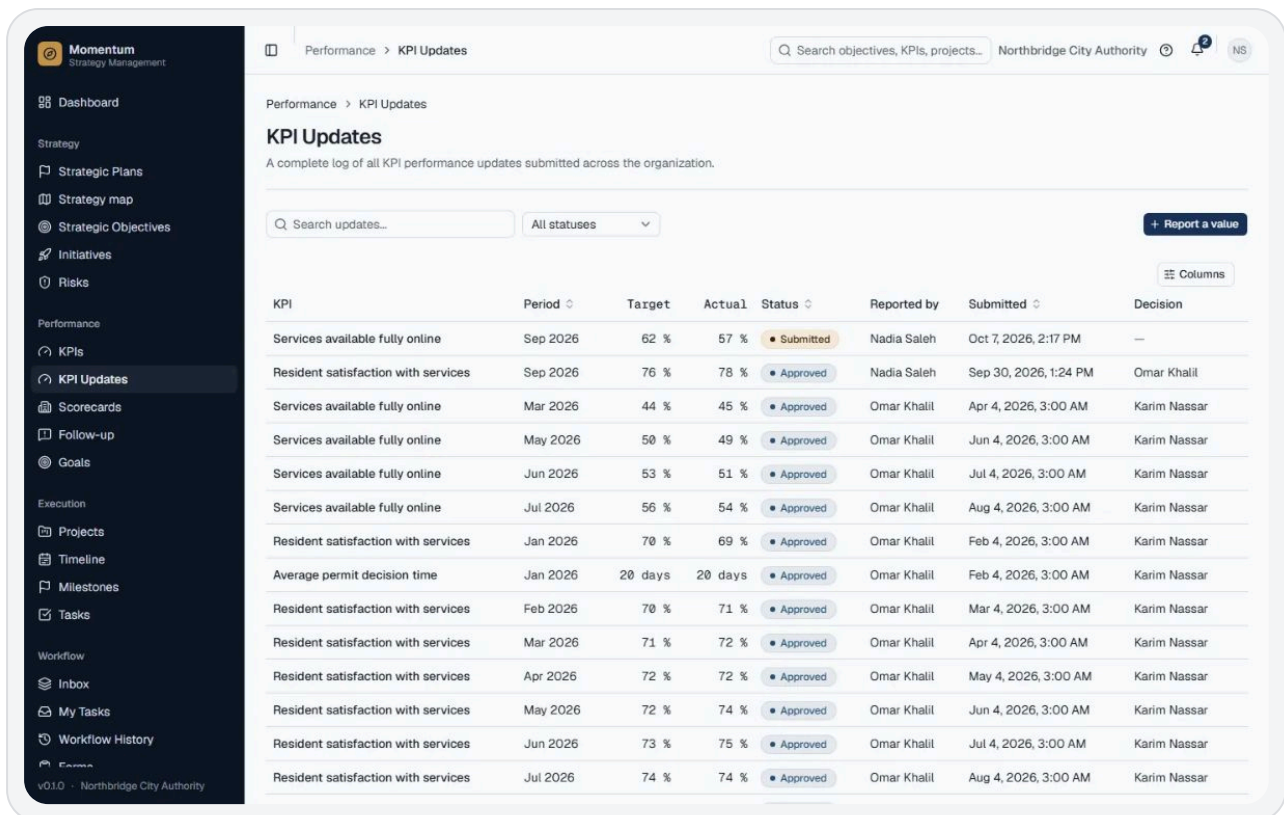


Figure 45. Every reported value and where it stands

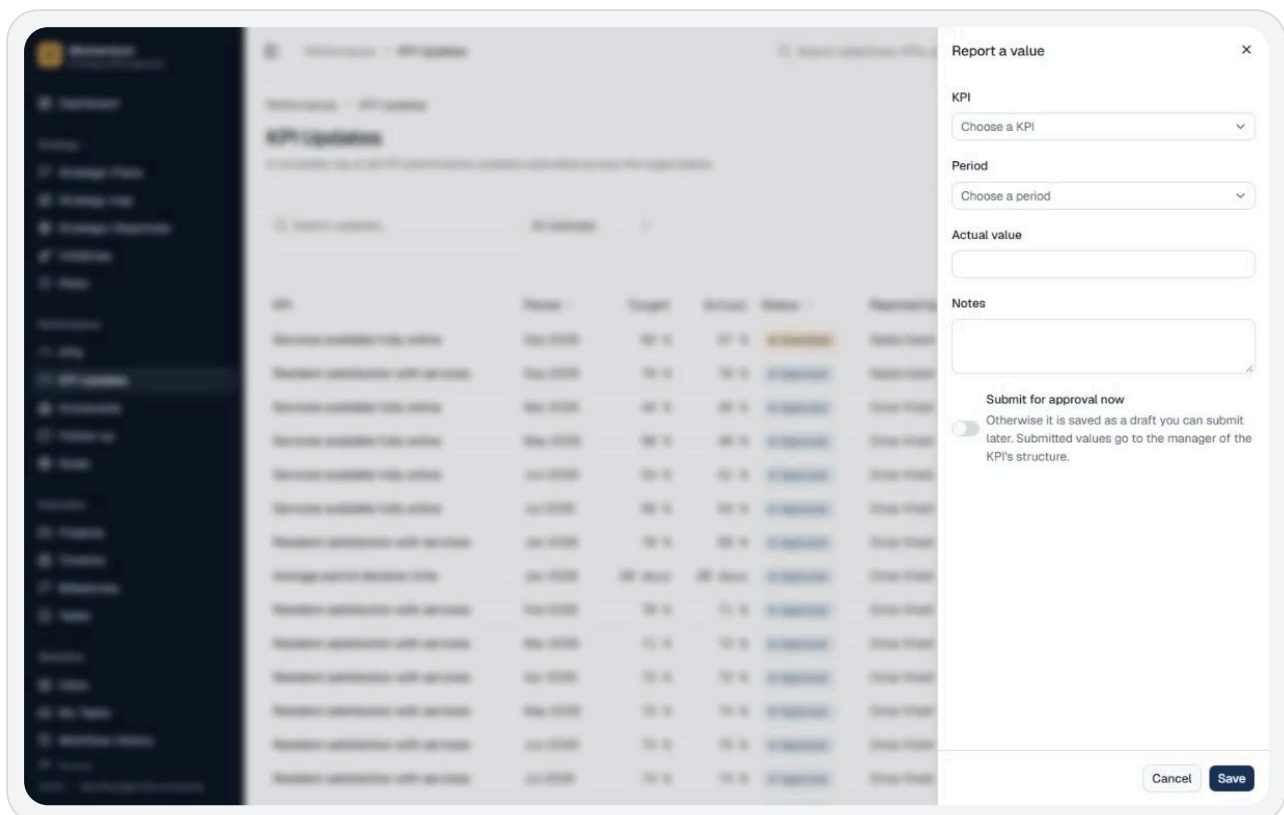


Figure 46. Reporting a value

HOW TO USE IT

- 1 Report a value from here or from the KPI's page.
- 2 Drafts can be edited and then submitted for approval.
- 3 Follow submitted values to approval; rejected values come back to you with the reviewer's comment.

RULES AND DETAILS

- ↻ Values are approved by the manager of the KPI's responsible unit through the KPI update flow. Nobody approves their own value.
- ↻ Only approved values feed achievement, status, the dashboard and reports.
- ↻ A period is stored as its first day and shown as a range (for example Apr – Jun 2027).

QUESTIONS

Who approves my KPI value?

The manager of the KPI's responsible unit, by default. If they are on leave, their deputies or stand-in may act, depending on the unit's deputy settings. If you are that manager, it goes elsewhere, because nobody approves their own value.

Scorecards

A scorecard per department: its objectives, active KPIs, open projects and risks, with counts on track, at risk and off track. Includes the units below it.

Who uses it: Everyone who can see KPIs, projects or the strategy.

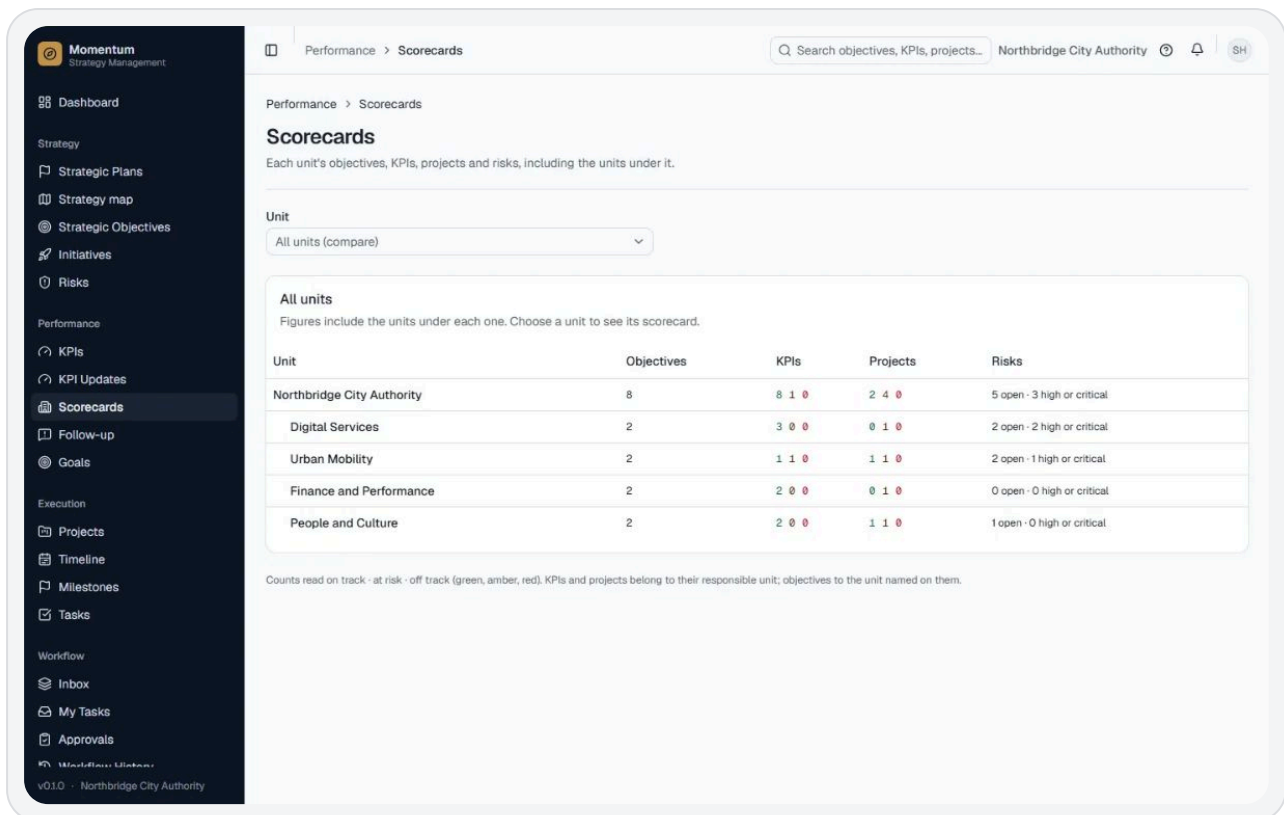


Figure 47. Scorecards: all units side by side

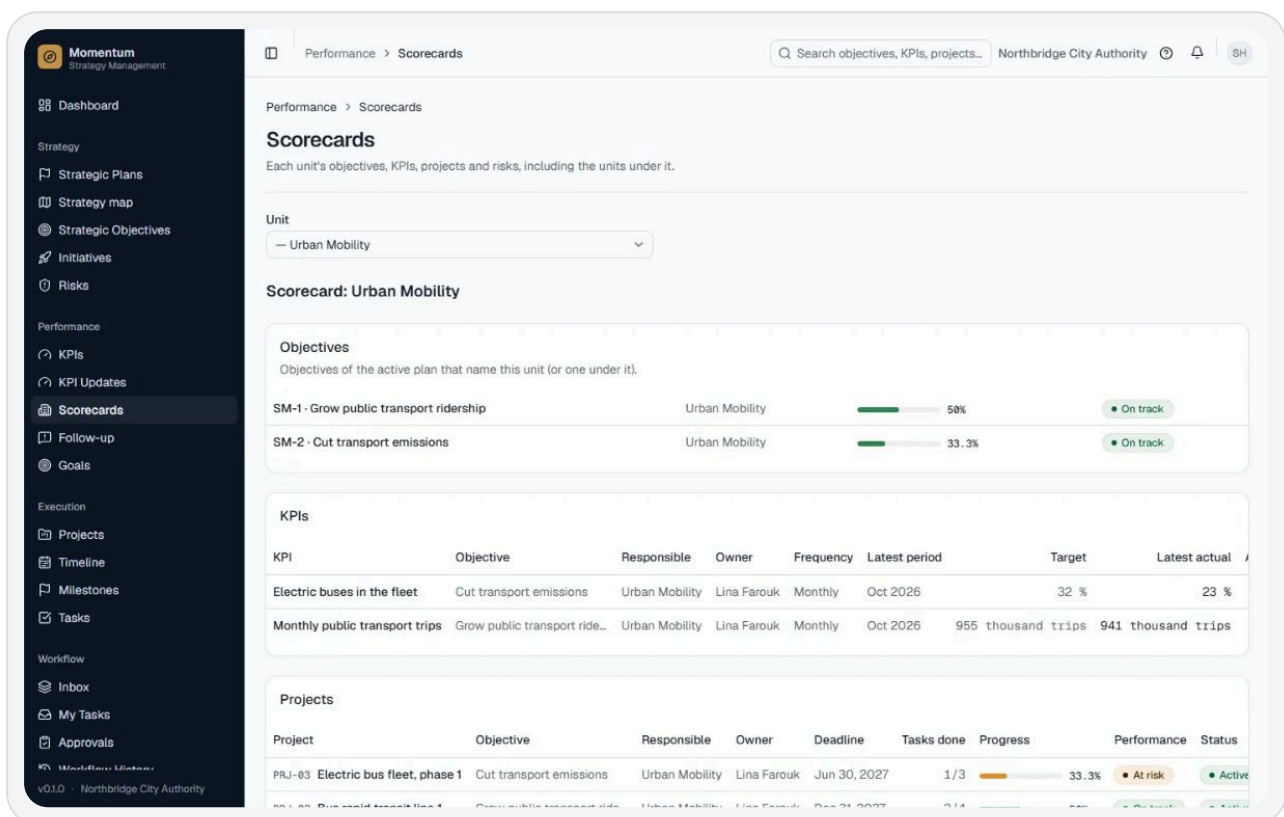


Figure 48. One unit's scorecard: objectives, KPIs, projects and risks

HOW TO USE IT

- 1 Pick a unit to see its scorecard, including every unit under it.
- 2 Use the comparison view to see every unit side by side, in the order of the organization tree.
- 3 Click through to any KPI, project, objective or risk.

RULES AND DETAILS

- ↻ An objective appears on a unit's scorecard when the unit is its responsible unit. KPIs, projects and risks appear by their own unit.
- ↻ There are no separate department plans: every unit contributes to the one organization plan.
- ↻ You see what your access lets you see; department-scoped people see their part.

QUESTIONS

An objective is missing from our scorecard.

Set the objective's responsible unit to your unit (objective form). On an active plan this is done through an amendment.

Follow-up

Explanations owed for results that are at risk or off track, the corrective actions agreed, and the latest explanations.

Who uses it: Everyone who reports KPIs or works on projects.

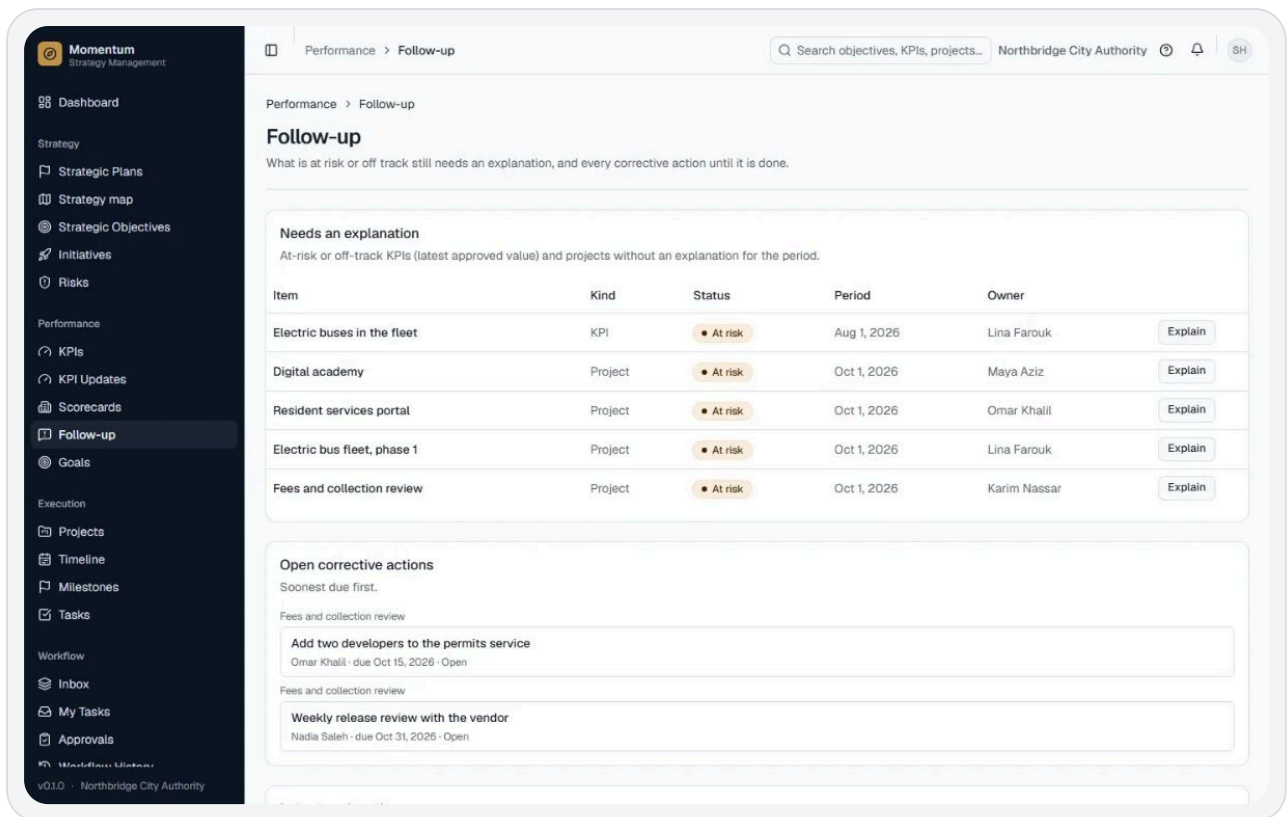


Figure 49. Follow-up: explanations owed and open corrective actions

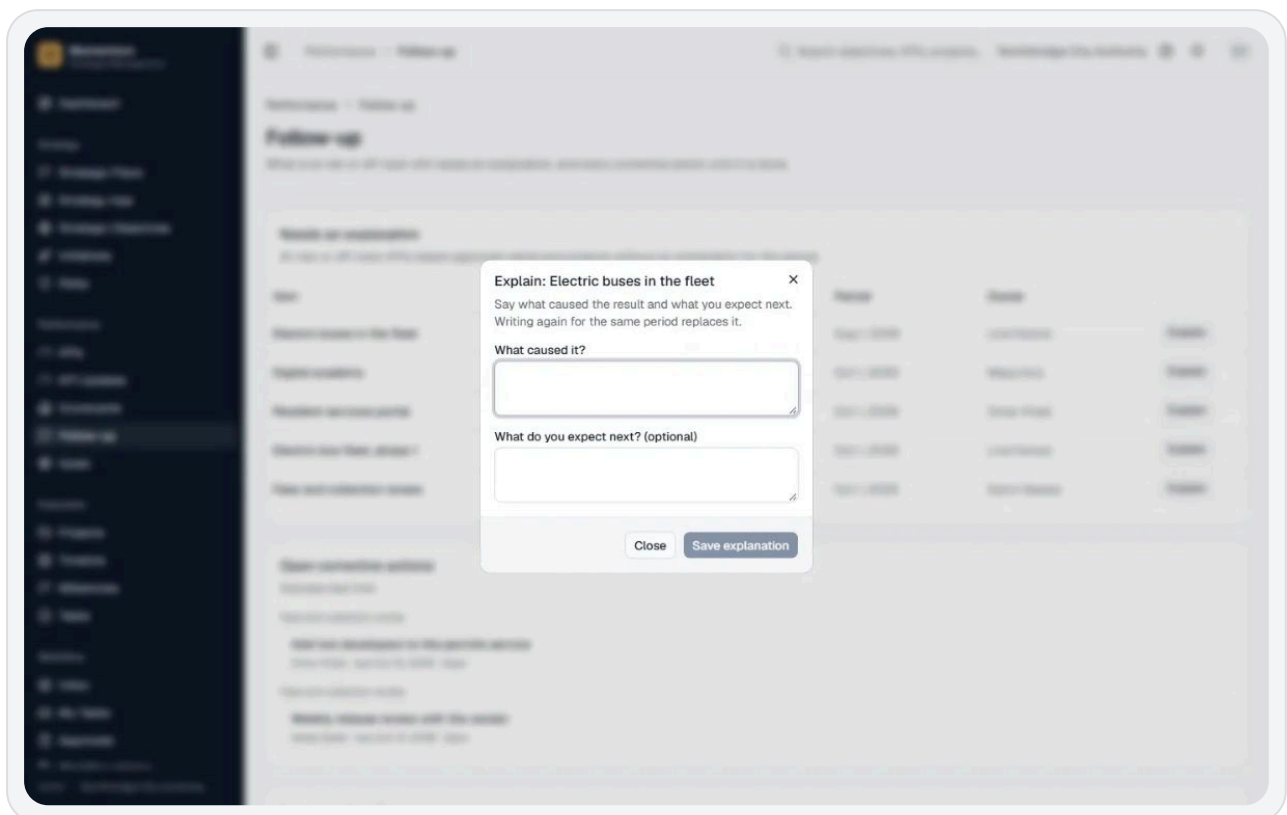


Figure 50. Explaining a result: the cause and what comes next

HOW TO USE IT

- 1 See what is owed: KPIs whose latest approved value is at risk or off track, and projects at risk or off track on schedule.
- 2 Explain: write the cause (required) and what is expected next.
- 3 Add corrective actions with an owner and a due date; the owner is notified.
- 4 Mark actions done (with an optional outcome) or cancelled; reopen them if needed.

RULES AND DETAILS

- ↻ A KPI owes one explanation per period; a project one per calendar month. Writing again for the same period replaces the text.
- ↻ Who explains: whoever may report the KPI or work on the project.
- ↻ Actions are overdue once their due date passes while still open.
- ↻ Explanations and actions also appear on the KPI's or project's page and in the Inbox under Follow-up, and the explanations for a review period go into the board pack.

QUESTIONS

Why am I asked to explain a KPI?

Its latest approved value is at risk or off track and you are one of the people who may report it. Explaining once for the period clears it from the list.

Goals

Individual goals: each person's own goals, optionally supporting a strategic objective, with progress and a due date.

Who uses it: Everyone keeps their own goals. Managers of units also see and set goals for the people in their units and the units below. Organization Admins can read everyone's goals.

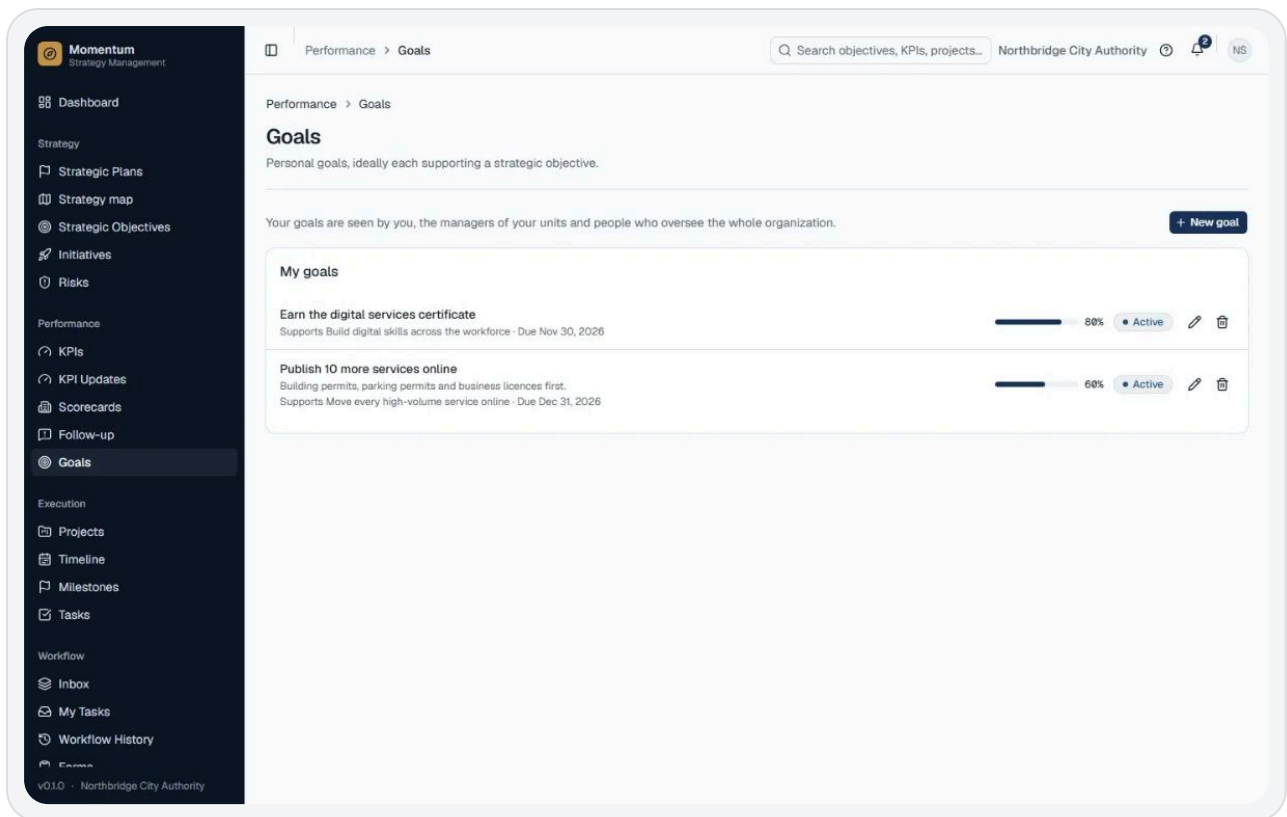


Figure 51. Personal goals linked to strategic objectives

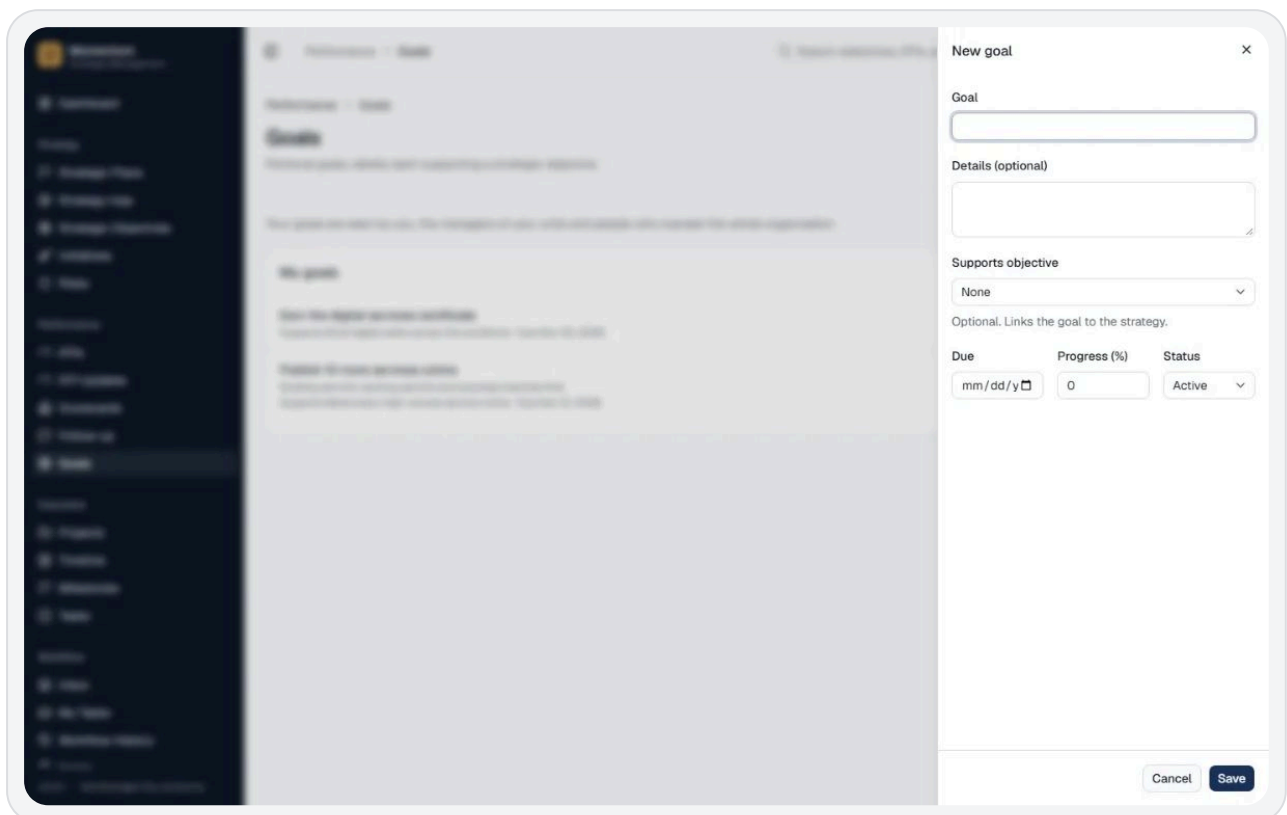


Figure 52. Adding a personal goal

HOW TO USE IT

- 1 New goal: a title, optional details, the objective it supports, a due date, progress (0–100%) and status.
- 2 Managers: your team's goals appear under each person's name; Add a goal sets one for them.
- 3 Update progress and status as you go; mark it Done or Dropped at the end.

RULES AND DETAILS

- ↻ Who sees a person's goals: the person, the active managers of their units and of every unit above, and Organization Admins (read only). Colleagues in the same unit, members of units above, managers of other units, auditors and strategy managers do not.
- ↻ A unit manager's own goals are seen by the manager of the unit above, not by their team.
- ↻ Goals are kept private: they are not in search, comments, notifications, reports or exports, and not in the audit trail.
- ↻ Progress is set by hand; goals have no weights, ratings or appraisal cycle.

QUESTIONS

Why can't I see a colleague's goals?

Goals are private to the person and their managers up the organization structure. Being in the same unit, or being a strategy manager, does not give access.

Execution

Projects, the timeline, milestones and tasks.

Projects

The projects that deliver the objectives: their team, milestones, tasks, progress, schedule status, budget and spend.

Who uses it: By default Organization Admins, Strategy Managers, Project Managers and Structure Managers create projects; the team works on them; everyone within scope can read them.

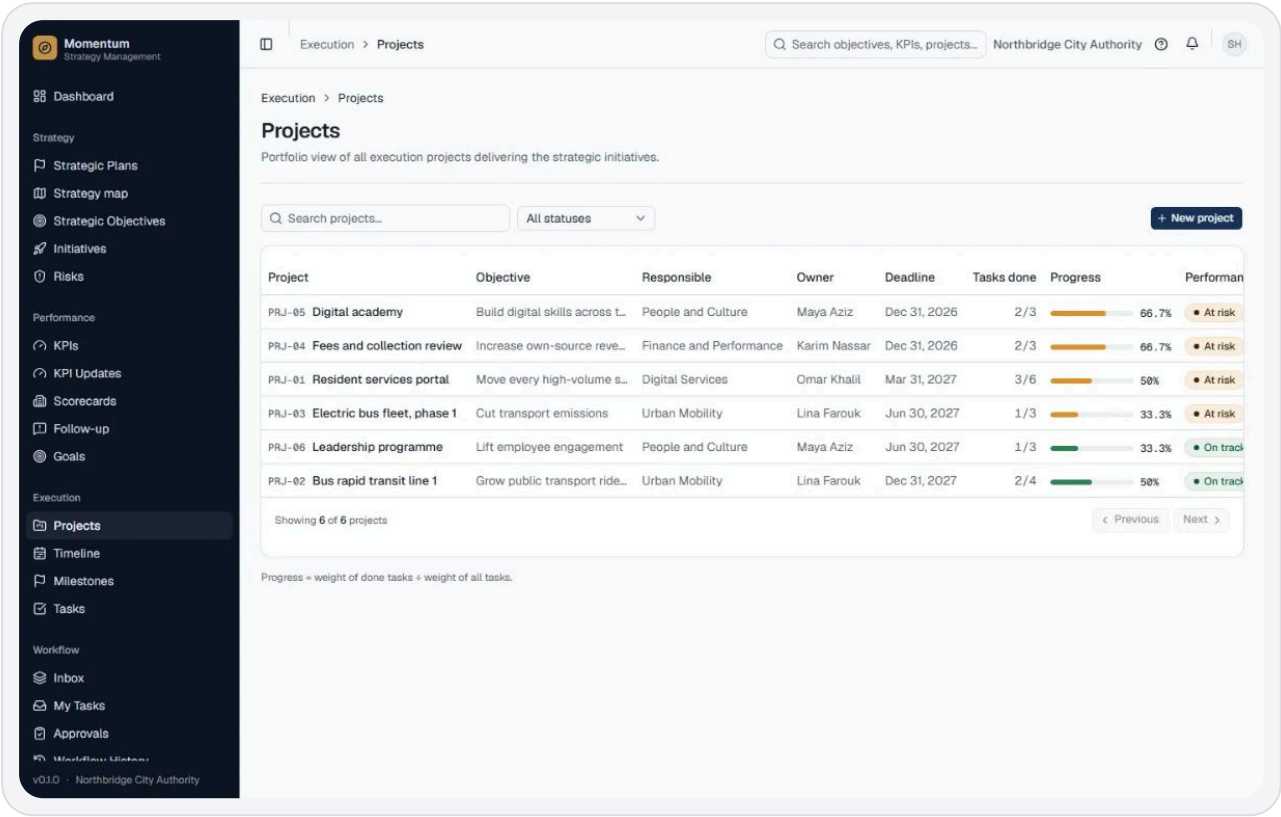


Figure 53. The project portfolio

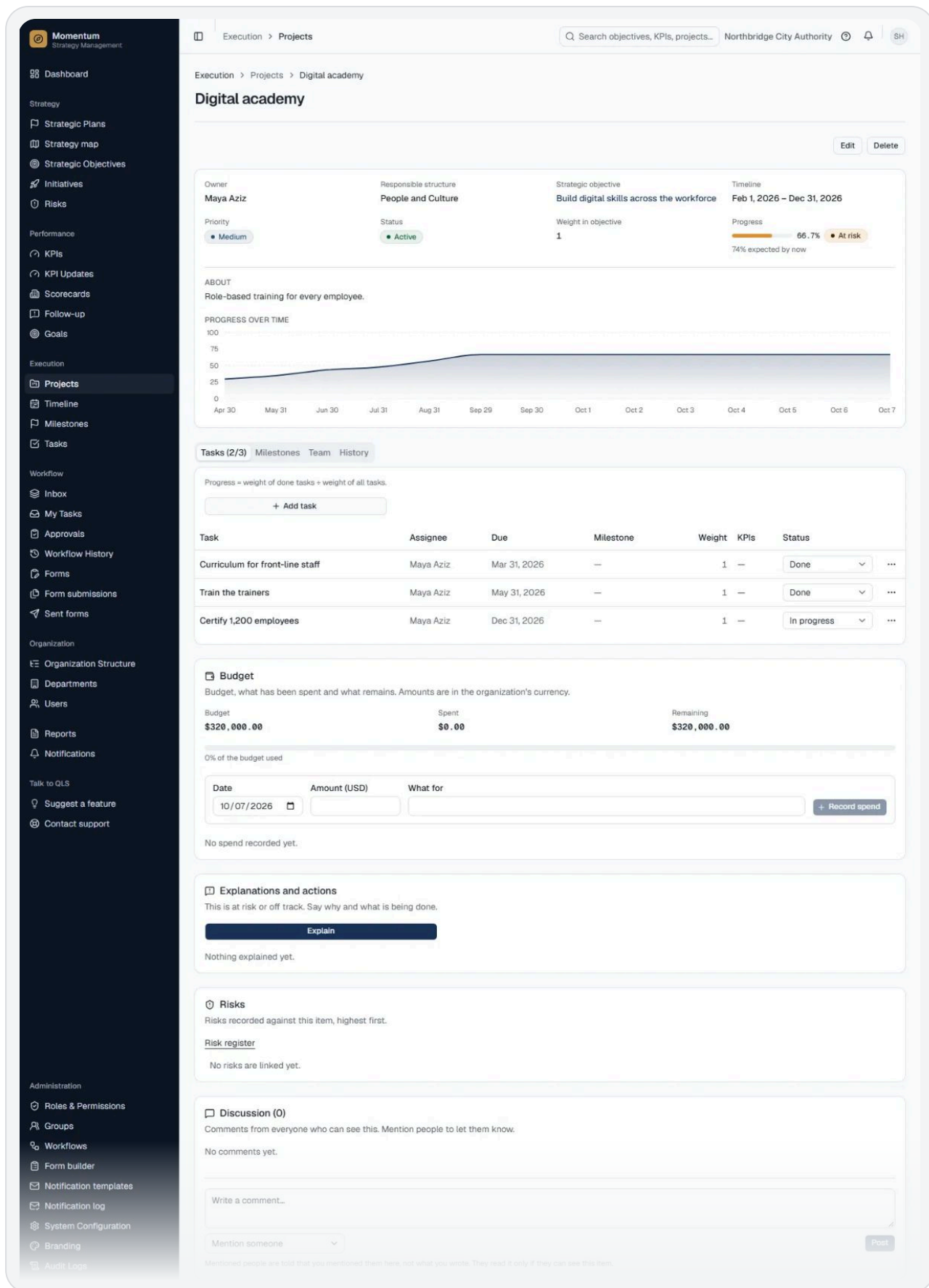


Figure 54. A project: progress over time, tasks, milestones, team, budget and history

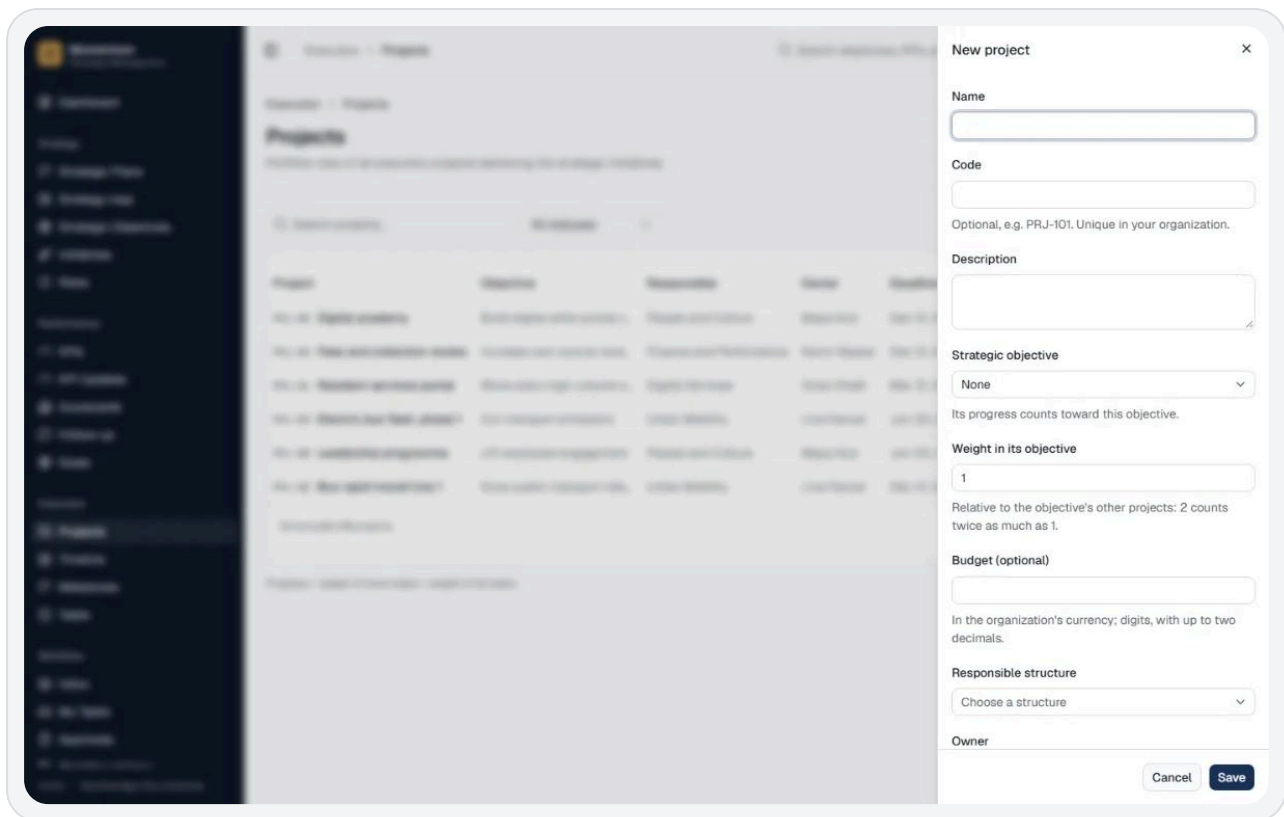


Figure 55. Creating a project

HOW TO USE IT

- 1 New project: name, objective it delivers, weight within that objective, unit, owner, start date and deadline, optional code and budget.
- 2 Add member to the team with a role (Lead, Member, Reviewer).
- 3 Add milestone for dated checkpoints and Add task for the work, with weights, assignees, due dates and priority. Tasks may be linked to KPIs.
- 4 Move the project to Active when work starts; mark tasks Done as they finish.
- 5 Record spending on the Budget card: dated amounts with a description (negative for refunds).
- 6 Close the project when finished; closing goes through the project closure approval.

RULES AND DETAILS

- 🔄 Statuses: Planning, Active, On hold, Completed, Closed, Cancelled. Only Active projects get a schedule status.
- 🔄 Progress = the weight of Done tasks ÷ the weight of all tasks. Other task statuses do not count.
- 🔄 Schedule status compares progress with the share of the time between start and deadline that has passed. After the deadline anything unfinished is off track.
- 🔄 Spent is the total of the spending log; remaining = budget – spent, shown in red when over. The log is fixed once the project is closed or cancelled. One currency per organization.
- 🔄 Task-to-KPI links are informational; KPI results do not change project progress.
- 🔄 Projects at risk or off track owe a monthly explanation (Follow-up).

QUESTIONS

Why is progress still 0%?

Only tasks marked Done count. Tasks in progress or in review add nothing until they are Done.

Why does my project have no status?

Only Active projects get a schedule status. Planning or On hold projects show none; Completed and Closed ones show Completed.

Timeline

A Gantt-style view: each project as a bar from start to deadline, filled to its progress and coloured by status, with its milestones and a line for today.

Who uses it: Everyone who can see projects.

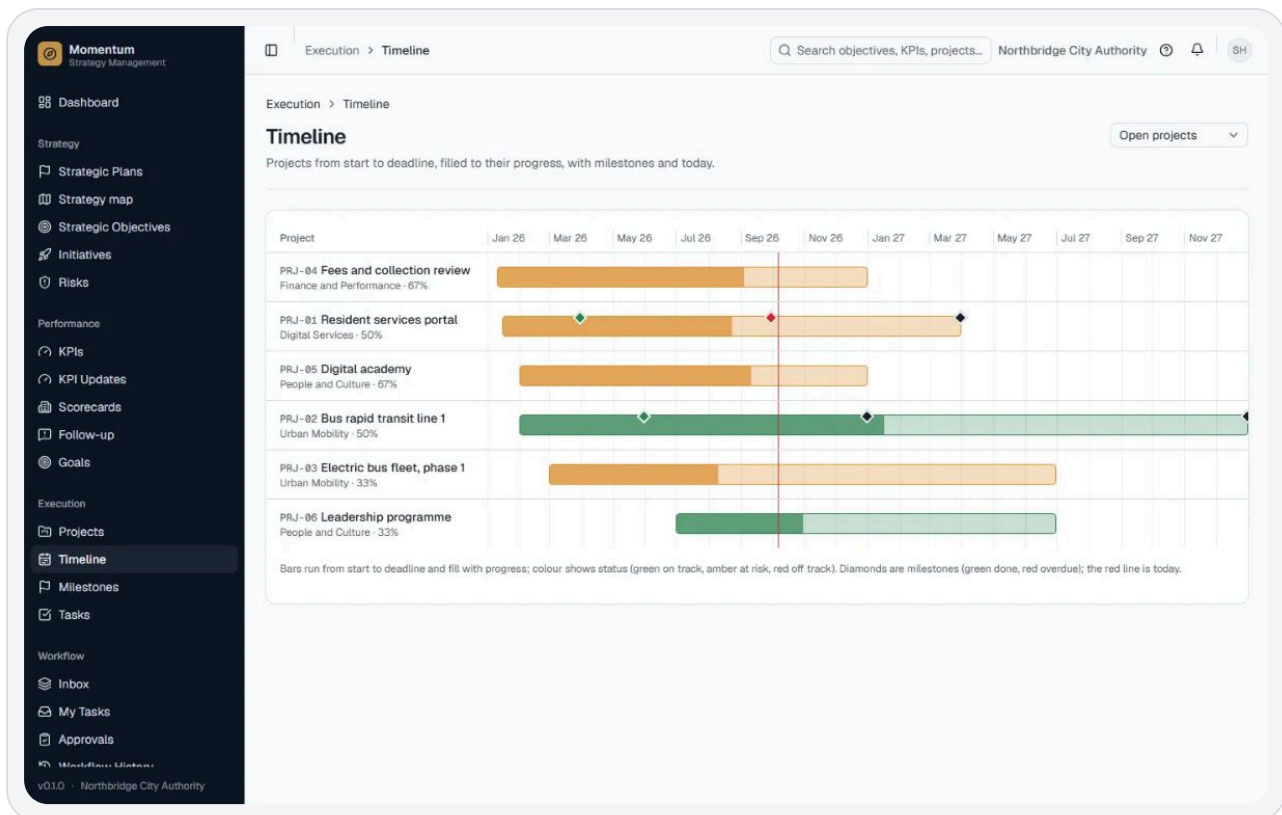


Figure 56. Projects and milestones on a timeline

HOW TO USE IT

- 1 Read across: months at the top, a red line for today.
- 2 Diamonds are milestones: green when done, red when overdue.
- 3 Click a project name to open it. Show closed and cancelled projects when you need them.

RULES AND DETAILS

- 🔗 The timeline is read-only; change dates on the project itself.
- 🔗 Dependencies between projects are not shown.

QUESTIONS

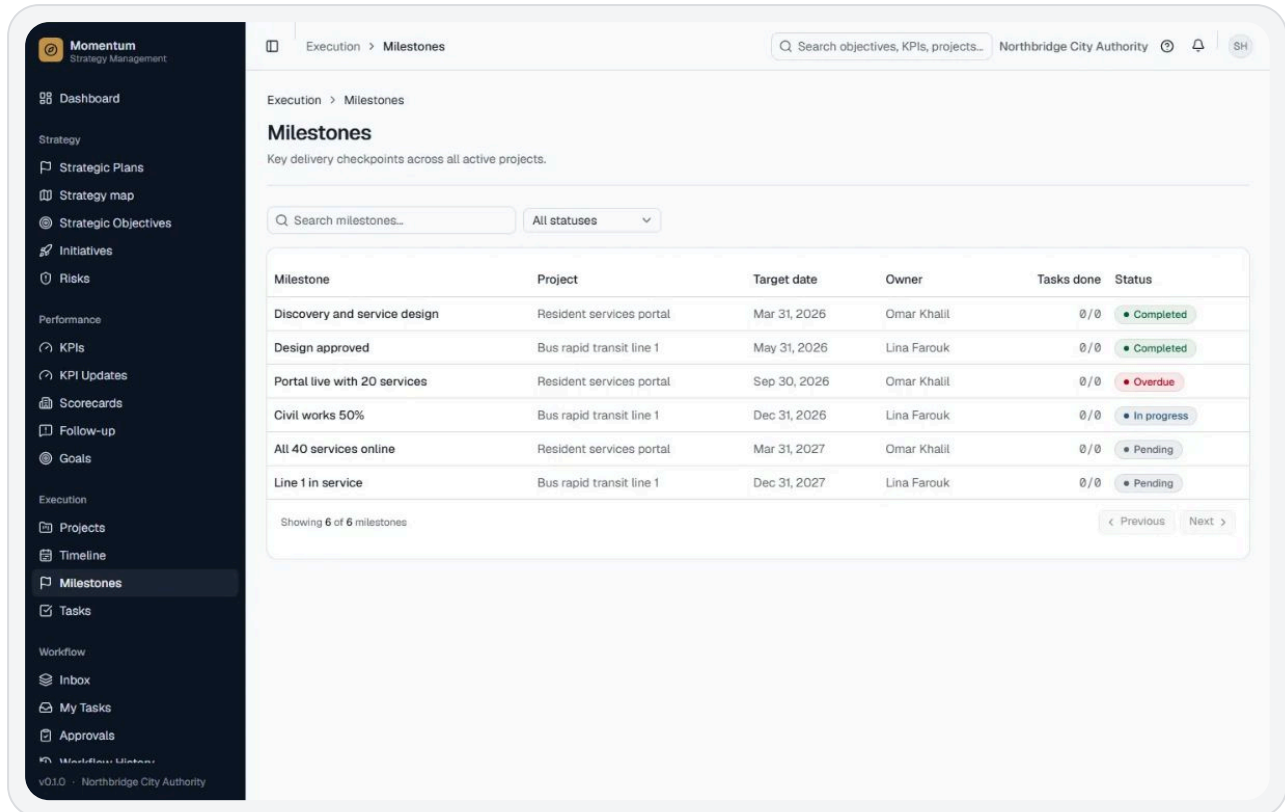
A project is missing from the timeline.

Closed and cancelled projects are hidden by default, and you only see projects within your access.

Milestones

Every milestone across projects: dated checkpoints that group tasks, with their status.

Who uses it: Everyone who can see projects.



Execution > Milestones

Search objectives, KPIs, projects... Northbridge City Authority

Execution > Milestones

Milestones

Key delivery checkpoints across all active projects.

Search milestones... All statuses

Milestone	Project	Target date	Owner	Tasks done	Status
Discovery and service design	Resident services portal	Mar 31, 2026	Omar Khalil	0/0	Completed
Design approved	Bus rapid transit line 1	May 31, 2026	Lina Farouk	0/0	Completed
Portal live with 20 services	Resident services portal	Sep 30, 2026	Omar Khalil	0/0	Overdue
Civil works 50%	Bus rapid transit line 1	Dec 31, 2026	Lina Farouk	0/0	In progress
All 40 services online	Resident services portal	Mar 31, 2027	Omar Khalil	0/0	Pending
Line 1 in service	Bus rapid transit line 1	Dec 31, 2027	Lina Farouk	0/0	Pending

Showing 6 of 6 milestones

< Previous Next >

Figure 57. Milestones across all projects

HOW TO USE IT

- 1 Milestones are added from a project's page (Add milestone).
- 2 Use this list to see what is due soon or overdue across all projects.

RULES AND DETAILS

- 🔄 A milestone is overdue when its target date has passed and it is not completed.
- 🔄 Milestones have no weight of their own; progress comes from tasks.

QUESTIONS

Does completing a milestone change progress?

No. Progress comes from tasks. Mark the milestone's tasks Done.

Tasks

Tasks across projects: who does what, by when, and where it stands.

Who uses it: Everyone who can see projects; assignees update their own tasks.

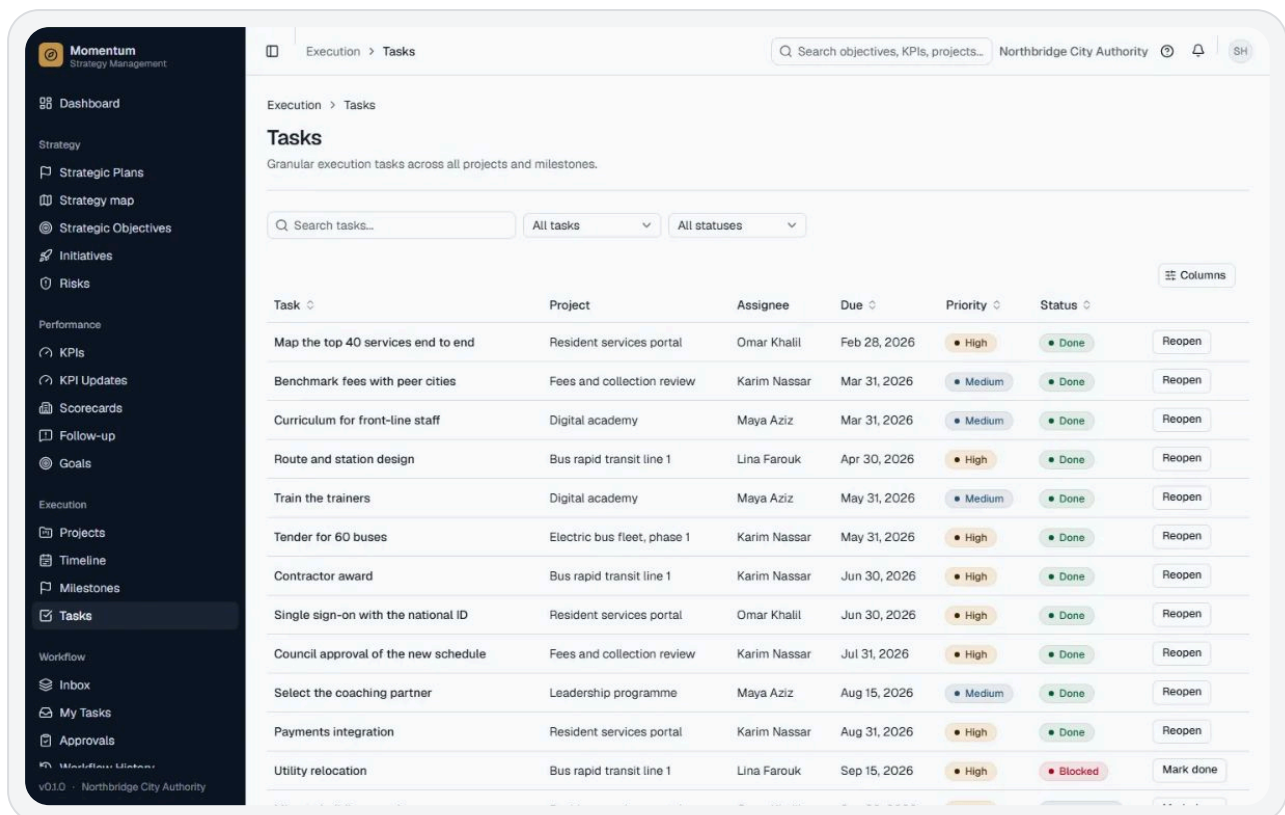


Figure 58. Tasks across all projects

HOW TO USE IT

- 1 Tasks are added from a project's page (Add task).
- 2 Update a task's status as work moves: To do, In progress, In review, Blocked, Done.
- 3 Filter by status, or show only the tasks assigned to you.

RULES AND DETAILS

- ☞ Only Done counts toward progress; the other statuses describe the work in progress.
- ☞ Priority is High, Medium or Low.
- ☞ A task's weight decides its share of the project's progress (relative to the other tasks).

QUESTIONS

What should I do when a task is blocked?

Set it to Blocked and say why in the project's discussion, mentioning the person who can unblock it.

Inbox, Approvals and Forms

Everything waiting for a person, and the forms they fill in.

Inbox

Everything waiting for you in one list: decisions, forms to fill in, things sent back to you, follow-ups you owe, and what is overdue.

Who uses it: Everyone who takes part in approvals or fills in forms.

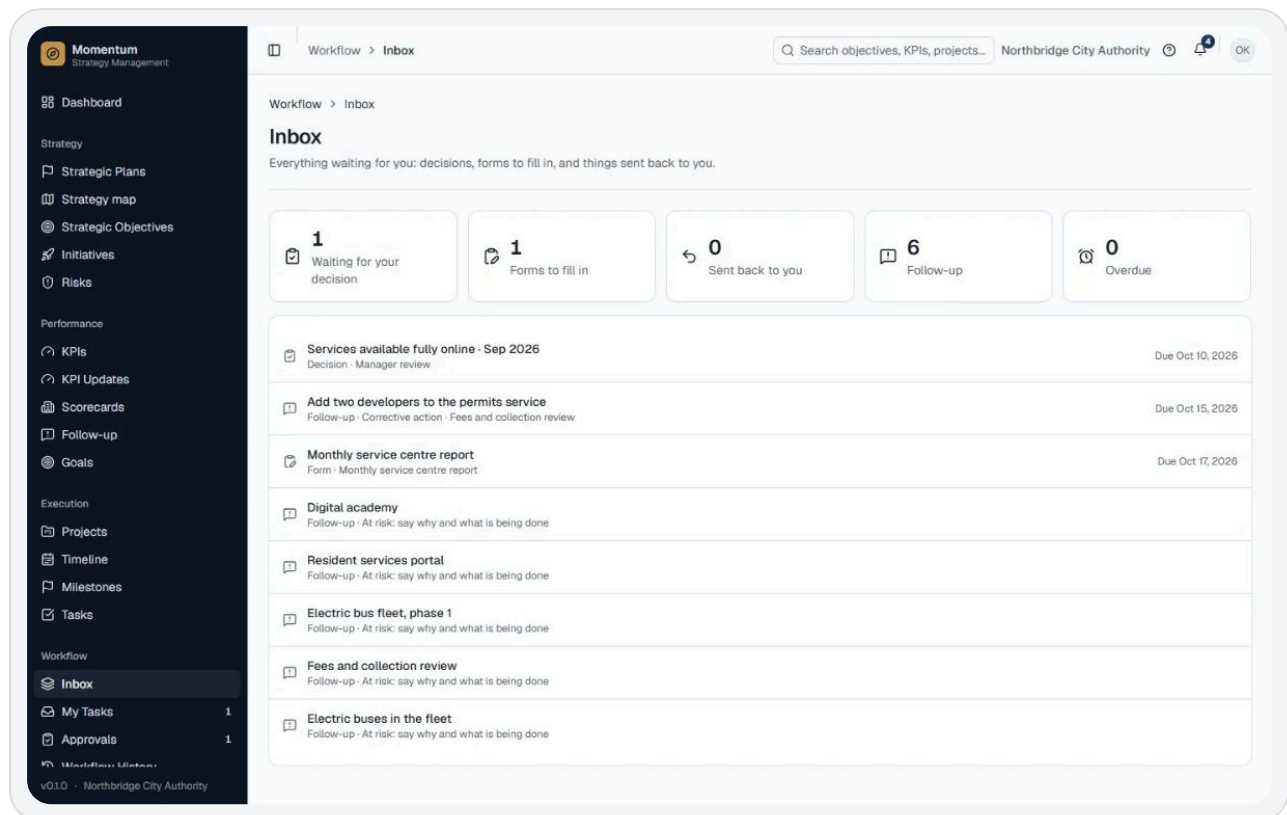


Figure 59. The Inbox: decisions, forms, items sent back and follow-ups, in one place

HOW TO USE IT

- 1 Click a counter (Waiting for your decision, Forms to fill in, Sent back to you, Follow-up, Overdue) to filter the list.
- 2 Open an item: a decision opens the request with your Approve, Send back and Reject buttons; a form opens for filling in.
- 3 Work through the list until it is empty.

RULES AND DETAILS

- ↻ The inbox sits alongside My Tasks and Approvals; they show the same decisions in other ways.
- ↻ Due dates come from each flow step's deadline or the form's due date.
- ↻ On a phone the counters sit two per row and each item is a card.

QUESTIONS

What is the difference between Inbox, My Tasks and Approvals?

Inbox gathers everything you need to act on. My Tasks lists your open approval tasks and your own requests. Approvals lists every pending request you can see, including those waiting on others.

My Tasks

Your open approval tasks, and the requests you started that are still running.

Who uses it: Everyone who takes part in approvals.

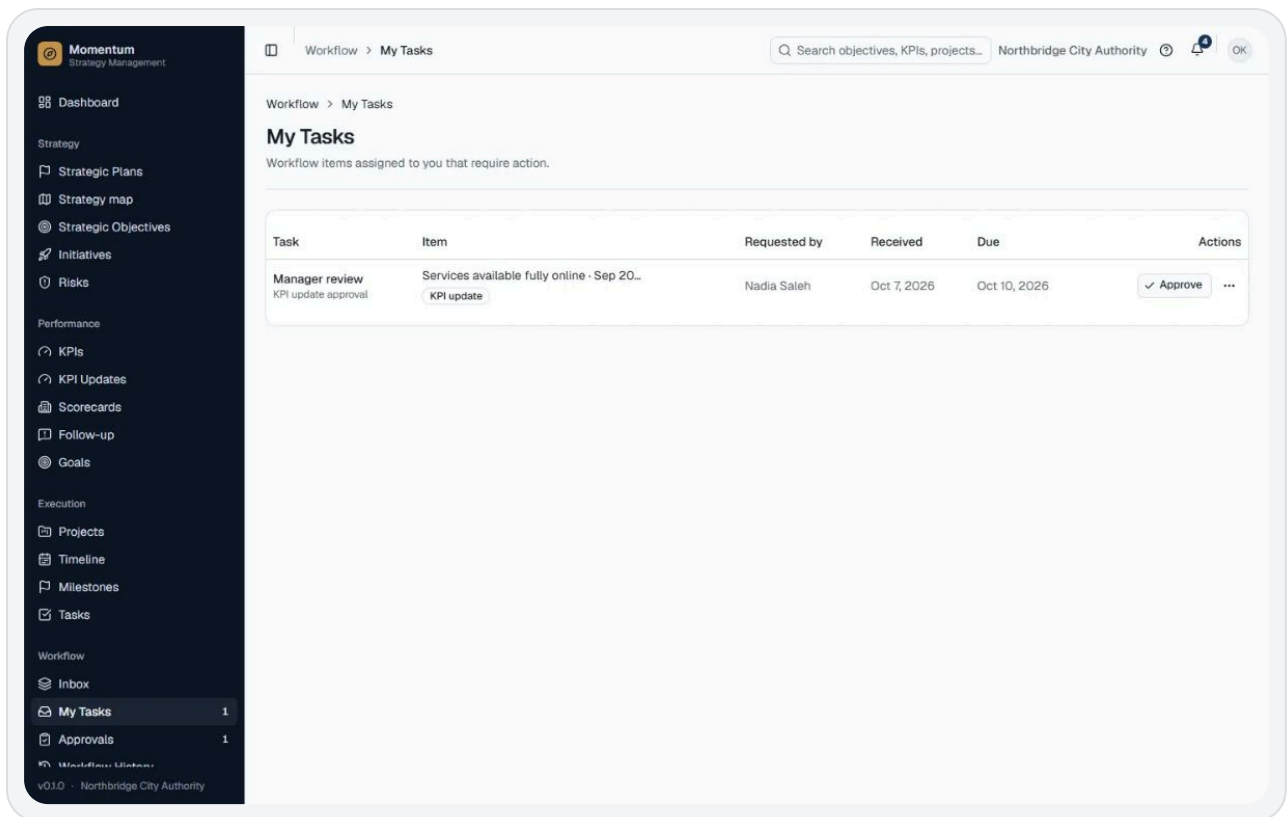


Figure 60. My Tasks: approval tasks and my own requests

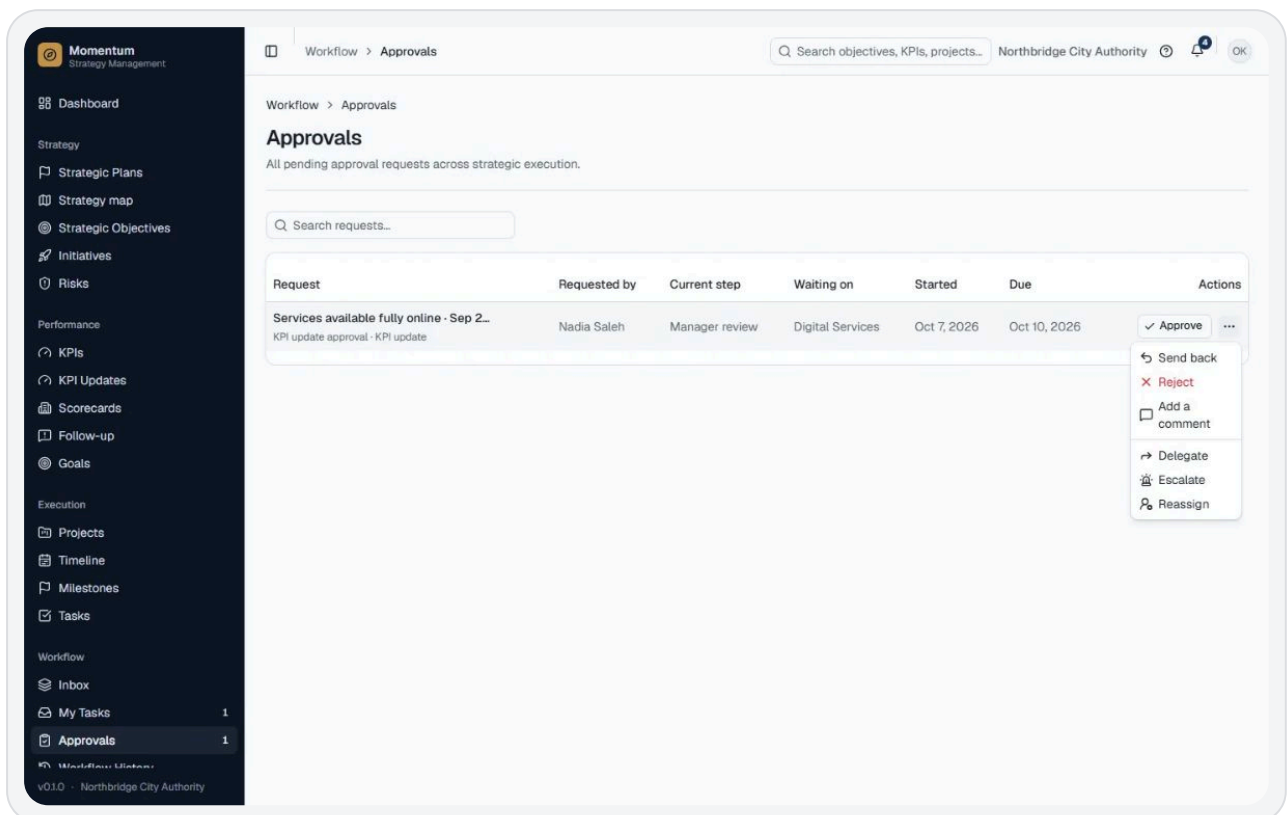


Figure 61. Every decision: approve, send back, reject, comment, delegate, escalate or reassign

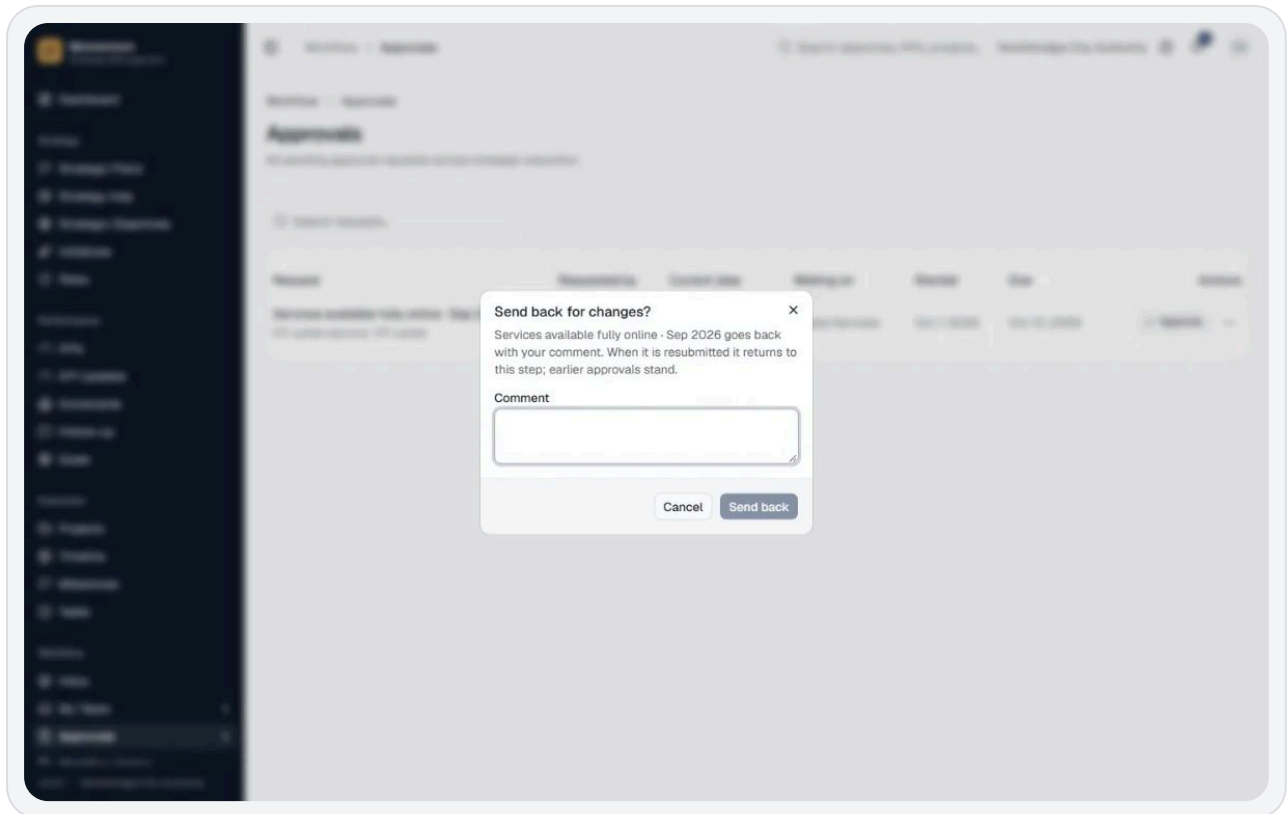


Figure 62. Sending a request back with a comment

HOW TO USE IT

- 1 Approve: the request moves to its next step, or finishes.
- 2 ... → Send back (with a comment) returns it to the submitter for changes; it continues from this step when resubmitted.
- 3 ... → Reject (with a comment) ends the request.
- 4 ... → Delegate hands your task to a colleague; Escalate passes it up.
- 5 Under your requests, Withdraw takes back a request you started; the item returns to draft.

RULES AND DETAILS

- 🔄 Some steps need everyone, a number of people, or any one person; the step shows what it waits for.
- 🔄 In a step that needs everyone, one rejection ends the request and one send back sends it back.
- 🔄 A task cannot be delegated or escalated to the person who made the request.
- 🔄 Overdue steps may escalate automatically, depending on the flow.

QUESTIONS

Send back or reject?

Send back when the submitter can fix something; earlier approvals stand and the request continues. Reject when the answer is no; the request ends.

Approvals

Every pending request you can see: plans, amendments, KPI values, project closures and form submissions, with the step they wait at and who must decide.

Who uses it: Approvers, managers and admins.

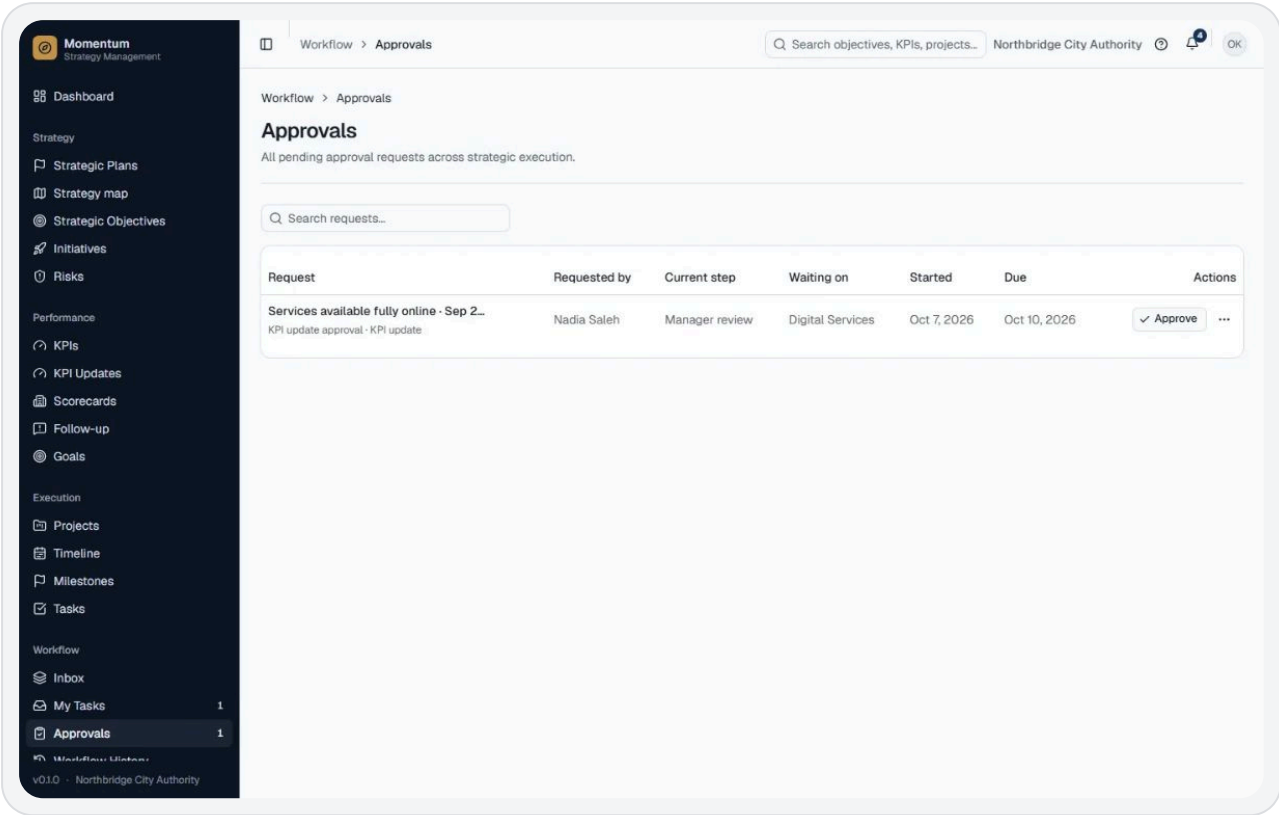


Figure 63. Approvals waiting for a decision

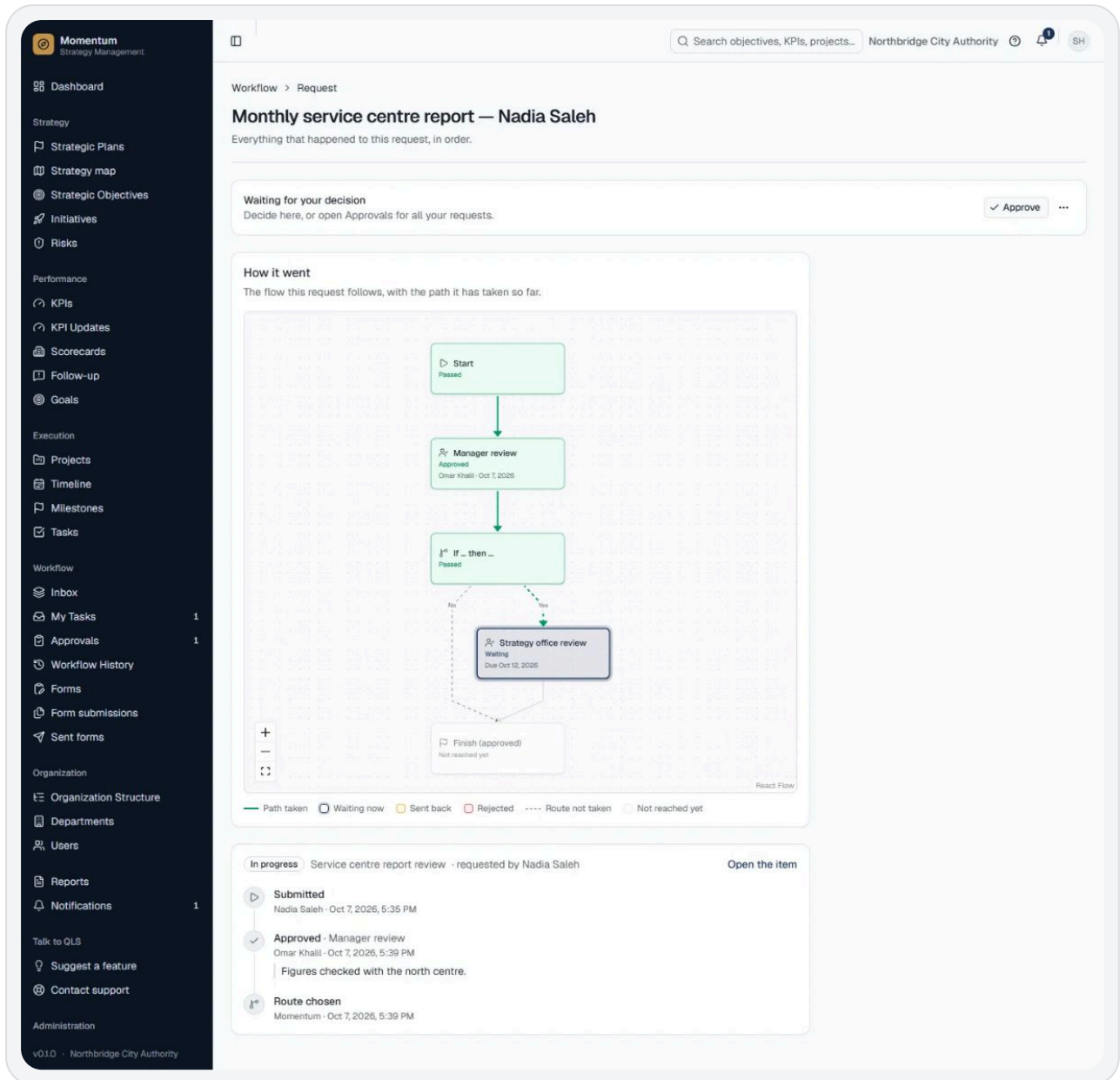


Figure 64. A request's map: approved by the manager, sent on by the "If ... then", now waiting at the strategy office

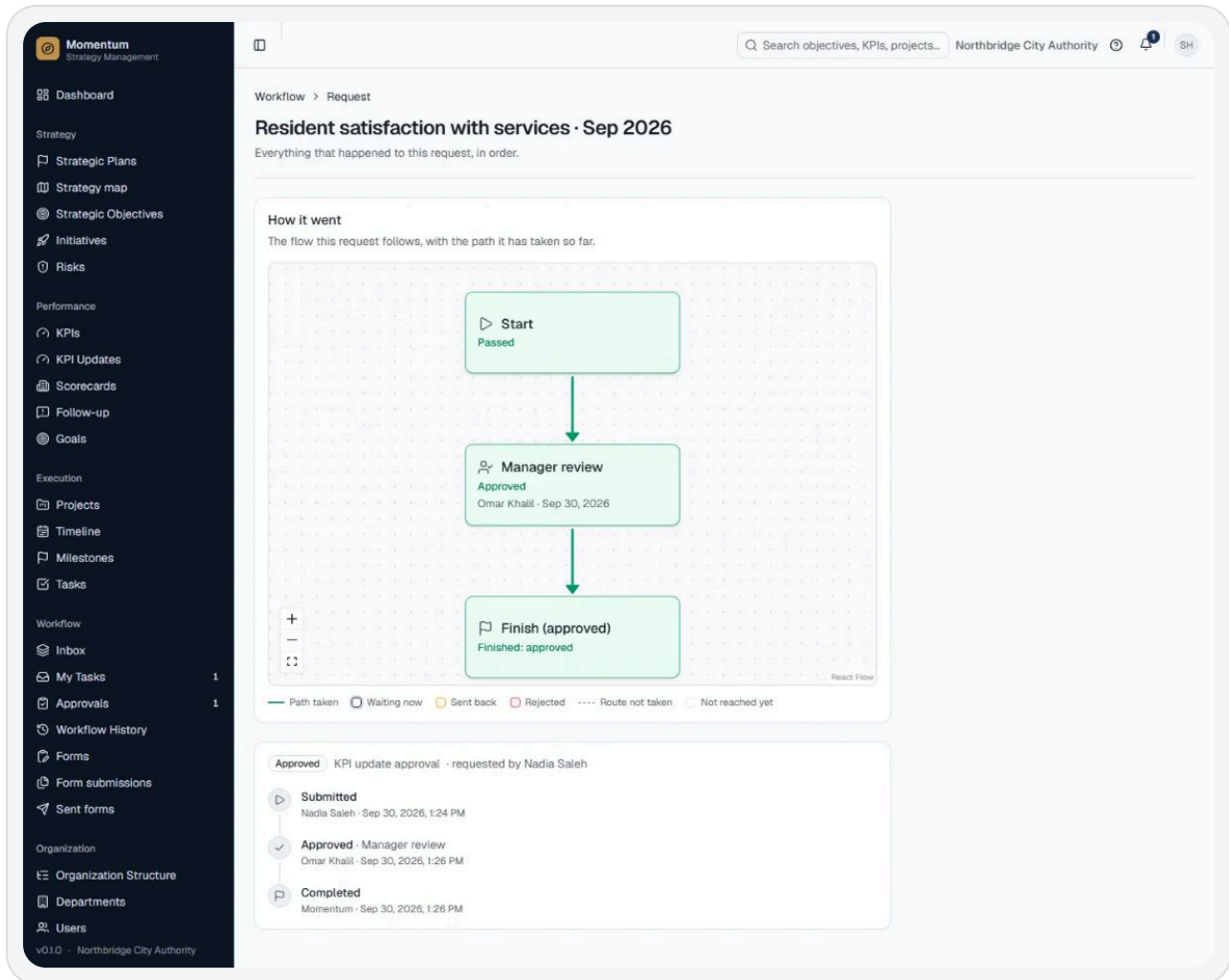


Figure 65. A finished request: the path it took to approval

HOW TO USE IT

- 1 Search for a request by name.
- 2 Where the decision is yours, Approve or use ... for Send back, Reject, Delegate or Escalate.
- 3 Open a request to read its full history in order.

RULES AND DETAILS

- 🔄 "Not yours" means the request waits on someone else; you can still follow it.
- 🔄 Deputies and stand-ins act for managers on leave, depending on the unit's deputy mode.
- 🔄 On a phone each request is a card with its buttons.
- 🔄 Open a request to see its map: the flow it follows, with the steps already decided, the step it waits at and the route it took.

QUESTIONS

The approver is on leave. What happens?

If the person recorded their leave (User menu → Availability), approvals go to the unit's deputies or their stand-in, depending on the unit's deputy mode. Otherwise, the step can be escalated.

Workflow History

Finished requests and their outcome: approved, rejected, withdrawn or cancelled, and whether they ran late.

Who uses it: Everyone who takes part in approvals sees the requests they were part of; organization-wide roles see all.

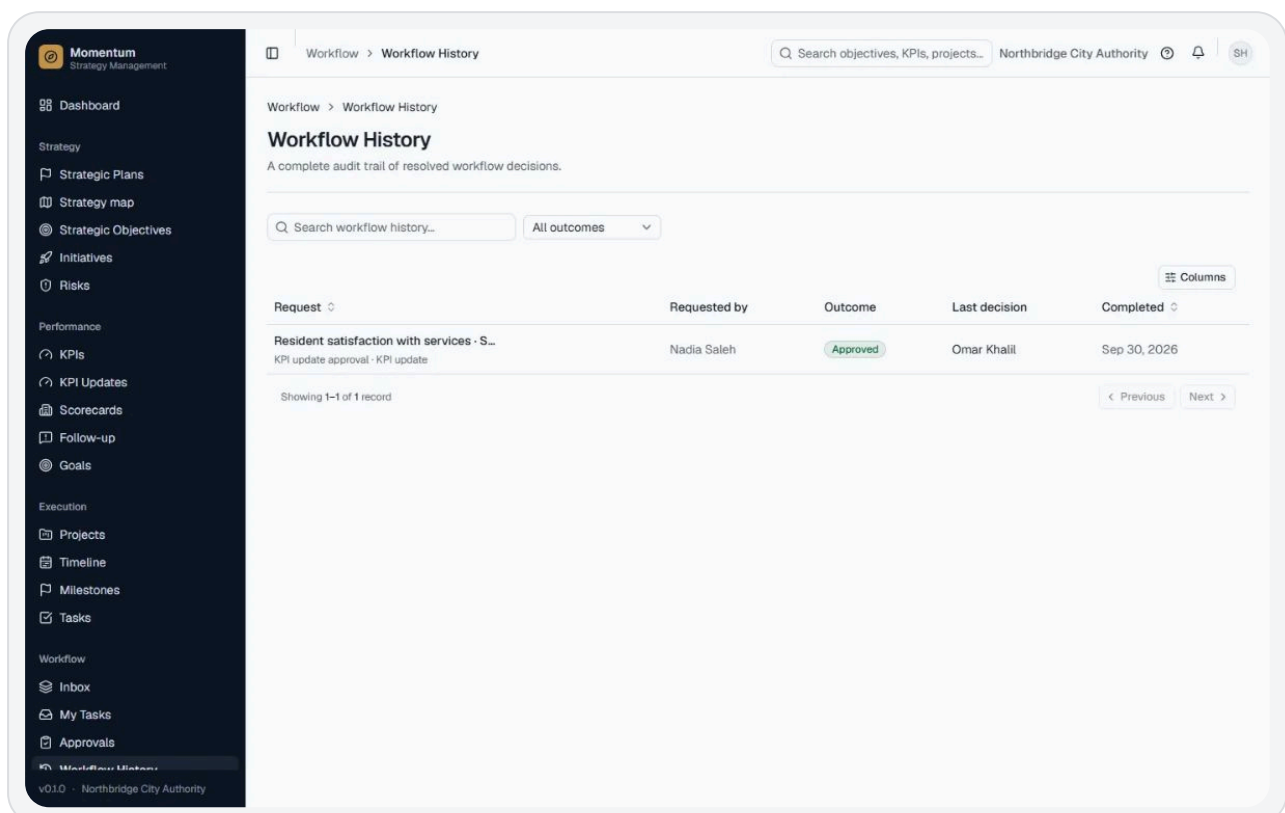


Figure 66. Workflow history: every finished request

HOW TO USE IT

- 1 Filter by outcome, flow or dates.
- 2 Open a request to see every step, decision and comment.

RULES AND DETAILS

🔄 "Was overdue" marks requests that passed a step deadline.

QUESTIONS

A request I approved is not in the history.

It is still running: it is under Approvals until its last step is decided.

Forms

The forms you can fill in, and your own submissions and drafts.

Who uses it: Every role can fill in forms by default.

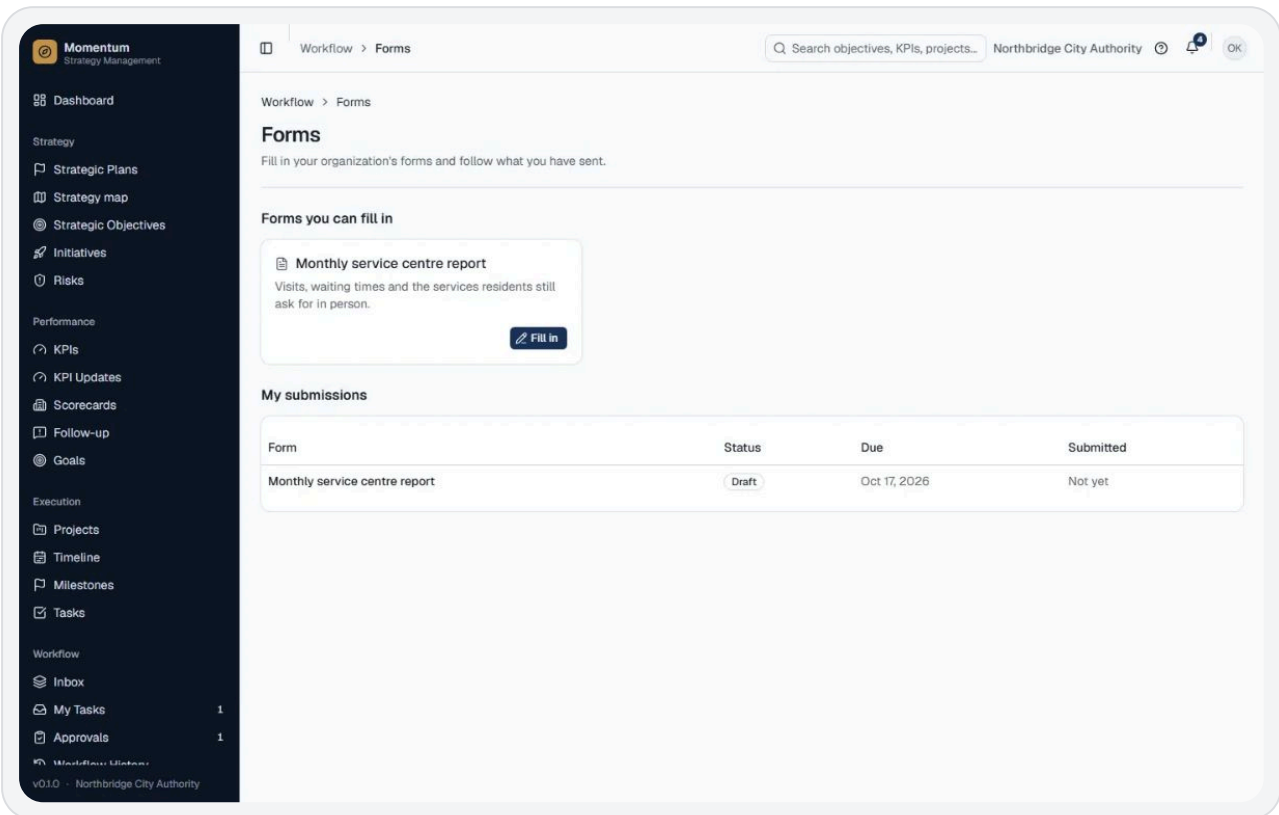


Figure 67. Forms to fill in, and my submissions

The screenshot shows the Momentum Strategy Management interface. On the left is a dark sidebar with a navigation menu including Dashboard, Strategy (Strategic Plans, Strategy map, Strategic Objectives, Initiatives, Risks), Performance (KPIs, KPI Updates, Scorecards, Follow-up, Goals), Execution (Projects, Timeline, Milestones, Tasks), and Workflow (Inbox, My Tasks, Approvals, Workflow History). The main content area is titled 'Workflow > Forms' and shows a form titled 'Monthly service centre report'. The form is in 'Draft' status by Omar Khalil. It contains several sections: a description 'Visits, waiting times and the services residents still ask for in person.', 'Save draft' and 'Submit' buttons, a 'Visits' section with a 'Service centre' dropdown, 'Visits this month' input, 'Average waiting time (minutes)' input, and 'Visits that could have been online' input with a percentage field. Below this is a 'What residents asked for' section with a text area for 'Services most asked for in person' and a toggle for 'Needs follow-up by the directorate'.

Figure 68. Filling in a form

HOW TO USE IT

- 1 Fill in a published form, or open one sent to you from the Inbox.
- 2 Save as a draft to continue later, then Submit.
- 3 If the form has an approval flow, follow it under your requests; you may be asked for changes.

RULES AND DETAILS

- ⌚ Required fields must be filled; fields hidden by the form's rules are dropped on submit.
- ⌚ Files: PDF, images, Office documents, CSV and text, up to 4 MB each.
- ⌚ Drafts of forms sent to you cannot be deleted; they belong to the round.

QUESTIONS

A field disappeared while I filled in the form.

The form has rules that show fields only for certain answers. Change the earlier answer and it comes back.

Form submissions

All submissions of the organization's forms, for review and follow-up.

Who uses it: Organization Admins, Strategy Managers and Auditors see every submission; senders of forms see the submissions of forms sent; respondents see their own.

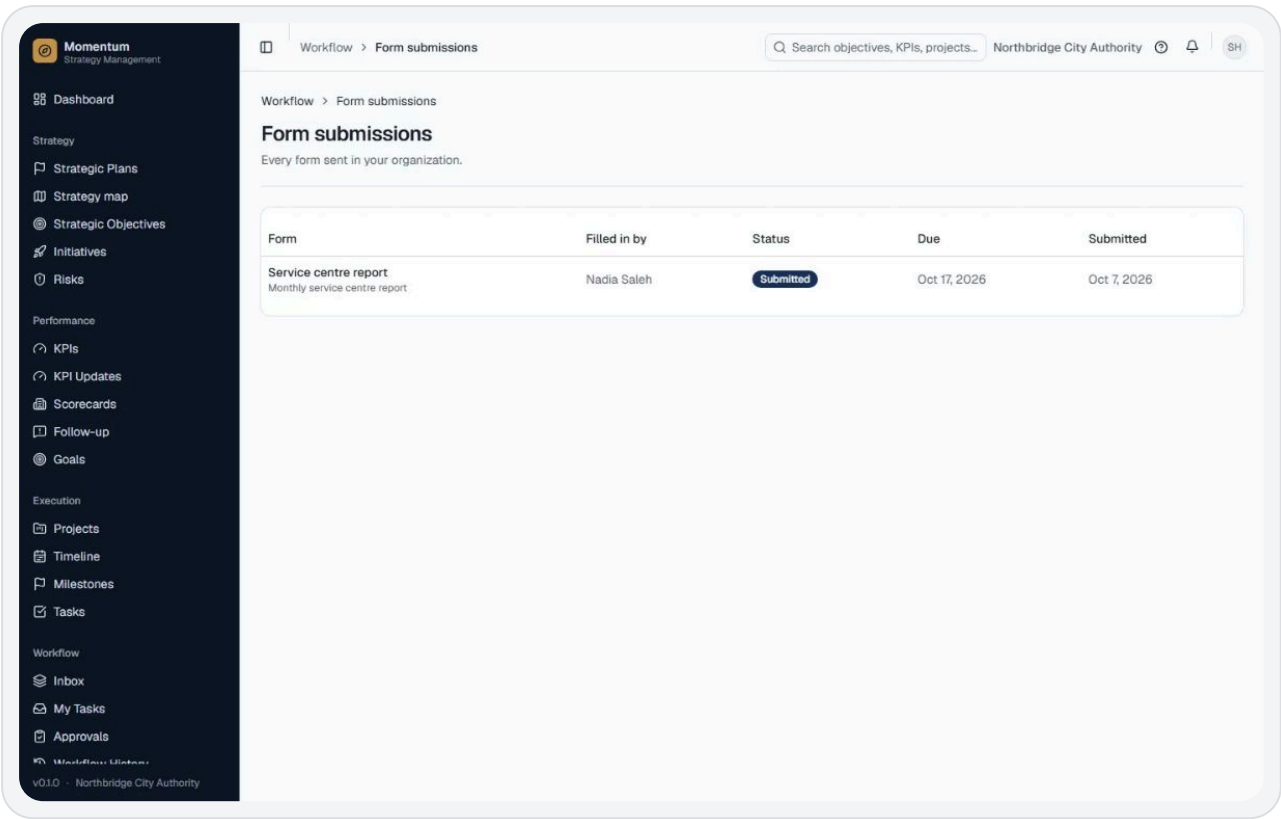


Figure 69. Every form sent in

The screenshot displays the Momentum Strategy Management web application. On the left is a dark sidebar with a navigation menu including Dashboard, Strategy (Strategic Plans, Strategy map, Strategic Objectives, Initiatives, Risks), Performance (KPIs, KPI Updates, Scorecards, Follow-up, Goals), Execution (Projects, Timeline, Milestones, Tasks), and Workflow (Inbox, My Tasks, Approvals, Workflow History). The main content area is titled 'Workflow > Forms' and shows a 'Submitted' status for a form by Nadia Saleh, sent on Oct 7, 2026, at 1:50 PM. The form is titled 'Monthly service centre report' and contains the following fields: 'Service centre' (dropdown menu showing 'Central'), 'Visits this month' (text input with '4180'), 'Average waiting time (minutes)' (text input with '22'), 'Visits that could have been online' (text input with '64' and a percentage sign), 'What residents asked for' (text area with 'Parking permits, building permit enquiries and fee payments.'), and a toggle switch for 'Needs follow-up by the directorate' which is currently turned off. The bottom of the sidebar shows 'v01.0 - Northbridge City Authority'.

Figure 70. A submitted form

HOW TO USE IT

- 1 Filter by form, status or person.
- 2 Open a submission to read its answers and its approval history.

RULES AND DETAILS

- 🔄 Each submission keeps the form version it was filled in on, so later changes to the form never alter answers.

QUESTIONS

Can I get all answers in Excel?

Yes: Reports → Form answers downloads one row per answer, ready for a pivot table.

Sent forms

Send a form to people, once or on a schedule, and see who has answered.

Who uses it: Organization Admins and Strategy Managers by default.

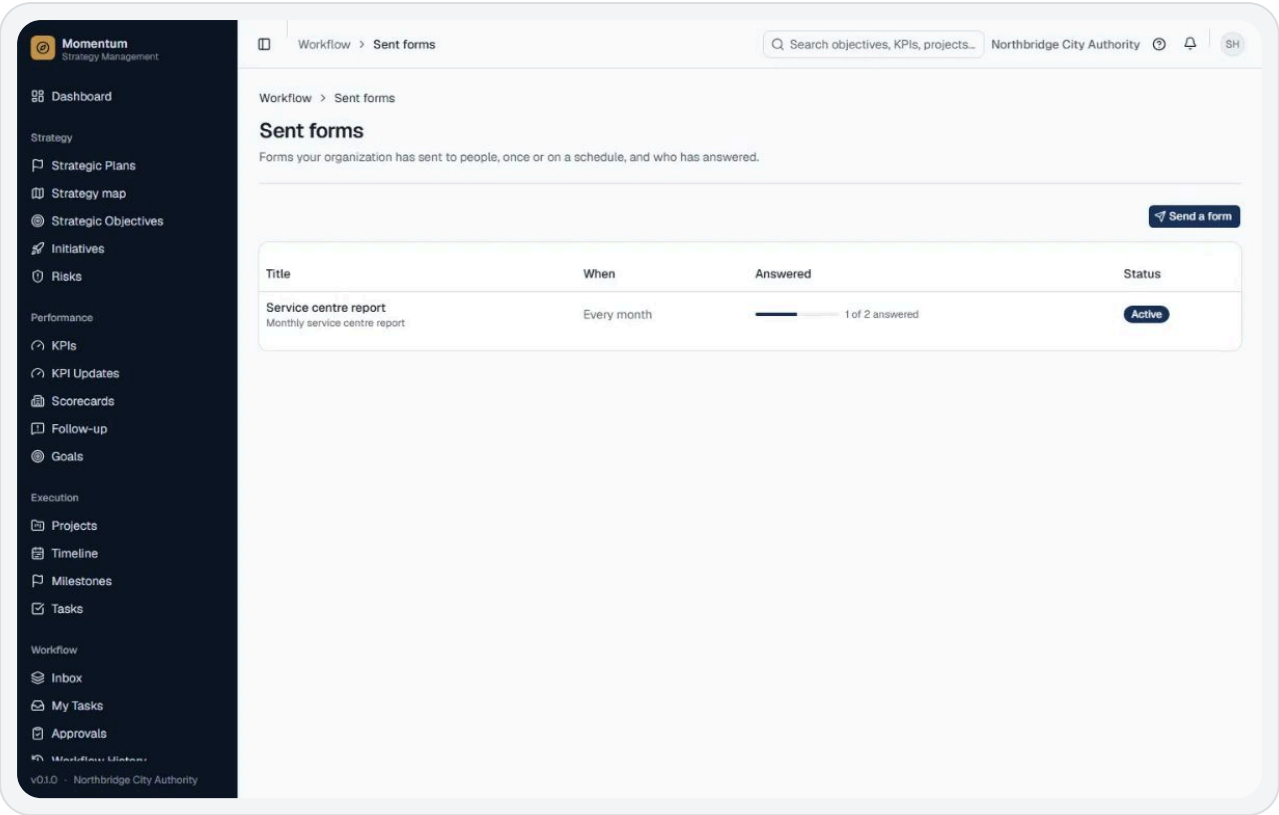


Figure 71. Sent forms: who receives what, and when

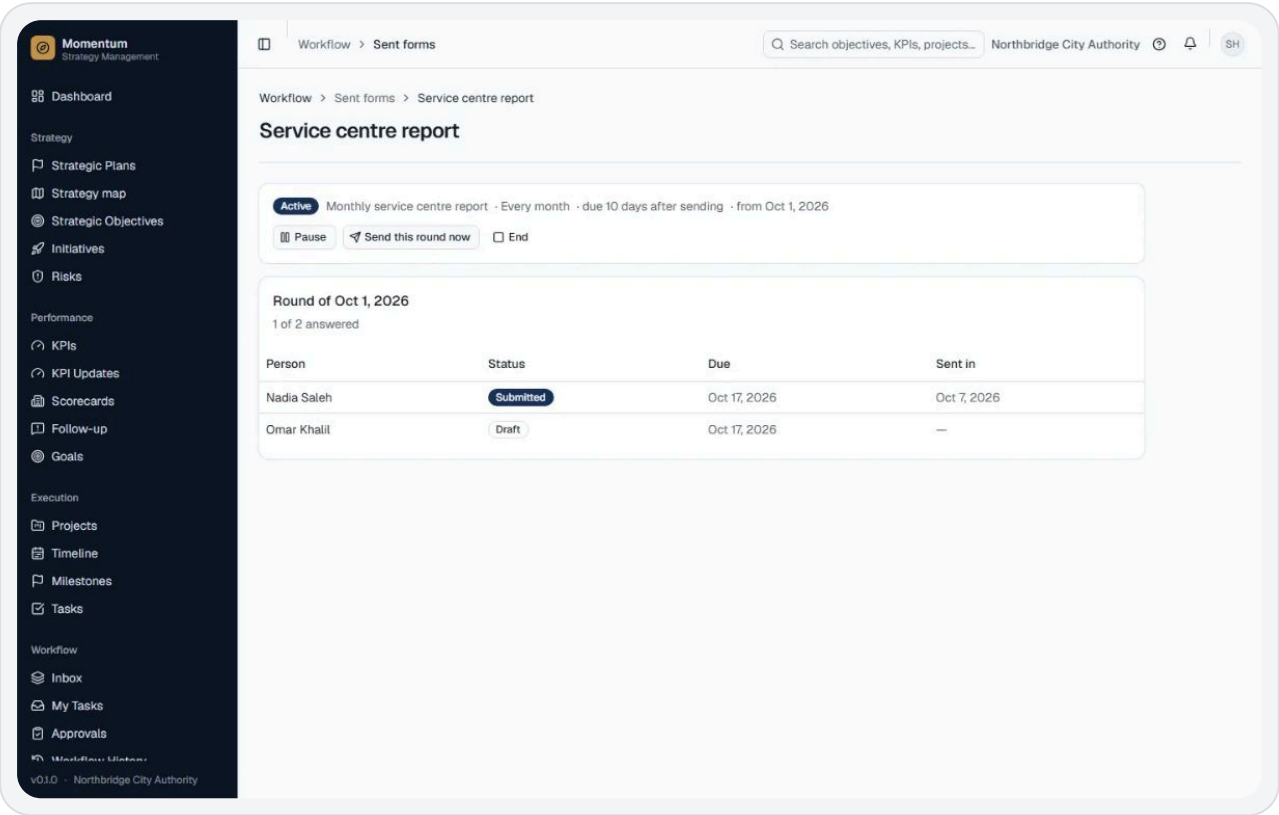


Figure 72. One round: who has answered, on time or late

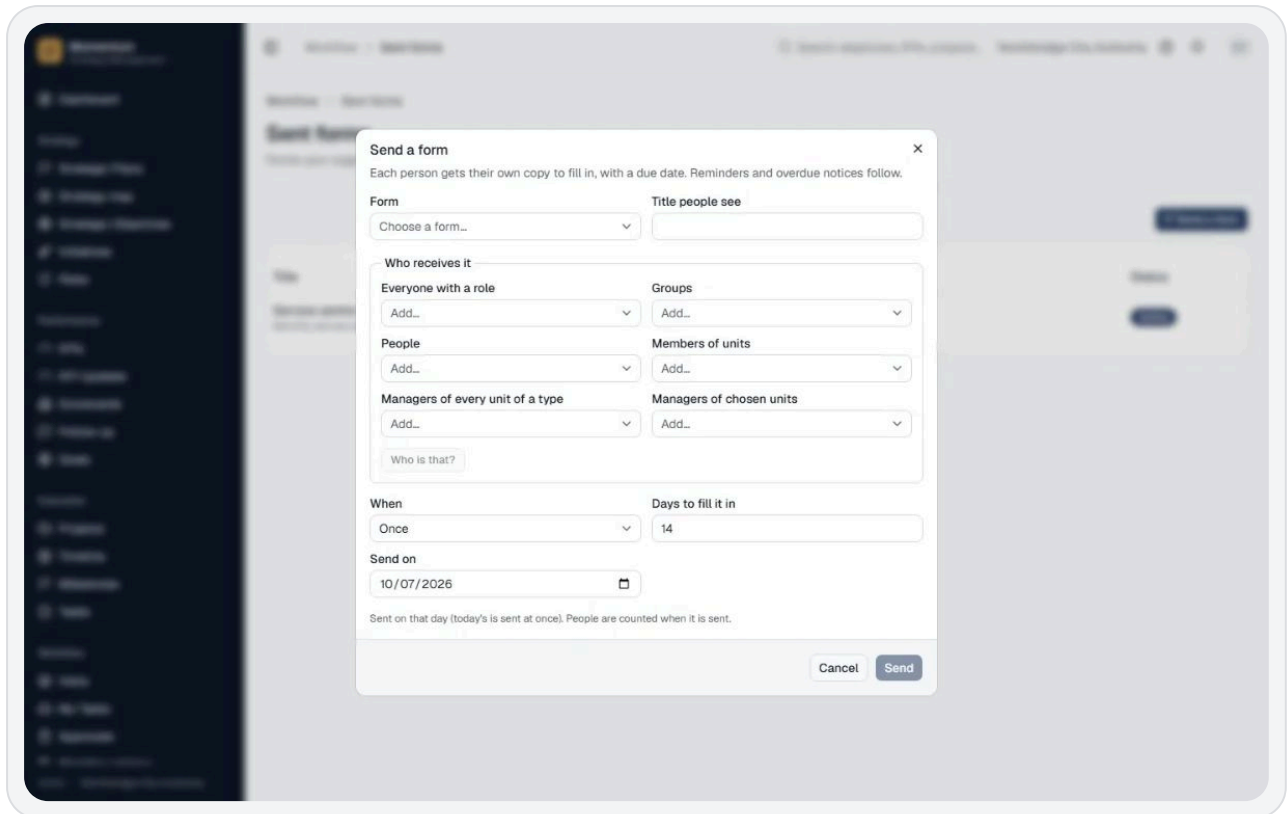


Figure 73. Sending a form: recipients, schedule and due days

HOW TO USE IT

- 1 Send a form: choose the form, a title, the recipients and when.
- 2 Recipients are a rule: named people, roles, groups, members of units (optionally with sub-units), or managers of chosen units or of every unit of a type. Who is that? previews the list.
- 3 Choose once, or every month, quarter, half-year or year, with the number of days to fill it in (default 14) and an optional end date.
- 4 Follow each round: every person's status, answered on time or late, and who is overdue.

RULES AND DETAILS

- 🔄 The recipient rule is applied when each round opens: people who join later get the next round, inactive members are left out.
- 🔄 Each person gets one copy per round, on the form's current published version.
- 🔄 A reminder goes out two days before the due date and an overdue notice at it.
- 🔄 Scheduled rounds open daily at 00:30 UTC.

QUESTIONS

A new colleague did not receive the form.

They joined after the round opened. They will receive the next round; for a one-off form, send it again to them.

Organization

The structure, departments and people.

Organization Structure

The tree of units (sectors, departments, sections...), with each unit's manager, deputies and members.

Who uses it: Organization Admins build it; most roles can view it.

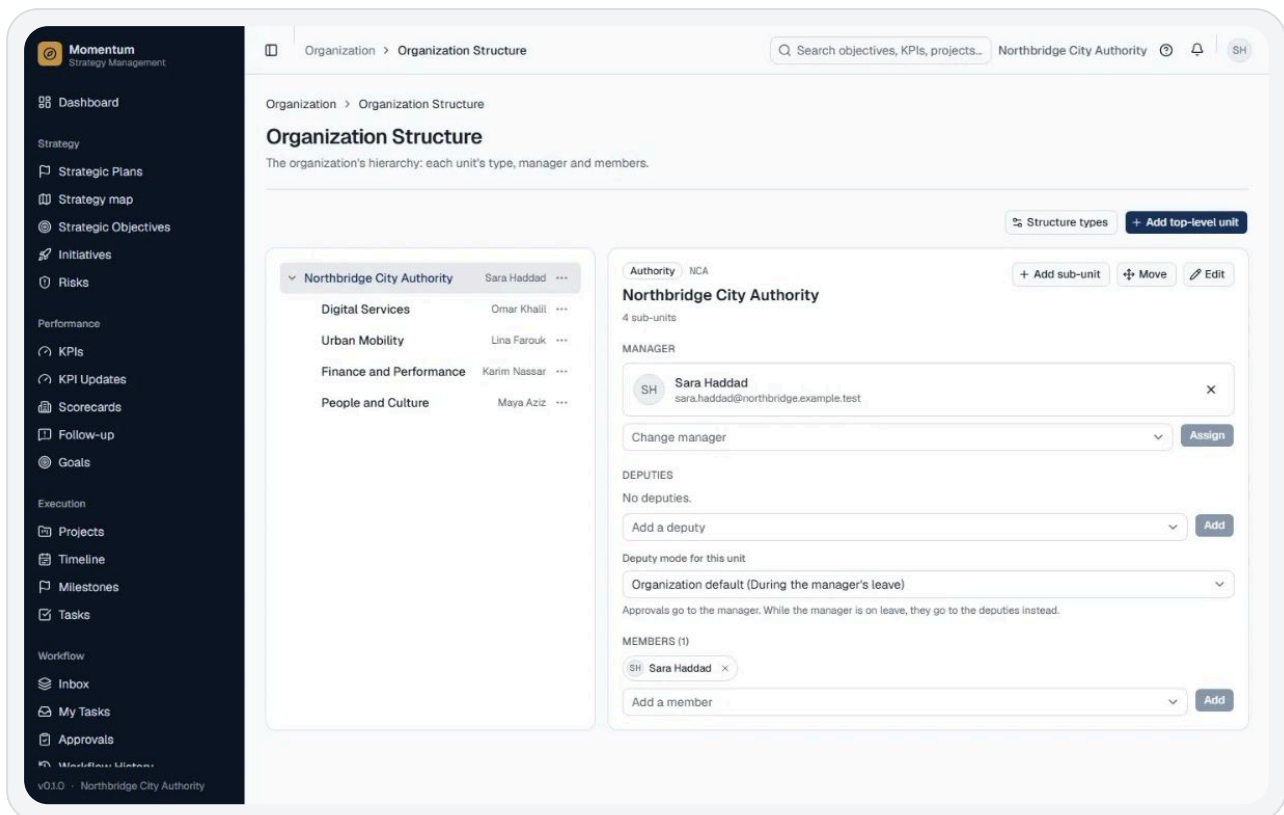


Figure 74. The organization structure: units, managers, deputies and members

HOW TO USE IT

- 1 Define levels first (for example Company, Department, Section).
- 2 Add top-level unit, then Add sub-unit under it.
- 3 Open a unit to set its Manager, deputies and members.
- 4 Move a unit under another parent when the organization changes.

RULES AND DETAILS

- ↻ A unit's manager approves the KPI values of KPIs the unit is responsible for, and forms routed to managers.
- ↻ Deputy mode: On leave (deputies act while the manager is away), Always (manager and deputies at all times, first to act decides), or None. Set per organization; a unit may override it.
- ↻ Levels may limit where a unit can sit; a unit breaking a changed rule is flagged, not moved.
- ↻ Moving a unit affects new approvals and visibility; tasks already waiting keep their assignee.
- ↻ Managers see their people's goals, and department-scoped roles cover a unit and those below it.

QUESTIONS

What if the unit manager submits the request?

They never approve it themselves: the step goes to its fallback role instead.

Departments

A directory of the organization's units by type, with each unit's manager, members and sub-units.

Who uses it: Most roles can view it.

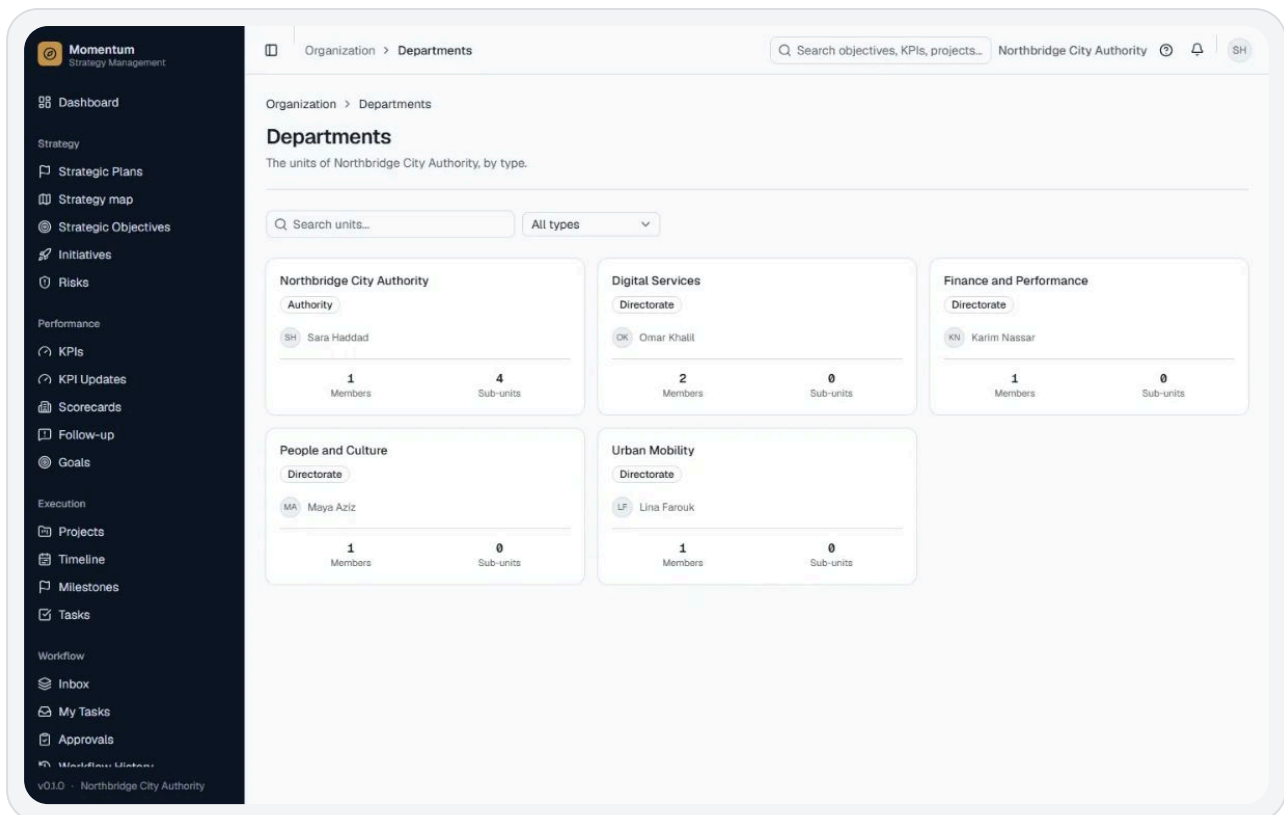


Figure 75. Departments

HOW TO USE IT

- 1 Search for a unit or filter by type to see its manager, members and sub-units.

RULES AND DETAILS

- The structure itself is edited under Organization Structure.

QUESTIONS

How do I rename a department?

Organization Structure → open the unit → edit. You need the right to edit structures.

Users

The people in the organization: add them, give roles and units, and activate or deactivate them.

Who uses it: Organization Admins; Auditors can view the list.

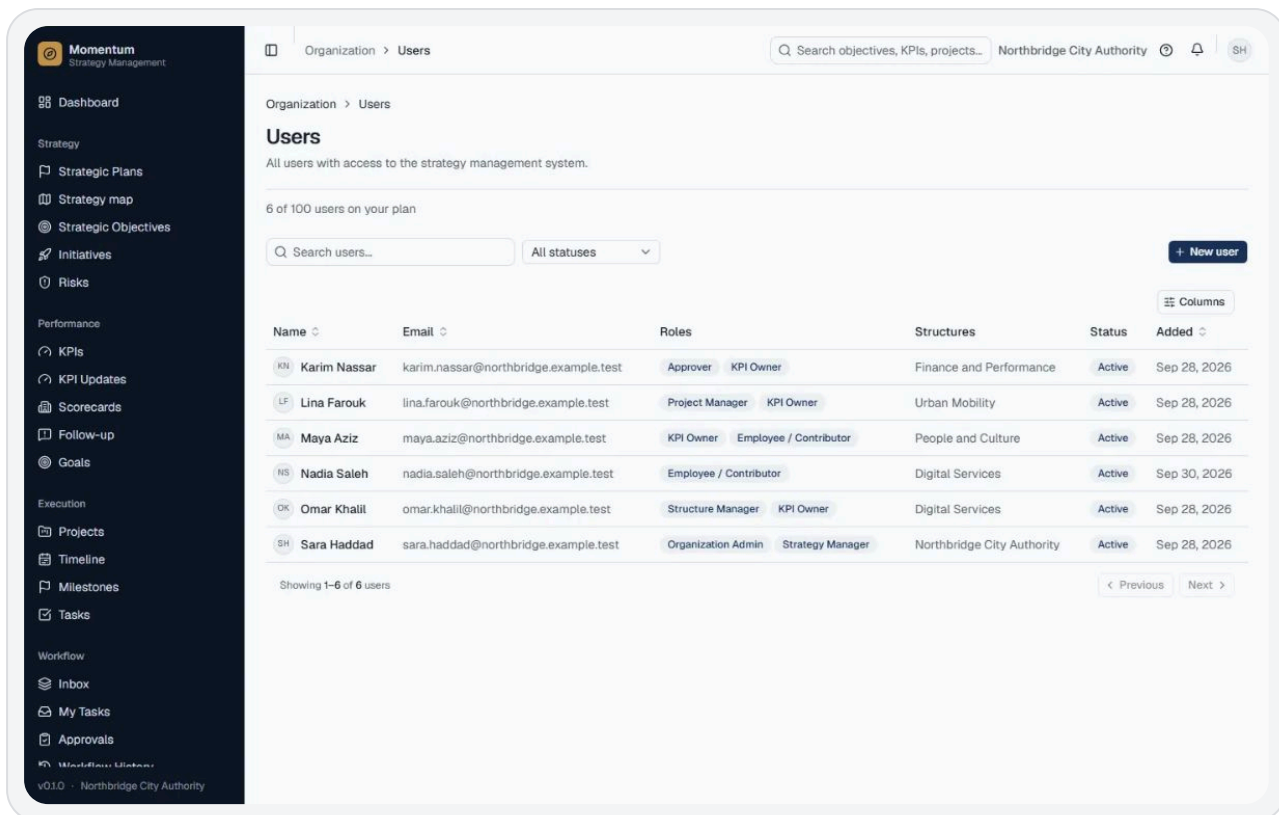


Figure 76. Users, their roles and units

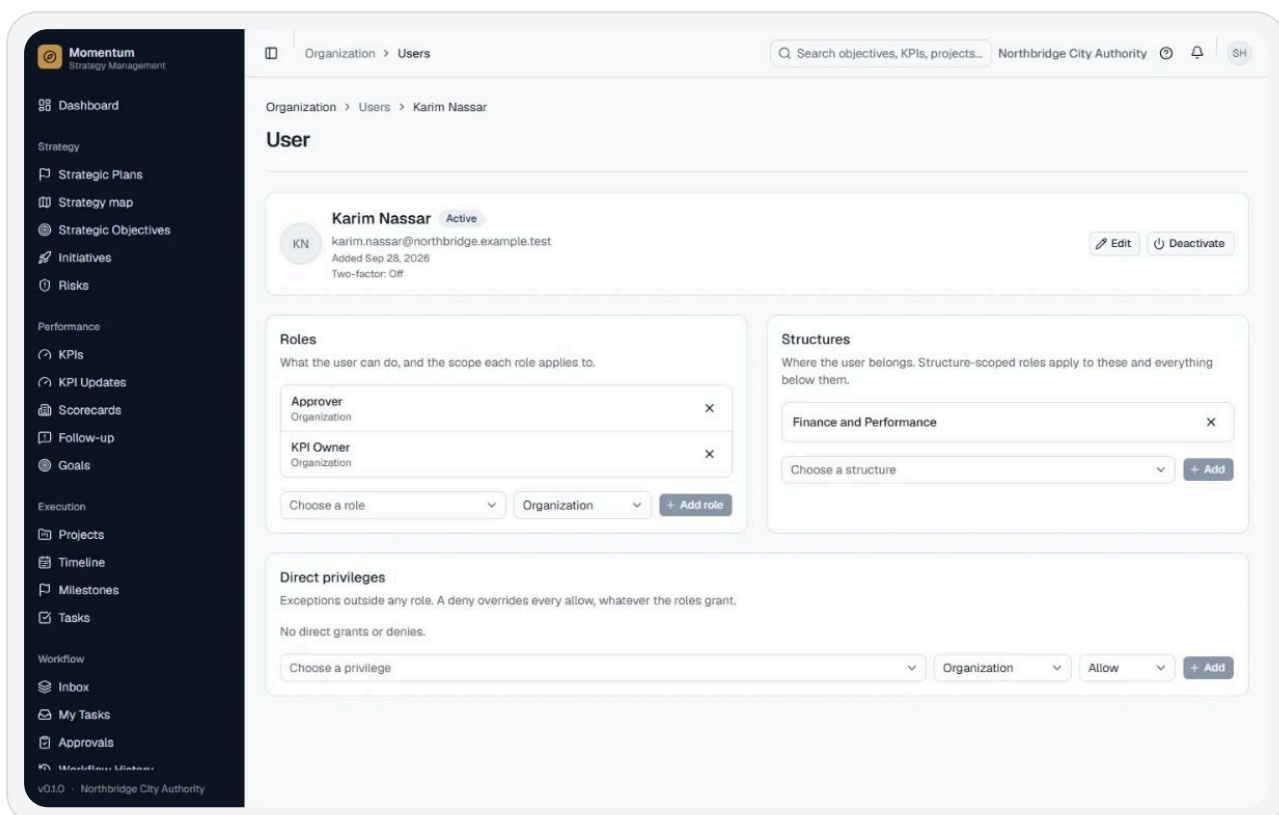


Figure 77. A user: roles with scope, units and direct privileges

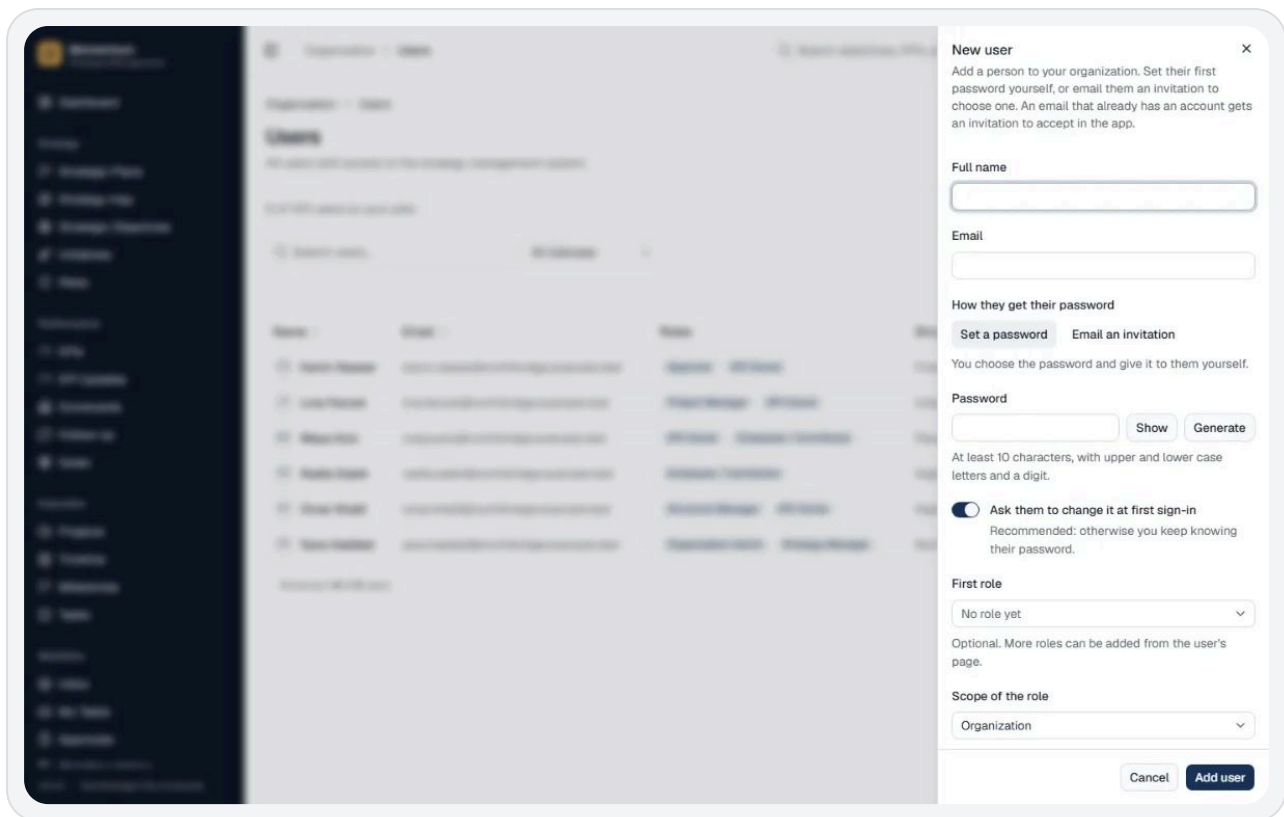


Figure 78. Adding a user or sending an invitation

HOW TO USE IT

- 1 New user: full name and email, and how they get their password.
- 2 Set a password: type one or click Generate, and give it to them yourself. Keep Ask them to change it at first sign-in on, so you do not keep knowing it.
- 3 Email an invitation: they get an email with a link to choose their own password. The link works once and lasts 24 hours.
- 4 Optionally give a first role and its scope. More roles, units, extra privileges and denials are added on the person's page.
- 5 Deactivate a person to remove their access to this organization; activate them again later.

RULES AND DETAILS

- ↻ An email that already has an account (for example someone from QLS or another organization) receives an invitation to accept in the app instead; a password you typed is not used.
- ↻ Scopes: Organization (everything), Department (their units and those below, or a named unit), Own (what they own or are assigned to).
- ↻ Deactivating removes access to this organization only; the person's account and other memberships remain.
- ↻ Invitation emails appear only when your organization's email is set up; otherwise set a password.

QUESTIONS

The invitation link expired. What now?

Ask the person to use "Forgot your password?" on the sign-in page with the same email: it sends a fresh link to choose a password.

It says the person already has an account.

They were invited to join your organization in the app. They accept it from User menu → Invitations after signing in.

Reports and Reviews

Downloads, quarterly management reviews, the board pack and notifications.

Reports

CSV downloads for analysis, and quarterly performance reviews with a printable board pack.

Who uses it: Most roles except Employee and KPI Owner. Organization Admins and Strategy Managers prepare reviews.

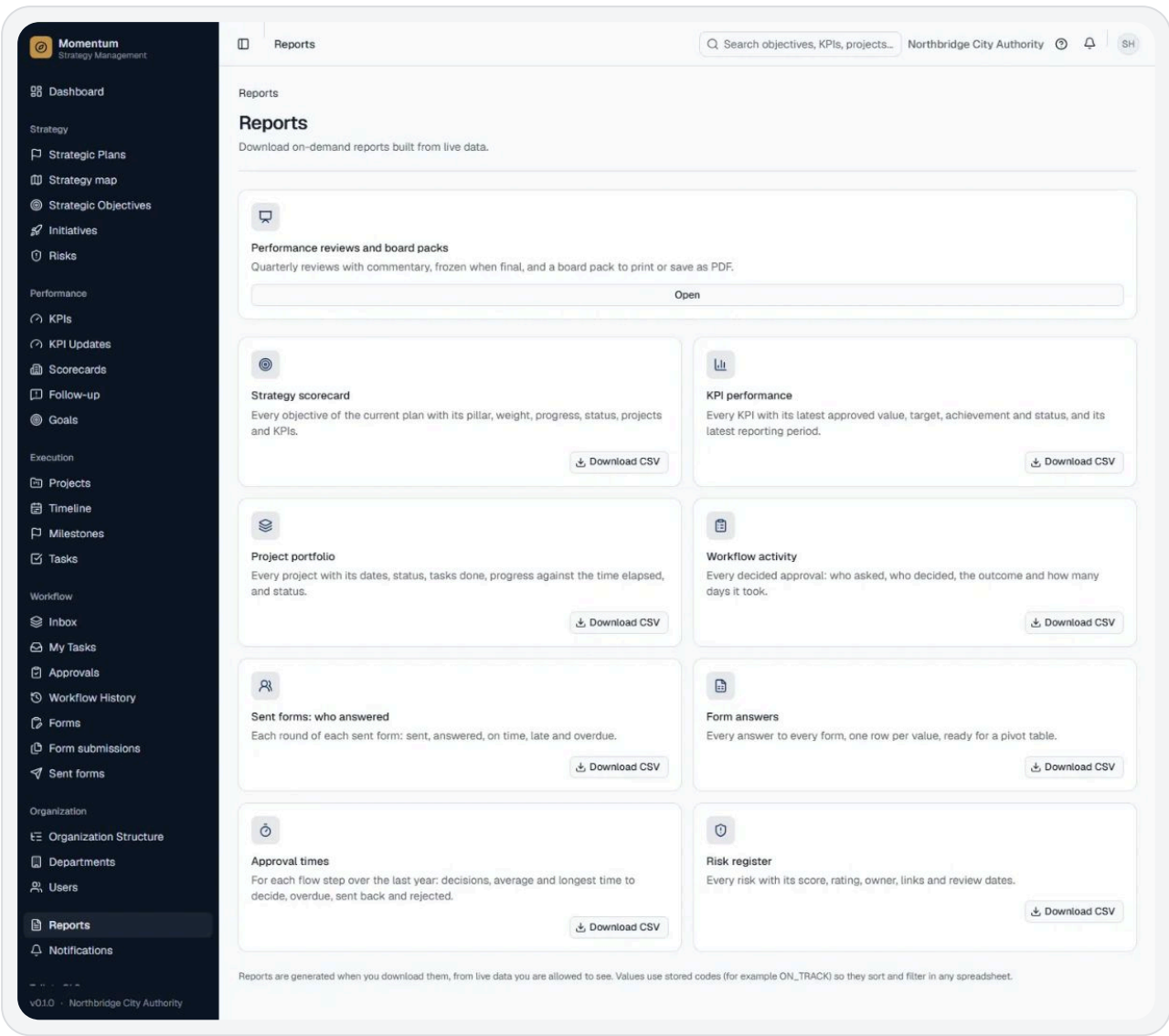


Figure 79. Reports: CSV downloads and quarterly reviews

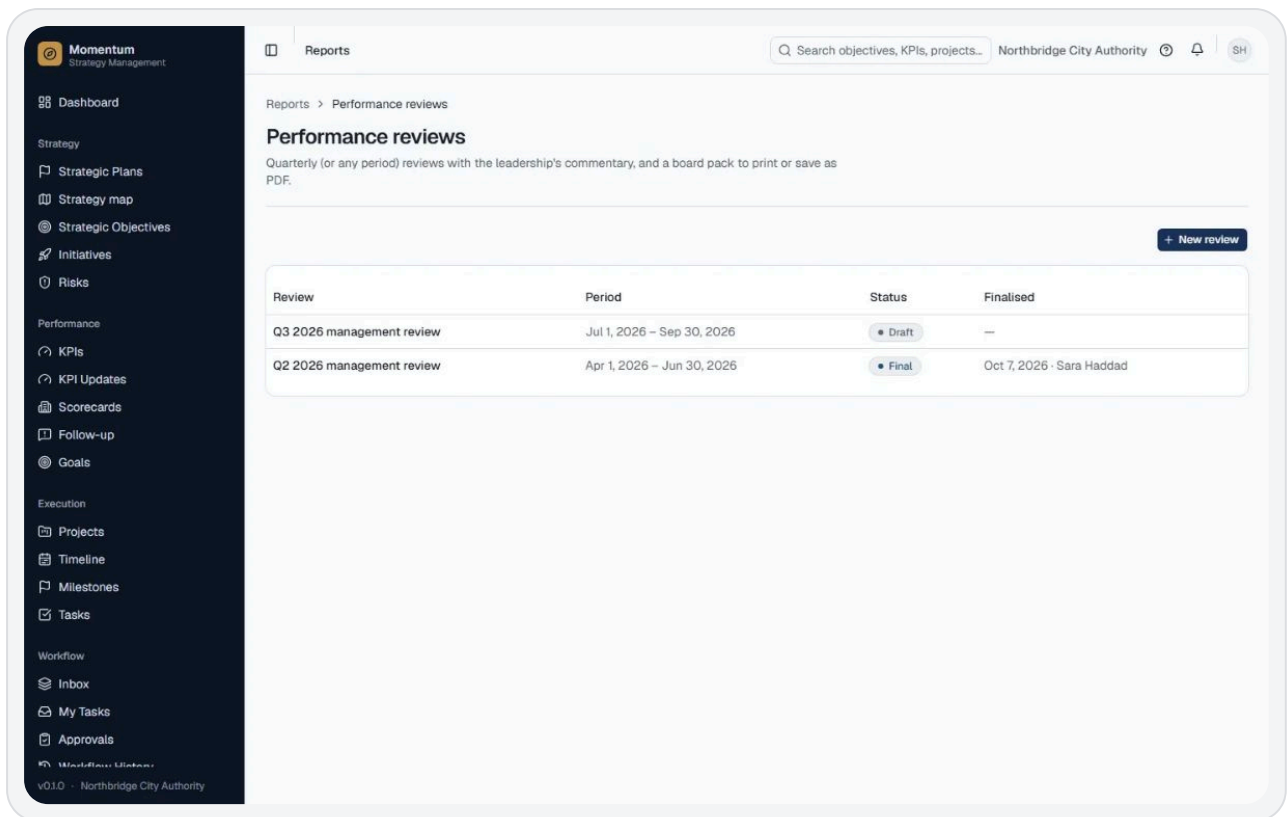


Figure 80. Performance reviews

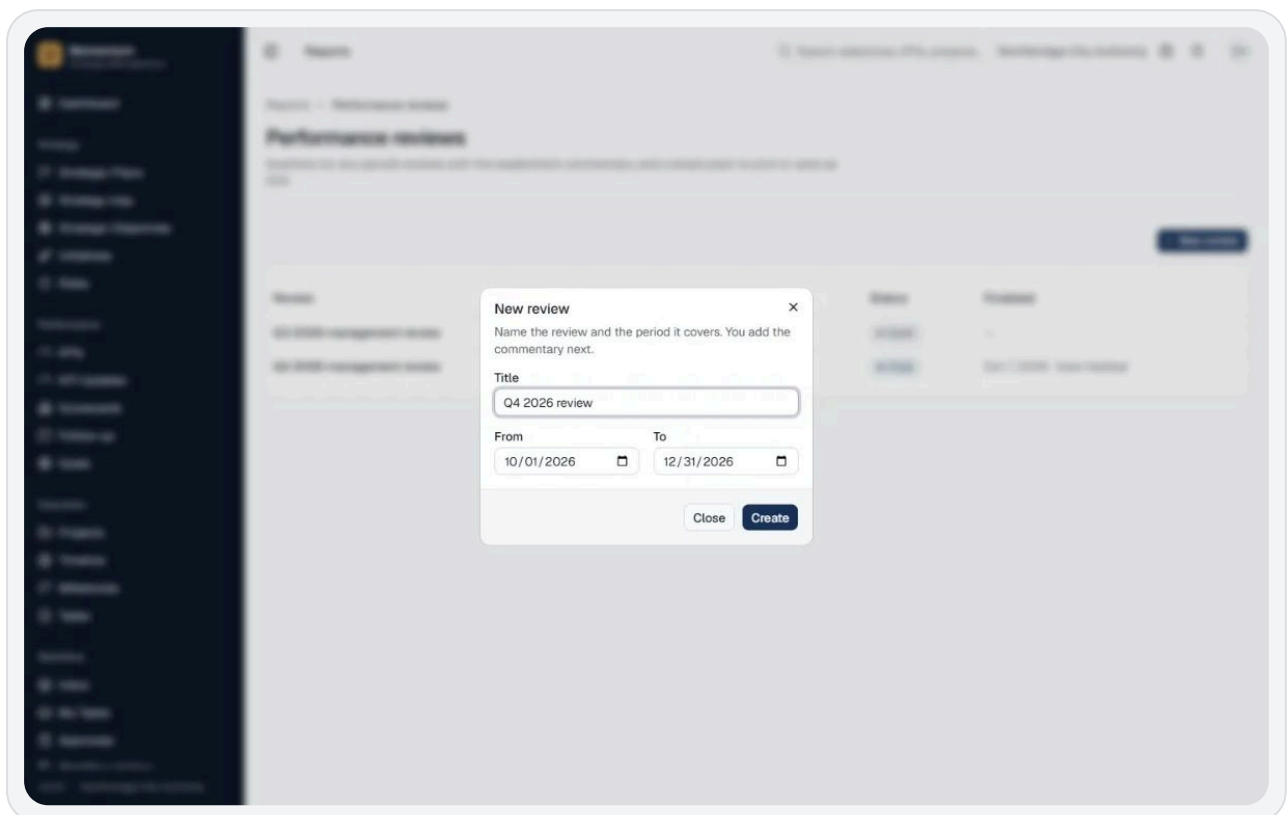


Figure 81. Starting a review

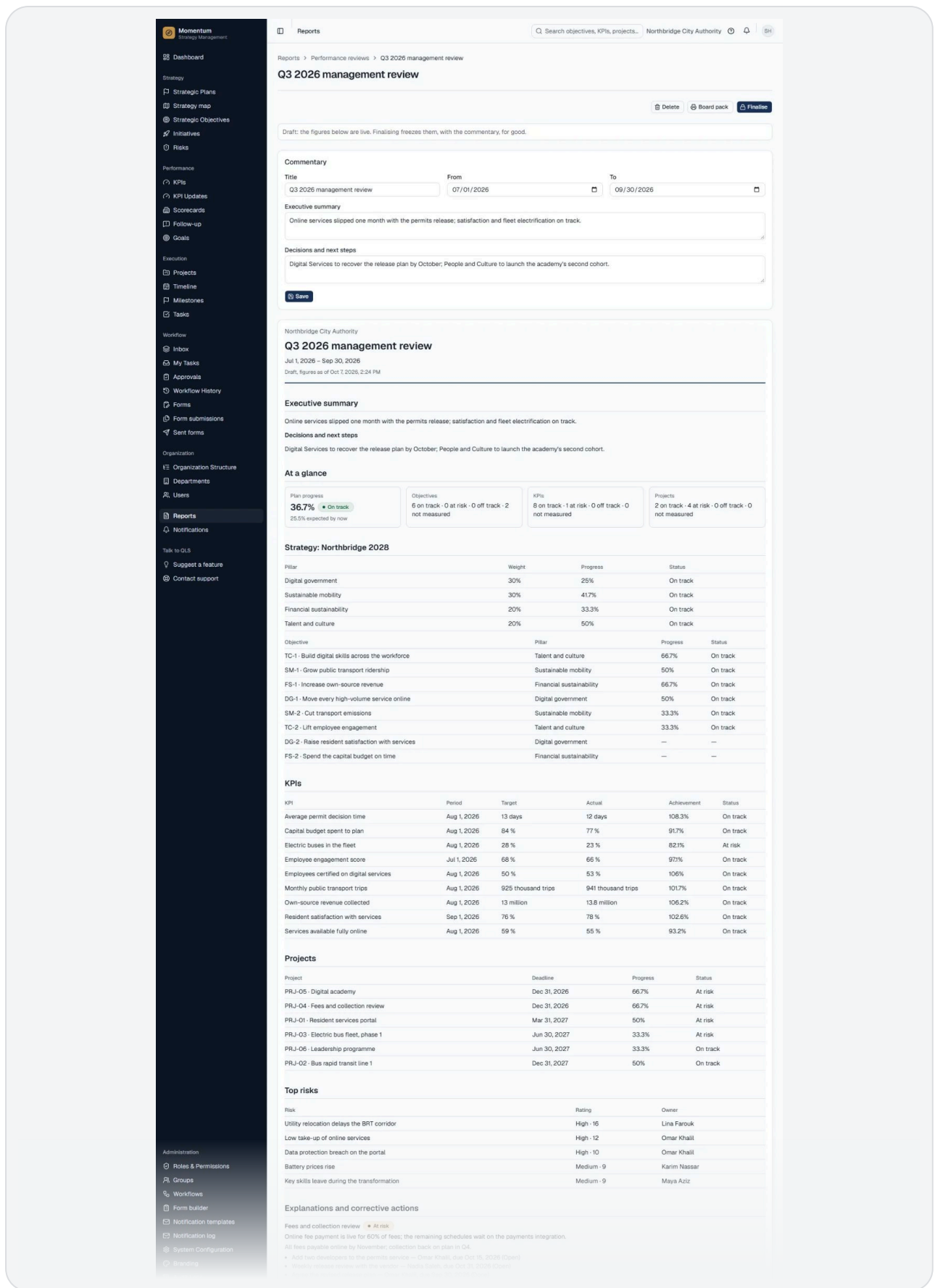


Figure 82. A draft review: commentary over live figures

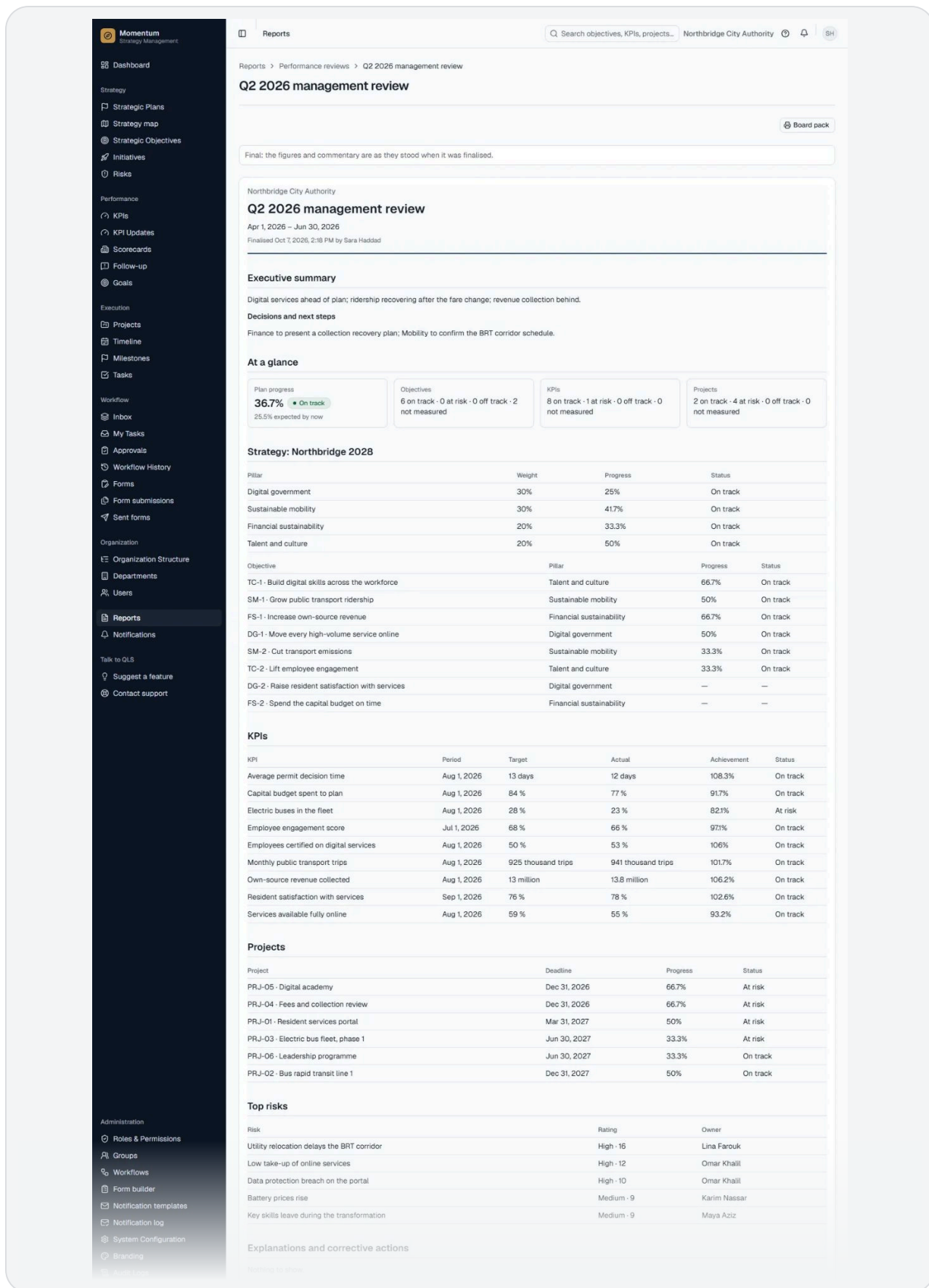


Figure 83. A final review: the figures frozen with the commentary

HOW TO USE IT

- 1 Download CSV for any report: Strategy scorecard, KPI performance, Project portfolio, Workflow activity, Sent forms: who answered, Form answers, Approval times, Risk register.
- 2 Performance reviews (link at the top of Reports): start a review for a period (the current quarter by default), write the executive summary and decisions.
- 3 While a draft, the figures are live. Finalise freezes the figures with the commentary; a final review never changes.
- 4 Open the board pack and print it, or Save as PDF from the browser's print dialog.

RULES AND DETAILS

- 🔄 The pack includes the active plan, pillars, objectives, active KPIs, projects, the ten highest open risks and the explanations for the period.
- 🔄 Figures are assembled from the view of the person who finalises, so finalise with an organization-wide role.
- 🔄 Exports are audited and rate-limited.

QUESTIONS

Arabic text looks broken in Excel.

Open the CSV with Data → From Text/CSV and choose UTF-8, instead of double-clicking it.

Notifications

Every notification you received: approvals, reminders, escalations, mentions, sent forms and results.

Who uses it: Everyone.

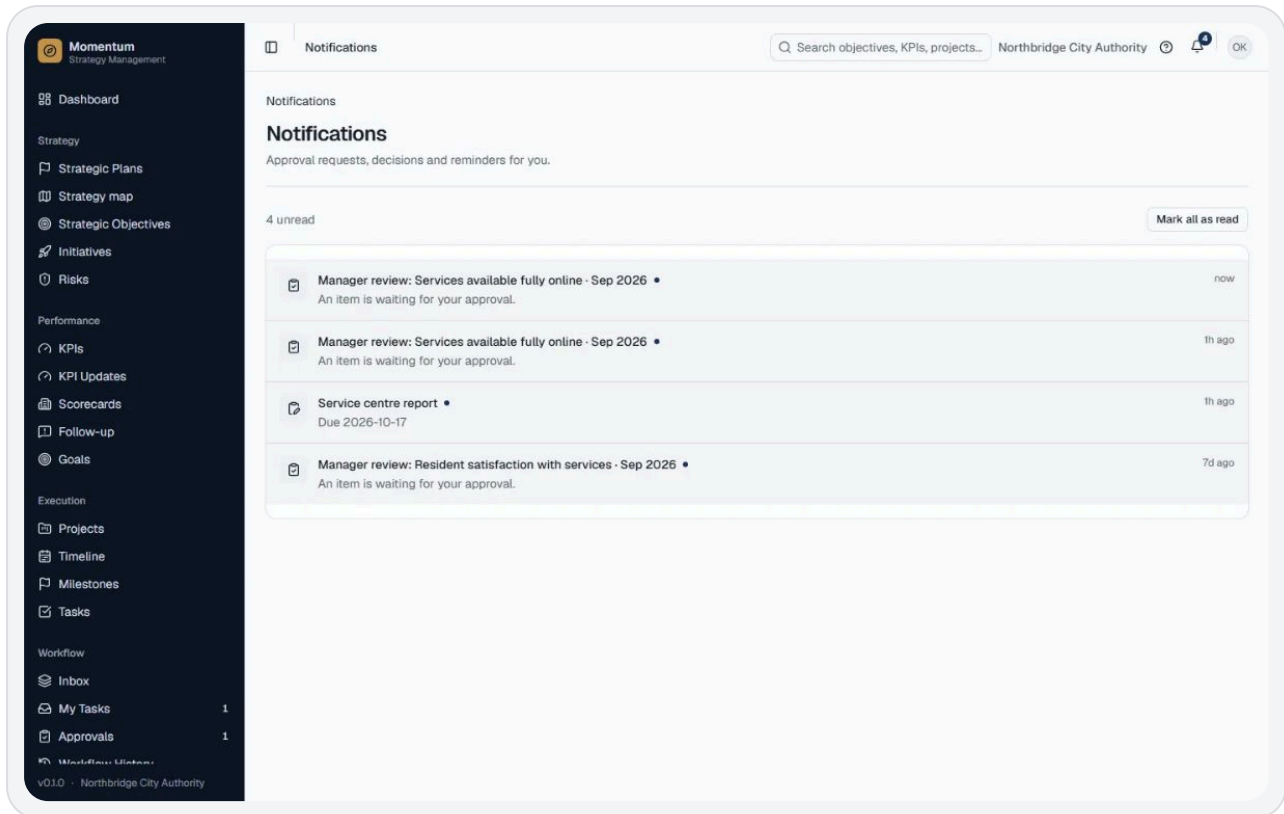


Figure 85. Notifications

HOW TO USE IT

- 1 Click a notification to open what it is about; it is marked as read.
- 2 Mark all as read to clear the list.
- 3 Choose which kinds also come by email in User menu → Notification settings.

RULES AND DETAILS

- 🔄 The bell shows new notifications as they arrive, without reloading.
- 🔄 Emails follow your organization's settings and your choices; approval requests, reminders and escalations are emailed by default.
- 🔄 A mention never includes the comment text, only a link.

QUESTIONS

I get too many emails.

User menu → Notification settings: switch email off for the kinds you do not need. They still appear under the bell.

Talking to QLS

Suggest features and reach support from inside Momentum.

Suggest a feature

Tell QLS what would make Momentum better for your organization, and follow the answer.

Who uses it: Organization administrators (the Contact QLS privilege).

The screenshot shows the 'Suggest a feature' page in the Momentum application. On the left is a dark sidebar with the 'Momentum Strategy Management' logo and a list of navigation items: Dashboard, Strategy (Strategic Plans, Strategy map, Strategic Objectives, Initiatives, Risks), Performance (KPIs, KPI Updates, Scorecards, Follow-up, Goals), Execution (Projects, Timeline, Milestones, Tasks), and Workflow (Inbox, My Tasks, Approvals). The main area has a header 'Suggest a feature' with a search bar and user information. Below the header, there's a sub-header 'Suggest a feature' and a brief description. The main content is divided into two columns. The left column, 'Your idea', contains a form with fields for 'Title' (with an example), 'What would it help you do?', and 'How important is it?' (with a dropdown set to 'Important'). A 'Send to QLS' button is at the bottom. The right column, 'Your organization's ideas (1)', shows a list of ideas. The first idea is 'Send the management pack by email' by Sara Haddad, dated Sep 18, 2026, with a status of 'Planned'. Below it is a comment from the 'QLS team' dated Sep 19, 2026, saying 'Thank you, Sara. This is planned for the next release.' At the bottom of this column is a text input for 'Add a comment for QLS' and a 'Send' button.

Figure 86. Suggesting a feature to QLS

HOW TO USE IT

- 1 Give the idea a title, say what it would help you do, and how important it is, then send it.
- 2 Your organization's ideas are listed with their status and QLS's answers; add a comment on any of them.

RULES AND DETAILS

- 🔄 You are told in the app and by email when QLS answers or changes an idea's status.
- 🔄 Every administrator of your organization sees the same list.

Contact support

Write to the QLS support team and follow the answers.

Who uses it: Organization administrators (the Contact QLS privilege).

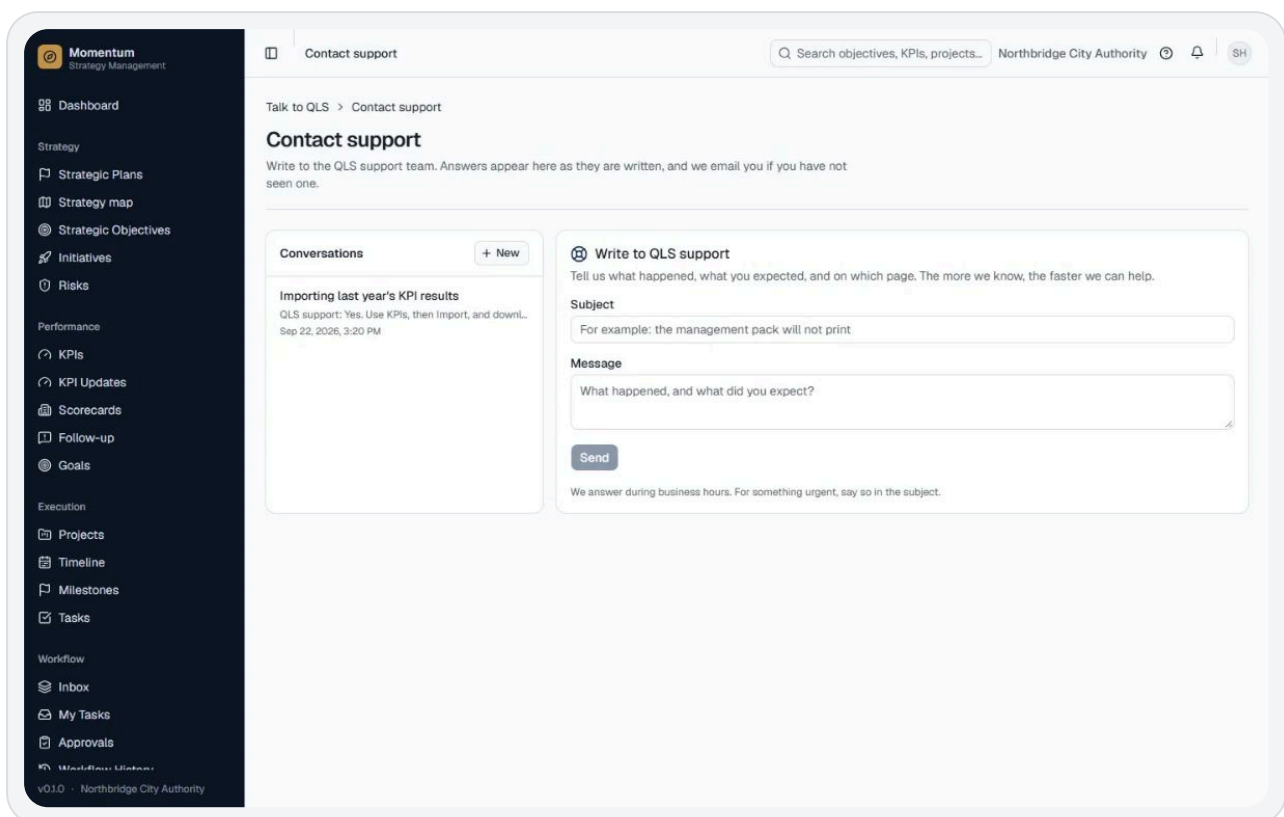


Figure 87. A support conversation with QLS

HOW TO USE IT

- 1 Choose New, give a subject and say what happened, then send.
- 2 Answers appear in the conversation as they are written; reply in the box below (Enter sends, Shift+Enter starts a new line).

RULES AND DETAILS

- ↻ If you have not seen an answer within 10 minutes, you are told in the app and by email.
- ↻ Writing in a closed conversation reopens it.

Administration

Roles, groups, workflows, forms, notifications, configuration, branding and the audit log.

Roles & Permissions

The roles people can hold and the privileges each role grants, as a matrix.

Who uses it: Organization Admins.

Role	Description	Type	Users	Privileges
Approver approver	Acts on approval tasks routed to them	System	1	24
Auditor auditor	Read-only reports, dashboards and audit log	System	0	21
Employee / Contributor employee	Contributes to assigned KPIs, projects and tasks	System	2	17
KPI Owner kpi_owner	Updates and submits assigned KPIs	System	4	16
Organization Admin org_admin	Users, structures, roles, branding and settings	System	1	80
Project Manager project_manager	Projects, milestones and assignments	System	1	33
Strategy Manager strategy_manager	Plans, objectives, initiatives, KPIs and workflows	System	1	54
Structure Manager structure_manager	Department-level KPI updates and project tracking	System	1	40

Figure 88. Roles and permissions

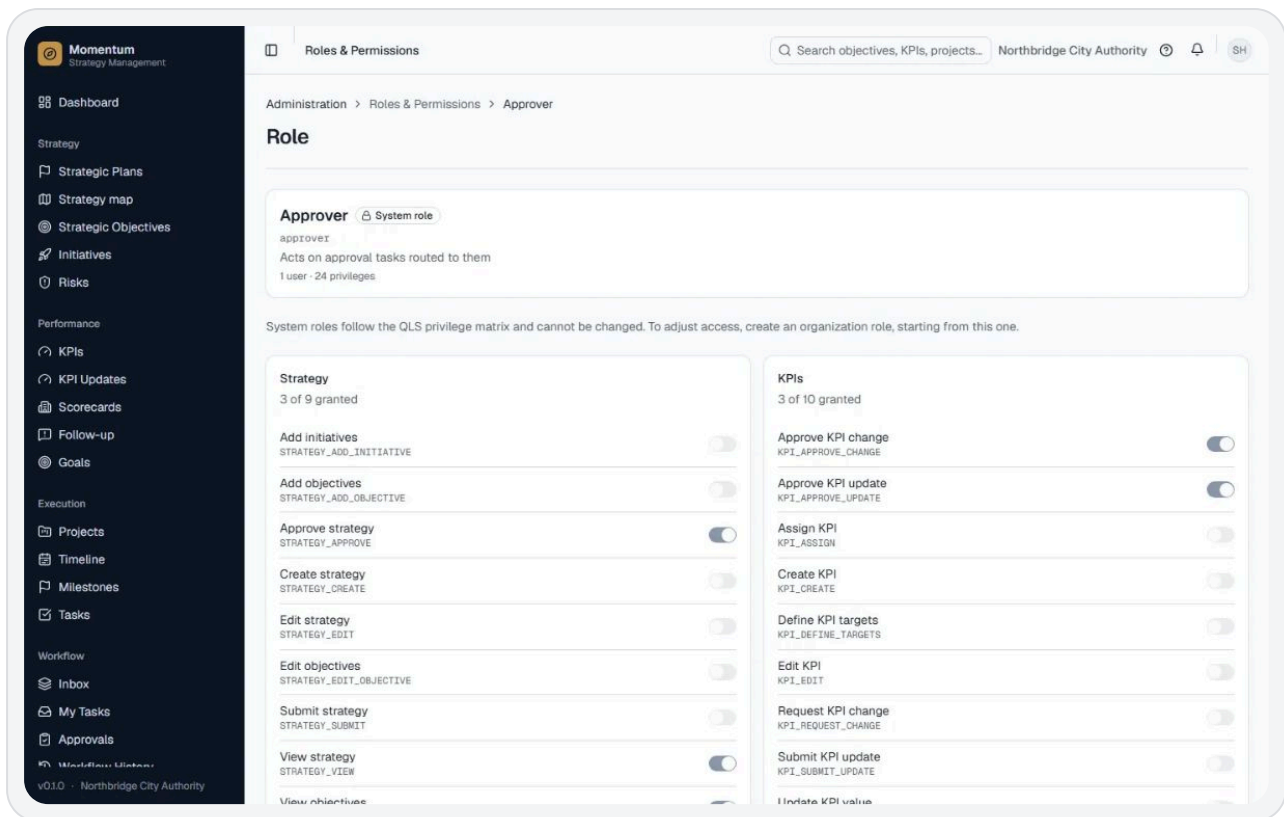


Figure 89. A role and its privileges

HOW TO USE IT

- 1 Review the system roles: Organization Admin, Strategy Manager, Project Manager, Structure Manager, KPI Owner, Approver, Auditor, Employee.
- 2 New role creates your own; tick the privileges it grants.
- 3 Give roles to people on their user page, or to groups.

RULES AND DETAILS

- 🔗 A role is given with a scope: Organization, Department (their units or a named unit, and those below) or Own.
- 🔗 Individual privileges can be granted or denied on a person's page; a denial wins.
- 🔗 System roles are shared definitions; create a custom role to change what a role grants in your organization.

QUESTIONS

What role should a normal employee have?

Employee / Contributor with Own scope: they see the strategy, report their KPIs, work on their tasks and fill in forms.

Groups

Named groups of people (for example a committee) that can hold roles and receive approvals and forms.

Who uses it: Organization Admins.

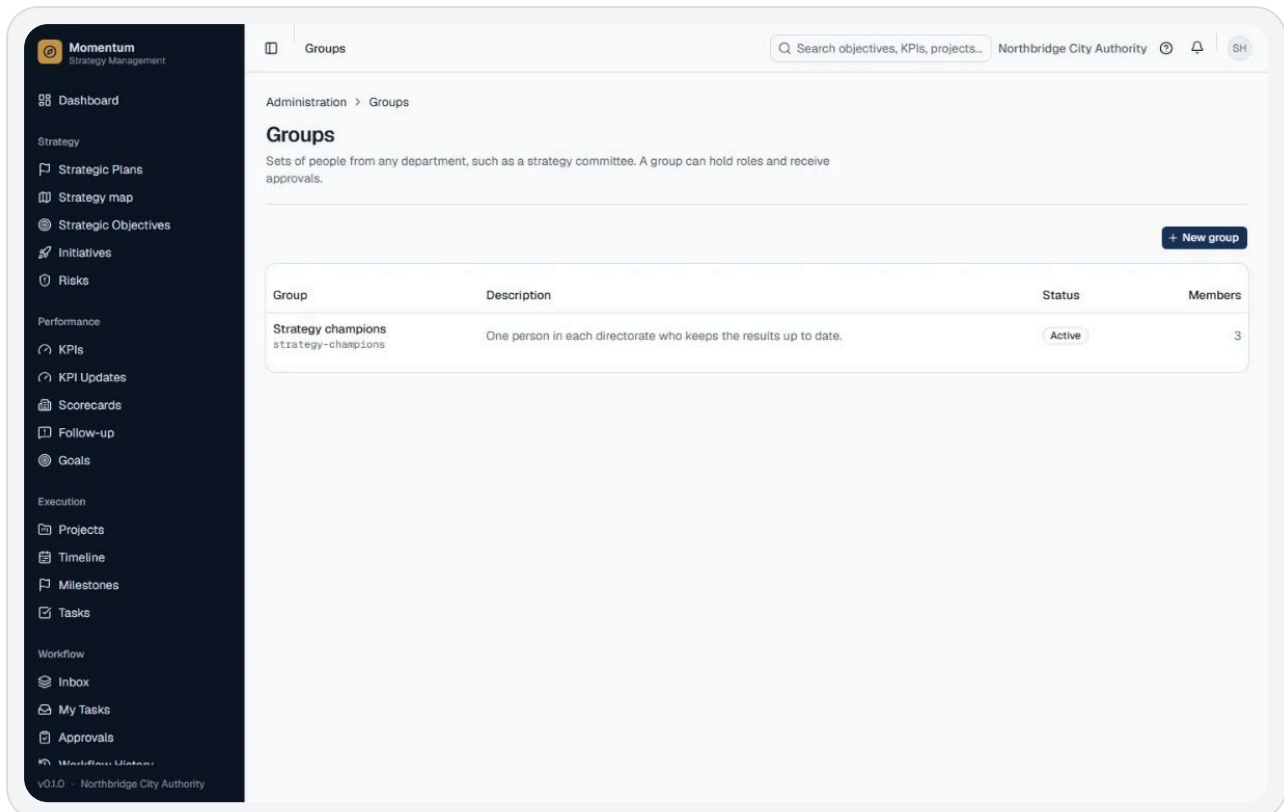


Figure 90. Groups

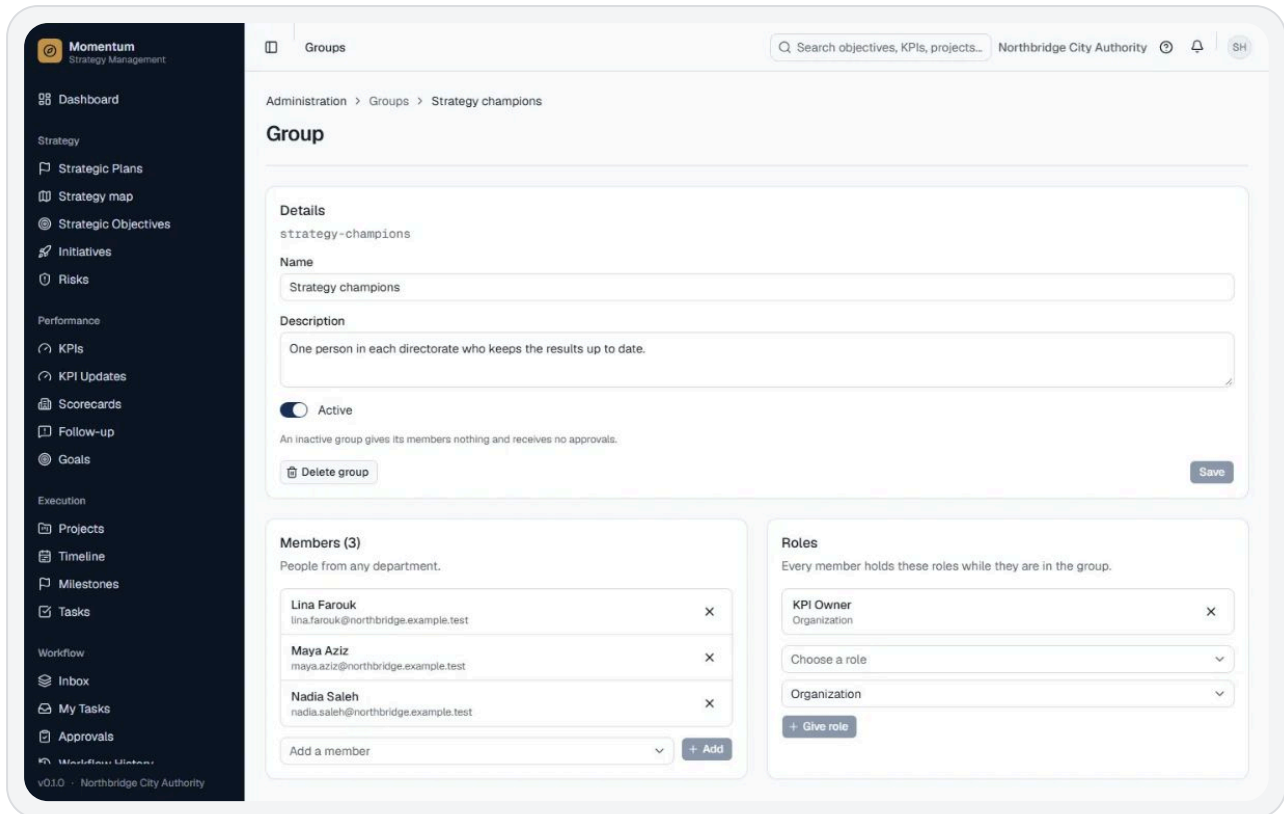


Figure 91. A group: members and the roles it gives them

HOW TO USE IT

- 1 New group, then add members.
- 2 Give role to the group: every member gets it while in the group.
- 3 Use the group as an approver in a flow step, or as recipients when sending a form.

RULES AND DETAILS

- 🔄 Giving a group a role needs both the right to manage groups and to assign roles.
- 🔄 An inactive group grants nothing.

QUESTIONS

Group or role?

A role says what someone may do; a group says who belongs together. Give a role to a group when a set of people needs the same rights.

Workflows

The approval flows: the standard ones (plan approval, plan amendment, KPI update, project closure) and your own flows for forms.

Who uses it: Organization Admins and Strategy Managers.

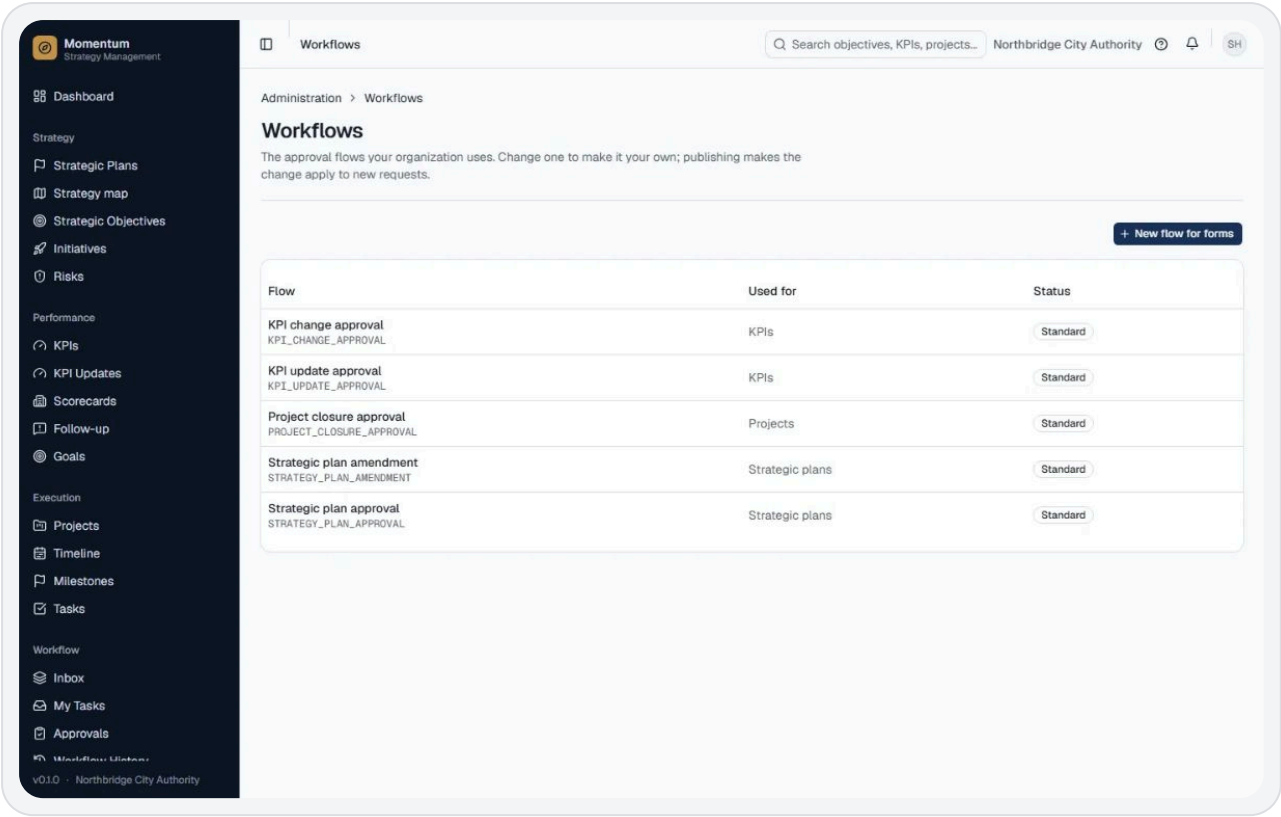


Figure 92. The approval flows

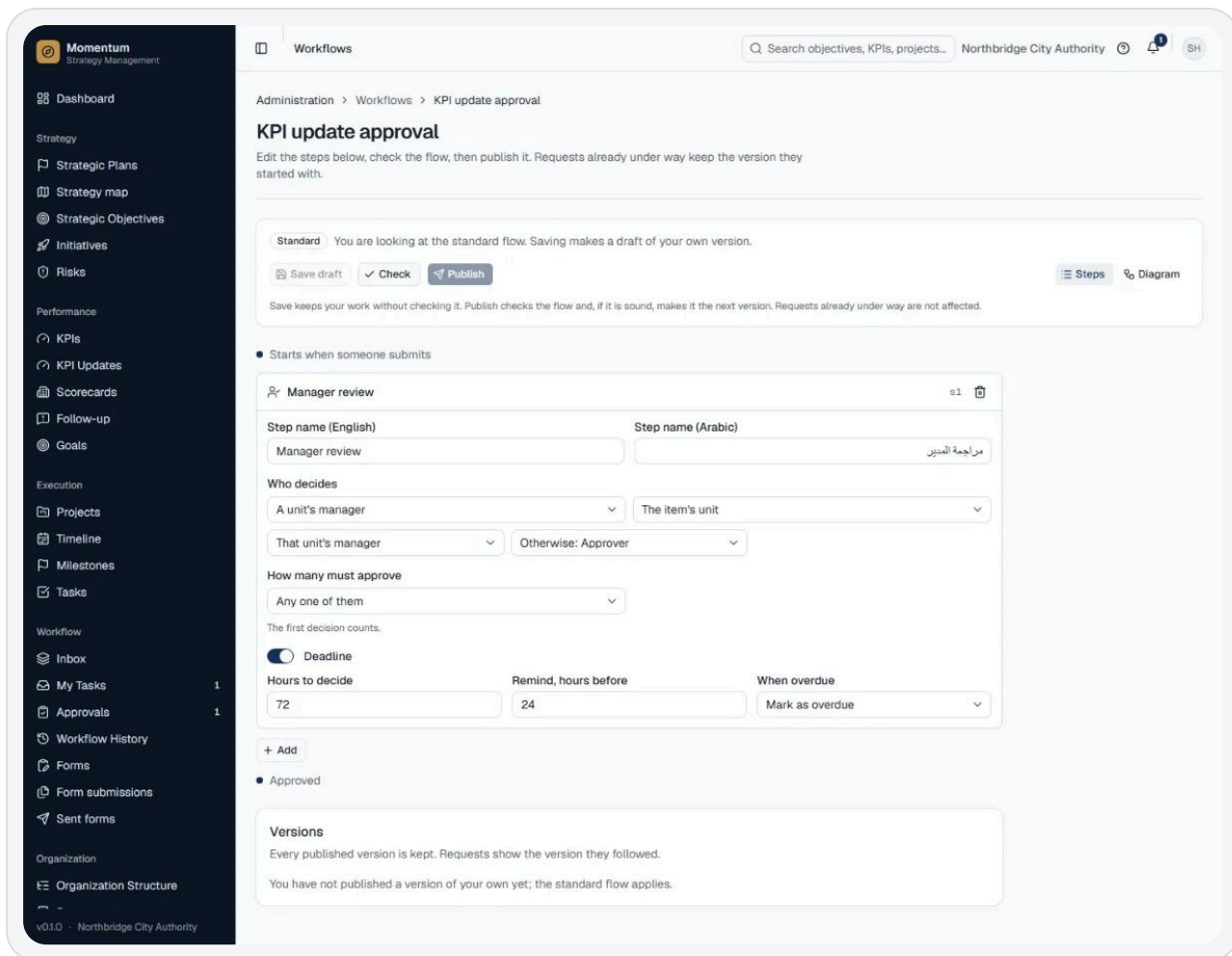


Figure 93. Designing a flow: steps, deciders, deadlines and escalation

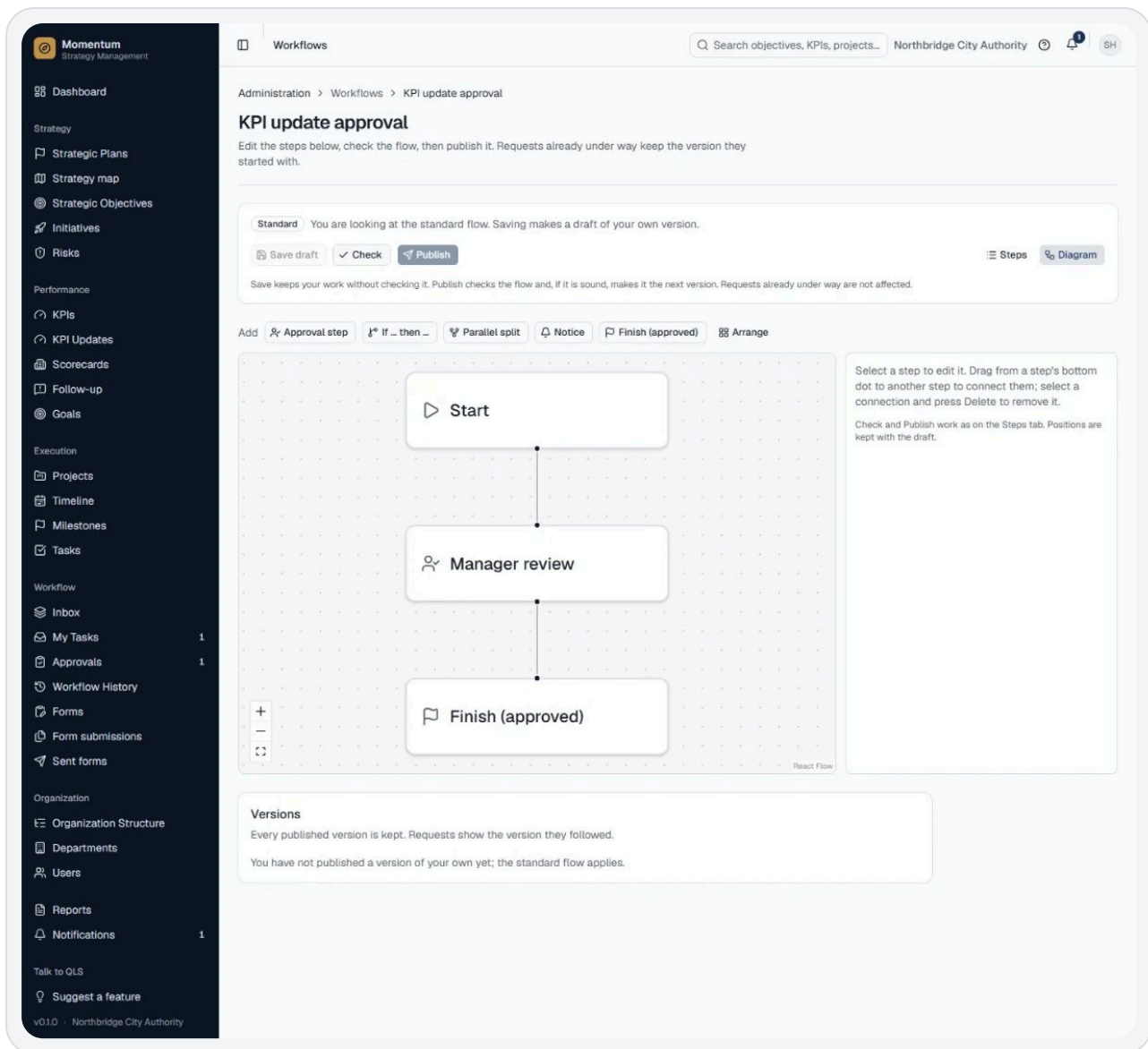


Figure 94. The same flow as a diagram

HOW TO USE IT

- 1 Open a flow to edit your organization's copy of it. The Steps view lists steps; the Diagram view shows the same flow as a canvas.
- 2 Add approval steps (who decides: a person, a role, a group or a unit's manager; any one, all, or a number of them), notices, If ... then branches and parallel paths.
- 3 Set deadlines per step: a reminder, then overdue only, or overdue and escalated to someone.
- 4 Check finds problems; Publish makes the draft the next version.
- 5 New flow for forms creates a flow you can attach to a form.

RULES AND DETAILS

- ↻ There is one draft per flow. Published versions never change; running requests keep the version they started on.
- ↻ "Use the standard flow again" switches your copy off and keeps its versions.
- ↻ Conditions test the item's facts, for example a form answer or actual below target.
- ↻ The submitter never approves their own request; if nobody else is eligible the step goes to its escalation target or the admins.

QUESTIONS

Does publishing change requests already running?

No. Running requests finish on the version they started on; new requests use the new version.

Form builder

Design forms: sections, fields, rules, calculations and an approval flow.

Who uses it: Organization Admins and Strategy Managers.

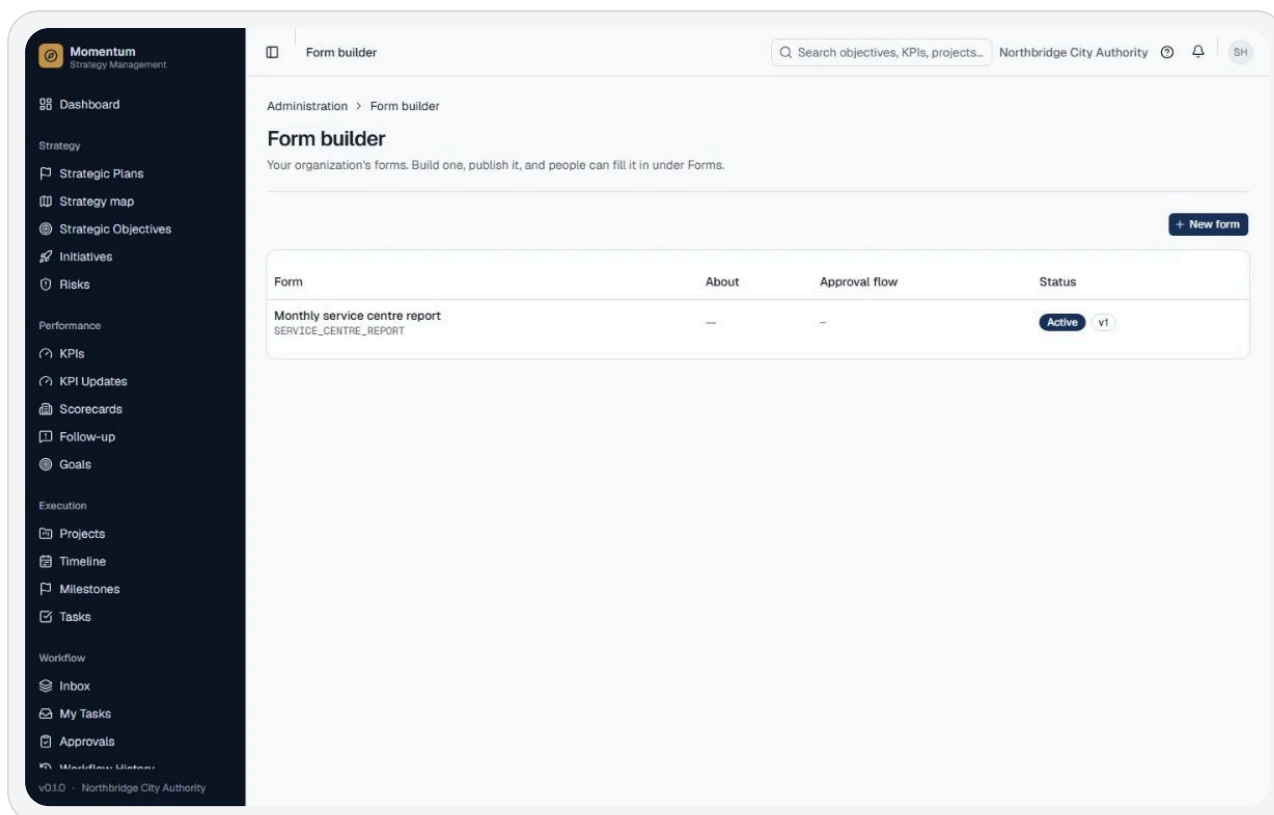


Figure 95. The form builder

Momentum
Strategy Management

Form builder

Search objectives, KPIs, projects... Northbridge City Authority

Administration > Form builder > Monthly service centre report

Monthly service centre report

Details
SERVICE_CENTRE_REPORT

Name (English)
Monthly service centre report

Name (Arabic)
التقرير الشهري لمراكز الخدمة

Description
Visits, waiting times and the services residents still ask for in person.

What each submission is about
Nothing in particular

Approval flow
None: submitted forms are final

The form has submissions, so this cannot change.

Create flows for forms under Administration → Workflows.

Save details

Active Version 1 You are looking at the published version; saving makes a draft.

Save draft **Check** **Publish** **Retire** **Edit** **Preview**

Visits visite

Section title (English)
Visits

Section title (Arabic)
الزيارات

Show this section only when...

- > Service centre Choice * centre
- > Visits this month Number * visit_count
- > Average waiting time (minutes) Number * wait
- > Visits that could have been online Percentage online_share

+ Add a field

What residents asked for notes

Section title (English)
What residents asked for

Section title (Arabic)
ما حثه السكان

Show this section only when...

- > Services most asked for in person Long text top_services
- > Needs follow-up by the directorate Yes / no follow_up

+ Add a field

+ Add a section

Versions
Every published version is kept; each submission shows the version it was filled in on.

Version 1 **In use** Published by Sara Haddad, Oct 7, 2026, 1:50 PM
First version

Figure 96. Designing a form in two languages

HOW TO USE IT

- 1 New form: names in English and Arabic and a code.
- 2 Add sections and fields; drag them to reorder.
- 3 Set rules (show a field only when...) and calculated fields.
- 4 Choose an Approval flow if submissions must be approved.
- 5 Check, then Publish. Send it from Sent forms, or let people fill it in from Forms.

RULES AND DETAILS

- Field types: short and long text, number, percentage, money, date, choice, multiple choice, yes/no, person, unit, project, KPI, objective, files, table, calculated.
- A field's key names it in rules, calculations and exports; it is set when you leave the key box.
- Versions work like flows: one draft, published versions never change, and each submission keeps its version.

QUESTIONS

How do I change a published form?

Edit the draft and publish again. New submissions use the new version; old ones keep theirs.

Notification templates

The wording of each kind of email, in English and Arabic.

Who uses it: Organization Admins.

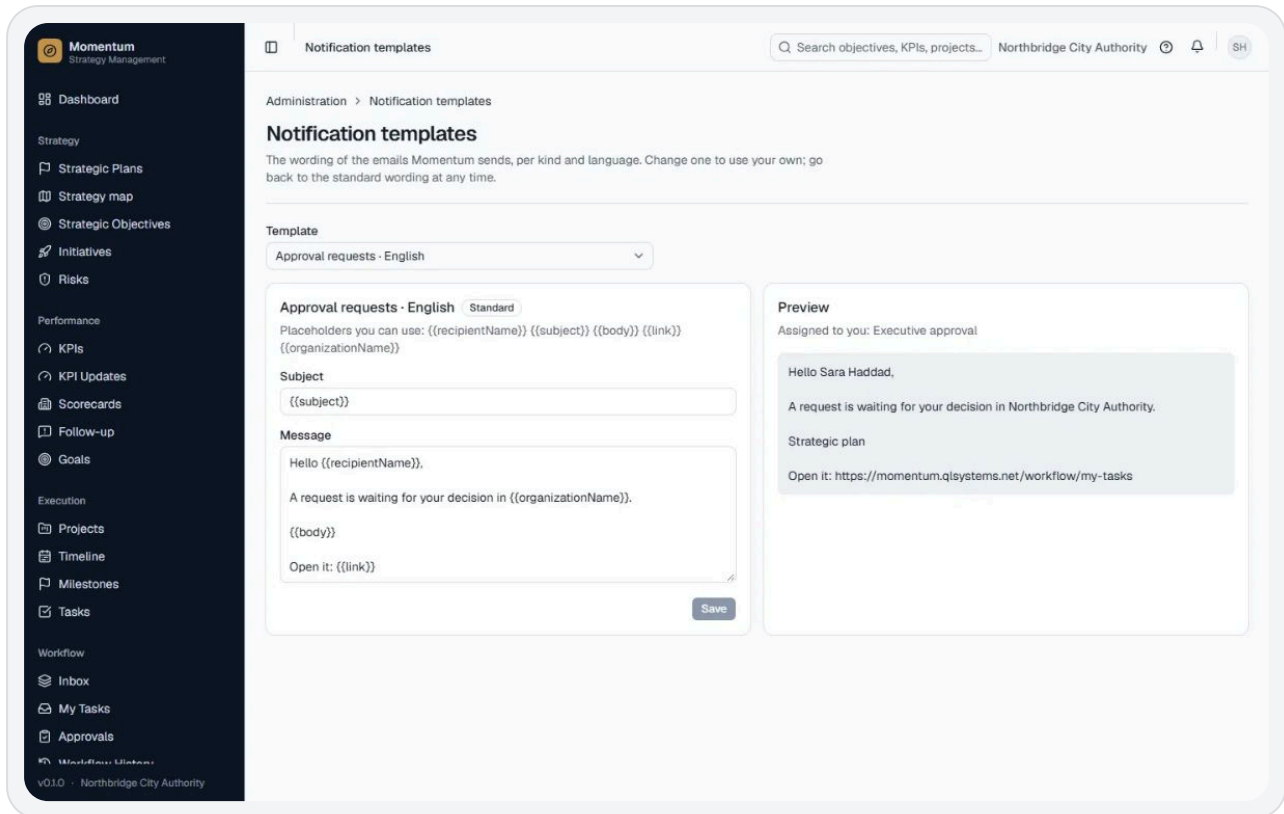


Figure 97. Email templates in English and Arabic, with a live preview

HOW TO USE IT

- 1 Open a kind and edit its subject and body; the preview uses your own name and organization.
- 2 Use the standard wording again when you want the default back.

RULES AND DETAILS

- ↻ Each person receives the language they last chose in the app.

QUESTIONS

What can I put in a template?

The placeholders listed under the editor ("Placeholders you can use"), such as the person's name, the item and the link.

Notification log

Every email the organization sent or tried to send, with its status.

Who uses it: Organization Admins, Strategy Managers and Auditors.

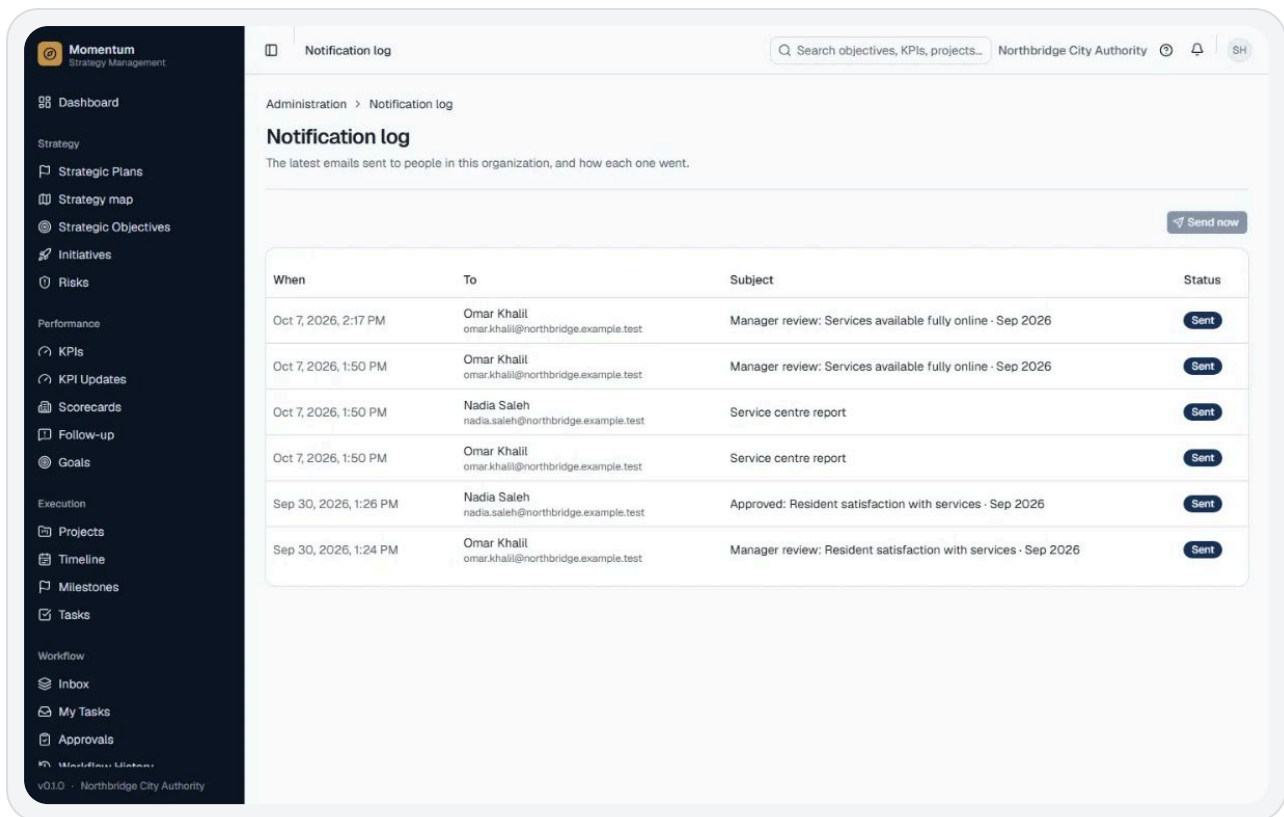


Figure 98. The notification log: every email sent

HOW TO USE IT

- 1 Check whether an email was sent, is waiting, or failed.
- 2 Send now sends everything waiting at once (otherwise every 5 minutes).

RULES AND DETAILS

- 🔄 Failed emails are retried up to three times.

QUESTIONS

Emails show as failed.

Email may not be switched on for the organization, or the sending service rejected the address. Check System Configuration → Notifications and the recipient's email.

System Configuration

Organization-wide settings: performance thresholds, fiscal year, currency, deputy mode, email and security.

Who uses it: Organization Admins.

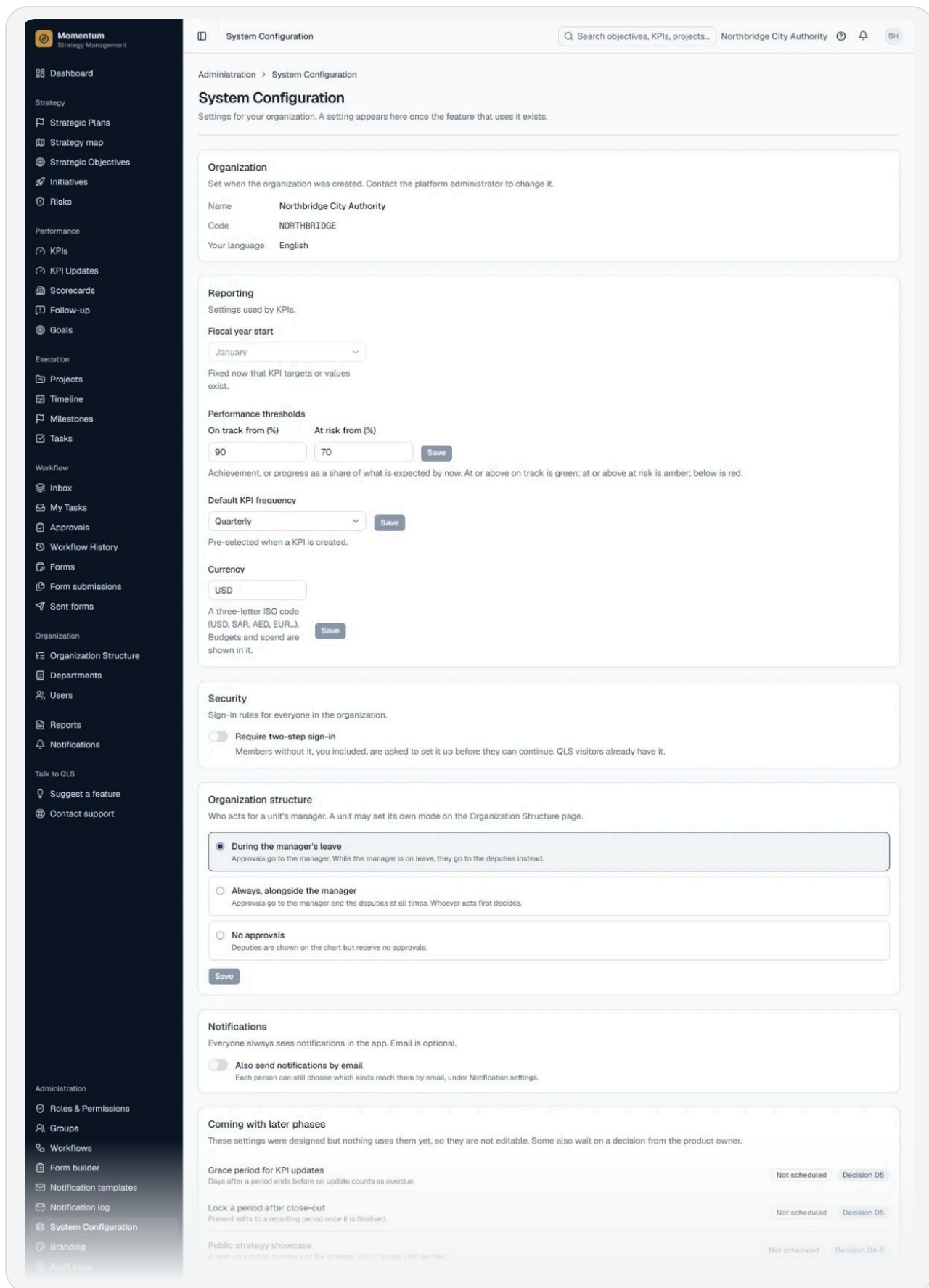


Figure 99. System configuration

HOW TO USE IT

- 1 Performance: set the on-track and at-risk thresholds (90% and 70% by default).
- 2 Reporting: the fiscal year start month and the currency.
- 3 Approvals: the deputy mode for managers on leave.
- 4 Notifications: switch email on for the organization.
- 5 Security: Require two-step sign-in for every member.

RULES AND DETAILS

- ⌚ Threshold changes apply at once, because status is computed when read.
- ⌚ The fiscal year start cannot change once KPI targets or values exist.
- ⌚ Requiring two-step sign-in sends everyone without it, including you, to set it up before they continue.

QUESTIONS

What if people lose their phone after we require two-step sign-in?

An admin can reset their two-step sign-in from their user page so they can set it up again.
If every admin is locked out, contact QLS.

Branding

Your organization's logo, favicon and colours.

Who uses it: Organization Admins.

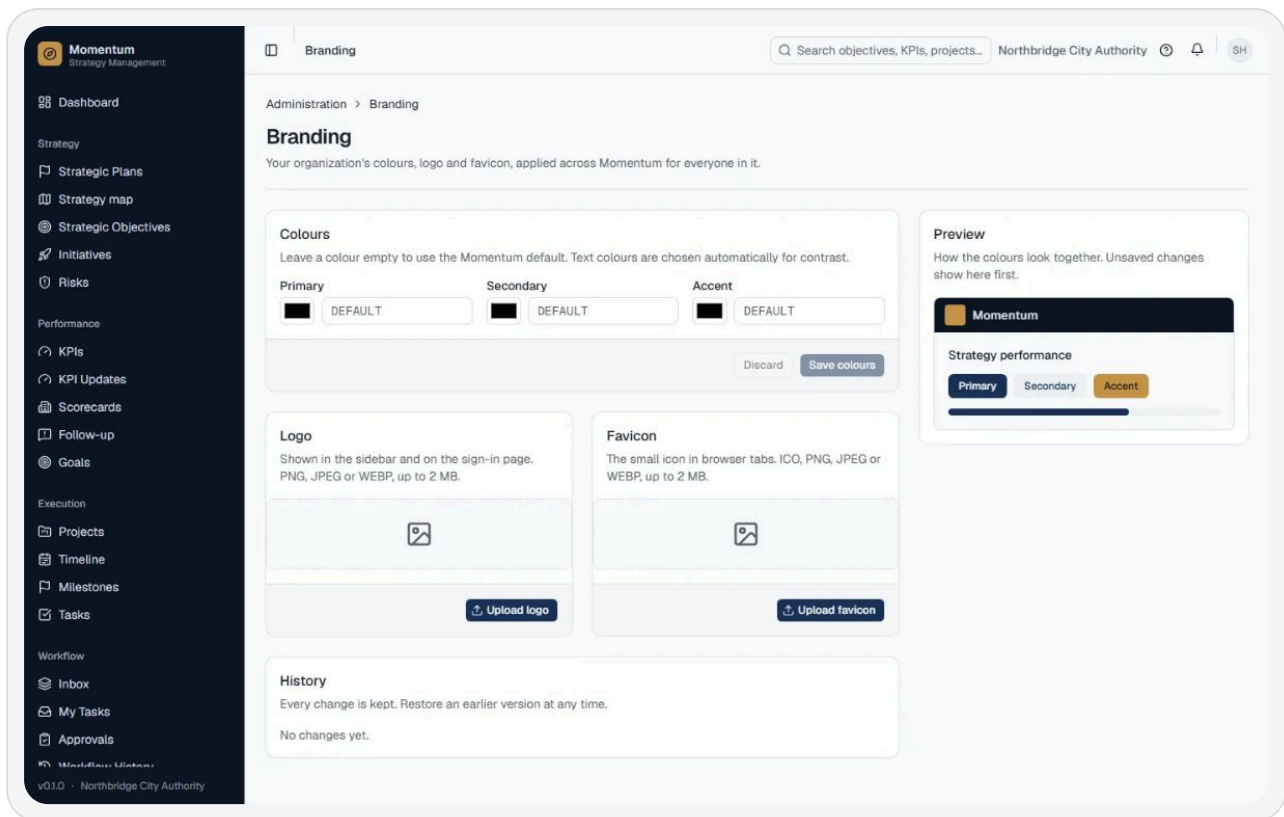


Figure 100. Branding: colours, logo and favicon

HOW TO USE IT

- 1 Upload a logo and a favicon (up to 2 MB).
- 2 Choose the colours; the preview shows the result.
- 3 Restore an earlier version from the history.

RULES AND DETAILS

- 🔄 Leave a colour empty to use the Momentum default. Text colours are chosen automatically for contrast.

QUESTIONS

Does branding change emails?

No, emails use Momentum's standard layout.

Audit Logs

Every change in the organization: who did what, when, and the values before and after.

Who uses it: Organization Admins and Auditors.

Momentum
Strategy Management

Dashboard

Strategy

- Strategic Plans
- Strategy map
- Strategic Objectives
- Initiatives
- Risks

Performance

- KPIs
- KPI Updates
- Scorecards
- Follow-up
- Goals

Execution

- Projects
- Timeline
- Milestones
- Tasks

Workflow

- Inbox
- My Tasks
- Approvals
- Workflow Library

v01.0 - Northbridge City Authority

Audit Logs

Administration > Audit Logs

An immutable record of every change and every refused action in your organization, written in the same transaction as the change.

Search actions or records... All record types All results All time Export CSV

Action	Record	Type	Performed by	Time	Result
Updated performance_reviews	19f3823a	performance_reviews	Sara Haddad	Oct 7, 2026, 2:18 PM	Success
Created workflow_tasks	670a6ea8	workflow_tasks	Nadia Saleh	Oct 7, 2026, 2:17 PM	Success
Created workflow_steps	Manager review	workflow_steps	Nadia Saleh	Oct 7, 2026, 2:17 PM	Success
Created workflow_instances	f8e73cc5	workflow_instances	Nadia Saleh	Oct 7, 2026, 2:17 PM	Success
Updated kpi_updates	aa45d2d5	kpi_updates	Nadia Saleh	Oct 7, 2026, 2:17 PM	Success
Created kpi_updates	aa45d2d5	kpi_updates	Nadia Saleh	Oct 7, 2026, 2:17 PM	Success
Deleted workflow_steps	Manager review	workflow_steps	System	Oct 7, 2026, 2:17 PM	Success
Deleted kpi_updates	c3ba158d	kpi_updates	System	Oct 7, 2026, 2:17 PM	Success
Deleted workflow_tasks	560cb2b6	workflow_tasks	System	Oct 7, 2026, 2:17 PM	Success
Deleted workflow_instances	8ec66964	workflow_instances	System	Oct 7, 2026, 2:17 PM	Success
Updated workflow_steps	89c39855	workflow_steps	Omar Khalil	Oct 7, 2026, 2:13 PM	Success
Updated kpi_updates	c3ba158d	kpi_updates	Omar Khalil	Oct 7, 2026, 2:13 PM	Success
Updated workflow_tasks	560cb2b6	workflow_tasks	Omar Khalil	Oct 7, 2026, 2:13 PM	Success
Updated workflow_instances	8ec66964	workflow_instances	Omar Khalil	Oct 7, 2026, 2:13 PM	Success

Figure 101. The audit log

HOW TO USE IT

- 1 Filter by person, action, type of item or dates.
- 2 Open an entry to compare old and new values.
- 3 Export CSV for an external review.

RULES AND DETAILS

- Refused actions, exports, entries by QLS staff and two-step resets are recorded too.
- The audit trail cannot be edited or deleted.
- Individual goals are not recorded, to keep them private.

QUESTIONS

Who is "Momentum" in the log?

The system itself, for automatic steps such as calculated KPI values or finished requests.

Your Account

Language, theme, password, two-step sign-in, leave and notifications.

Your account

Your password, two-step sign-in, leave and stand-in, notification settings, language and theme.

Who uses it: Everyone.

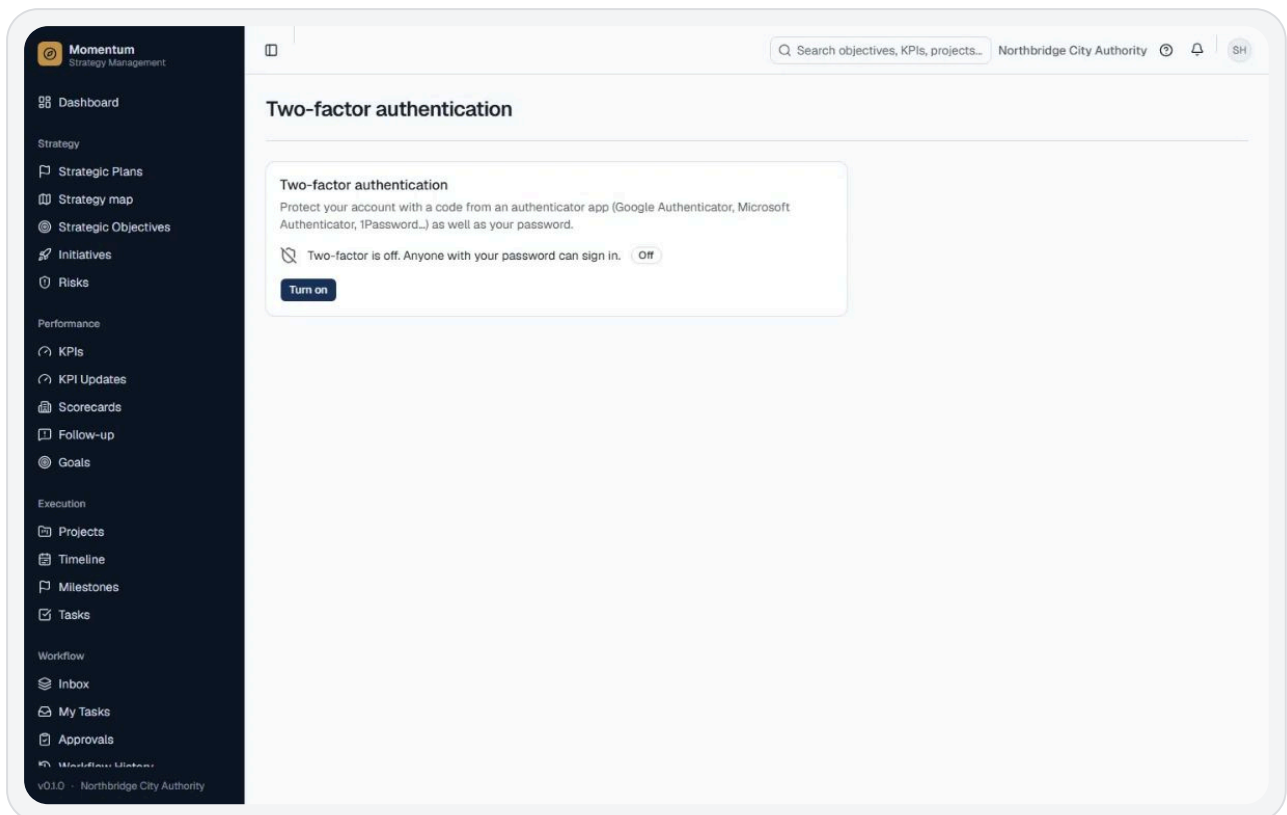


Figure 102. Two-step sign-in

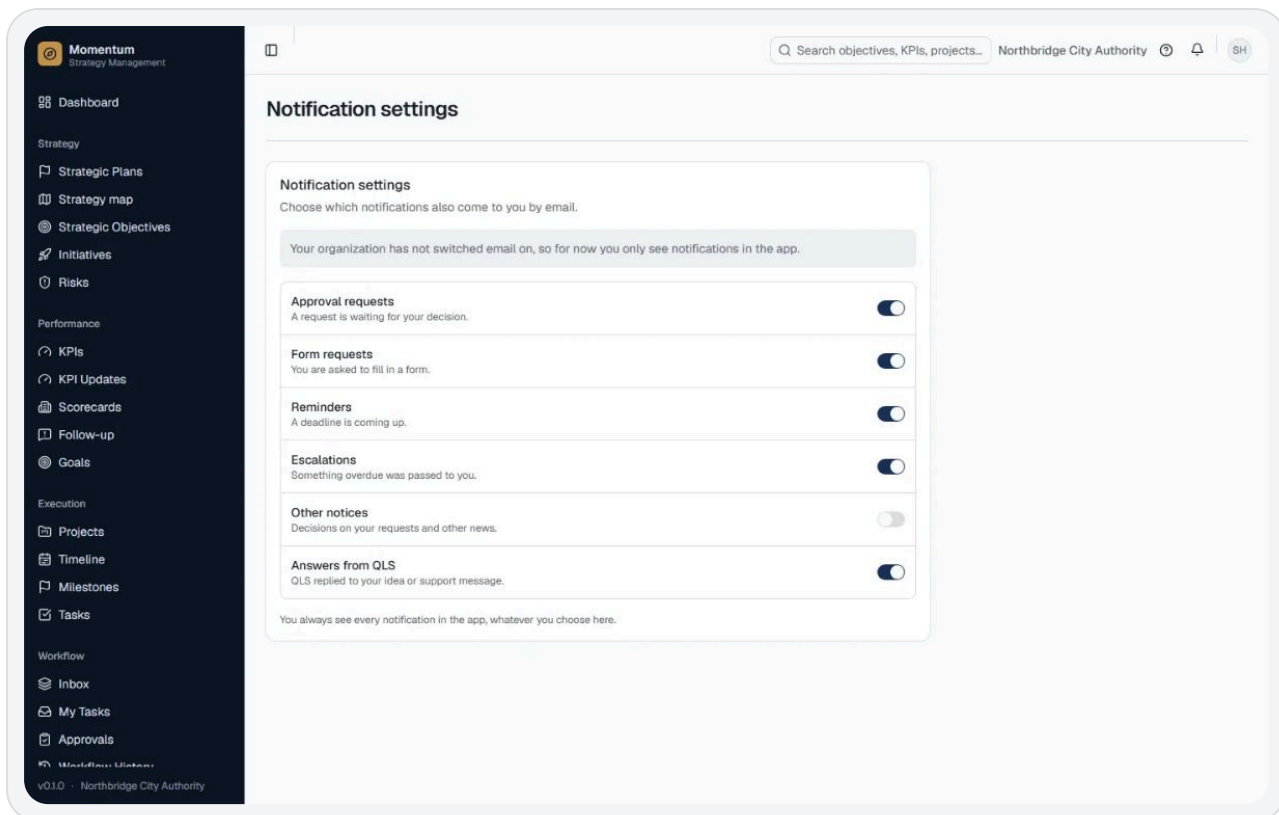


Figure 103. Choosing which emails to receive

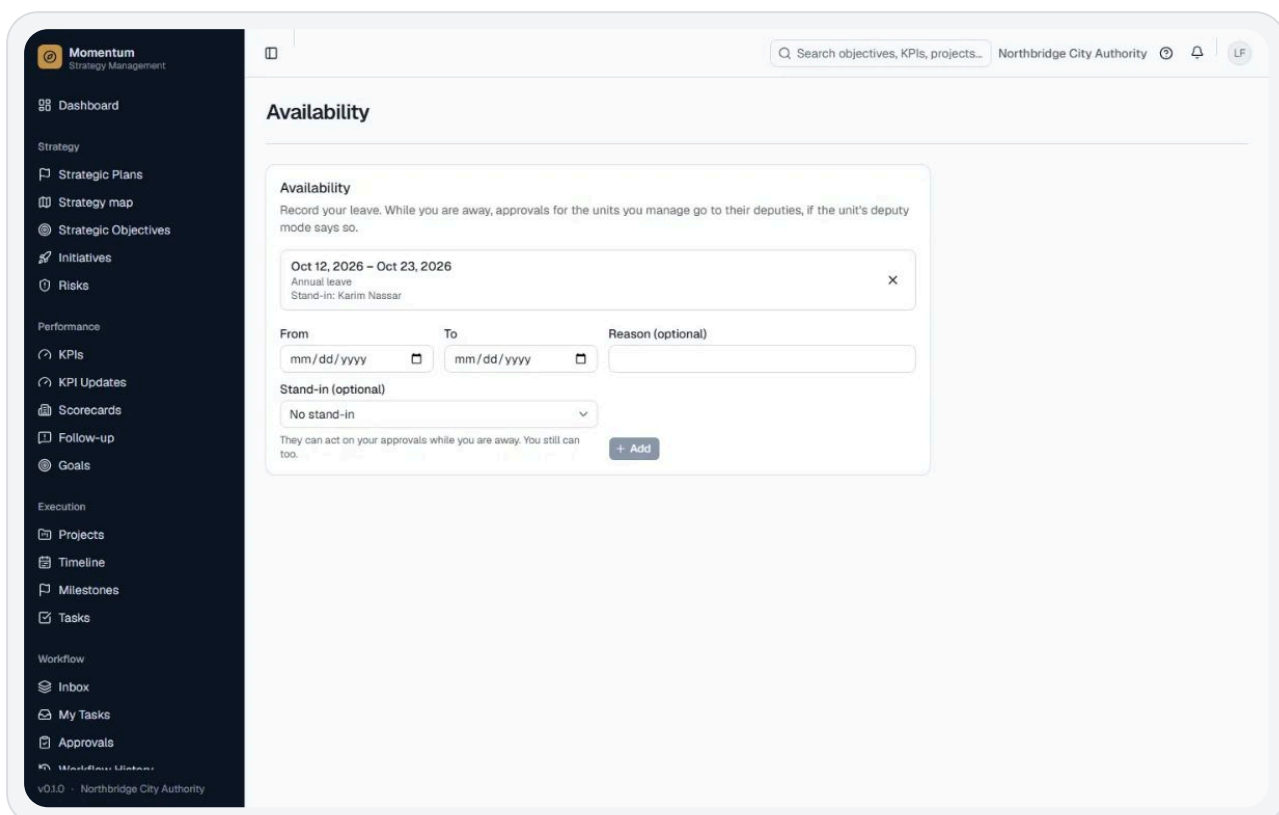


Figure 104. Availability: leave and a stand-in for approvals

HOW TO USE IT

- 1 Change password: User menu → Change password. At least 10 characters, with upper and lower case letters and a digit.
- 2 Two-step sign-in: User menu → Two-factor authentication → Turn on, scan the code with an authenticator app, and enter the six-digit code.
- 3 Availability: record your leave and optionally a stand-in who can act on your approvals while you are away.
- 4 Notification settings: choose which kinds of notification also arrive by email.
- 5 Language and theme (light, dark or system) are in the user menu too.

RULES AND DETAILS

- 🔗 If your admin gave you a password, you choose your own the first time you sign in.
- 🔗 If your organization requires two-step sign-in, you set it up before anything else.
- 🔗 Forgot your password? on the sign-in page emails a link to choose a new one; open it in any browser.
- 🔗 A stand-in covers only the dates of that leave, never your own requests, and cannot pass the cover on.

QUESTIONS

I lost the phone with my authenticator app.

Ask your organization admin to reset your two-step sign-in; you then set it up again on your new phone.

The password link says it is invalid.

Links work once and expire (24 hours). Request a new one with Forgot your password? and use the latest email.

Languages, Dark Mode and Branding

Momentum in English and Arabic, in light and dark, in your organization's colours.

English and Arabic

Each person chooses their language in the user menu; Momentum remembers it and sends their emails in it. In Arabic the whole interface turns right to left, numbers and dates follow the language, and forms, workflows and notification templates carry both languages.

Light and dark

Light, dark, or following the device: each person picks a theme in the user menu. Every screen, chart and dialog is designed for both.

Your organization's look

Administrators set primary, secondary and accent colours, a logo and a favicon. Text colours are chosen automatically for contrast, and every change is kept in a history that can be restored.

Organization settings

Fiscal year start, on-track and at-risk thresholds, default KPI frequency, currency, how deputies stand in, and whether everyone must use two-step sign-in.

Notifications and emails

In the app and by email, in each person's language. Administrators reword every email template in both languages; each person chooses which emails they receive.

Light and dark, side by side

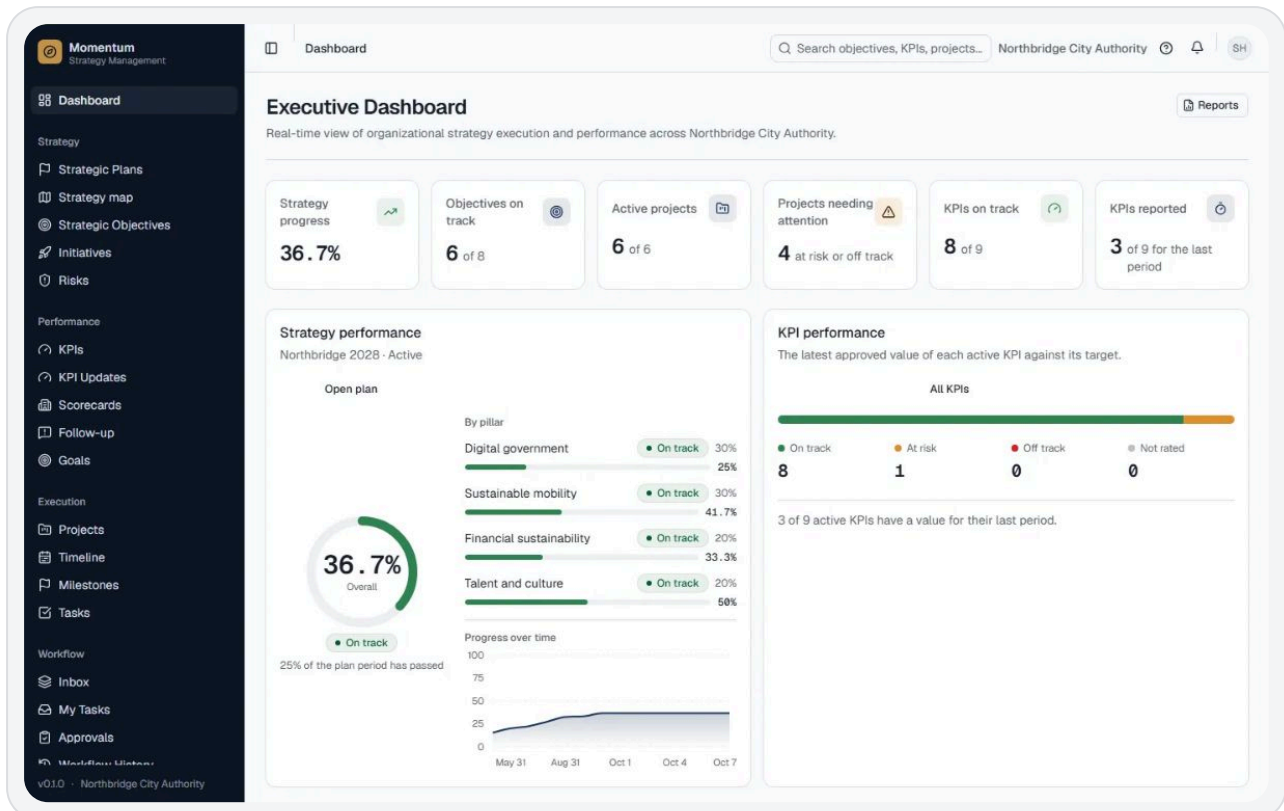


Figure 105. The executive dashboard (Light)

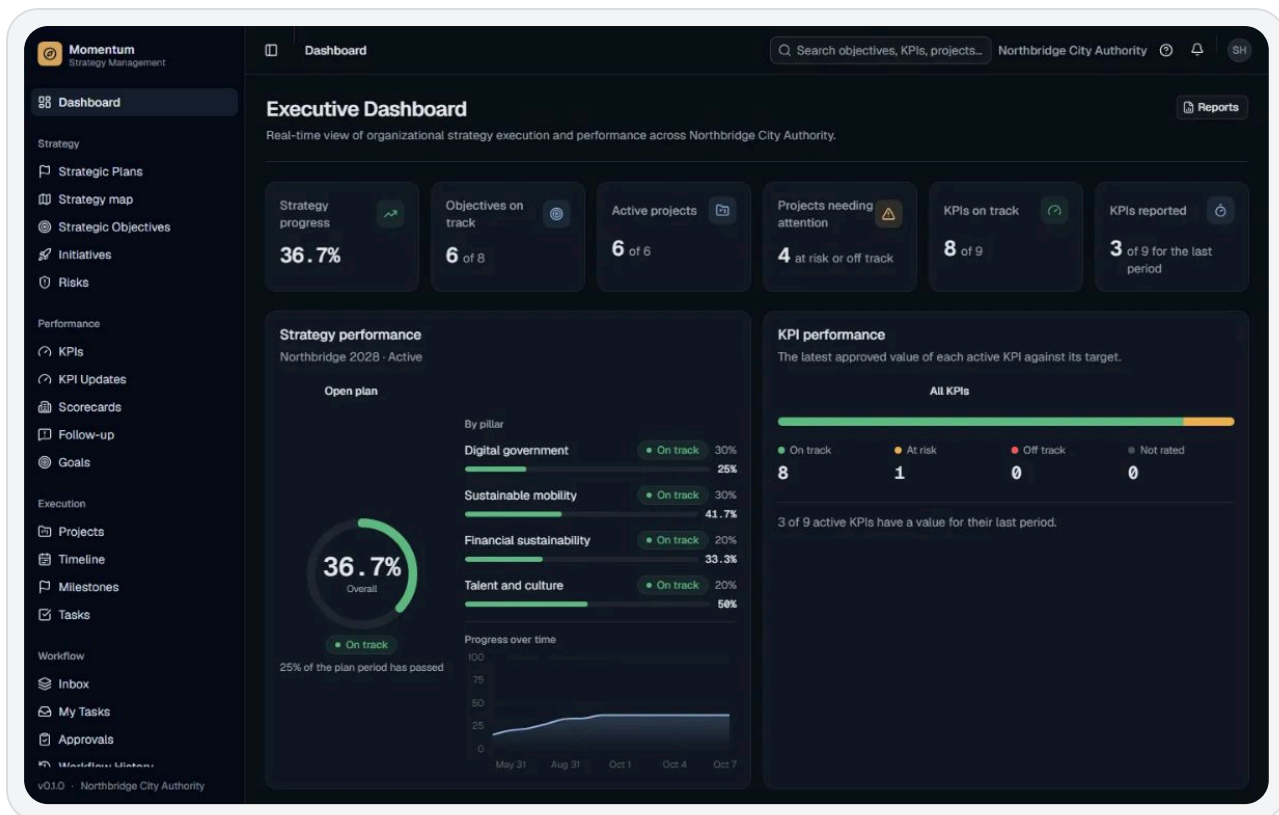


Figure 106. The executive dashboard (Dark)

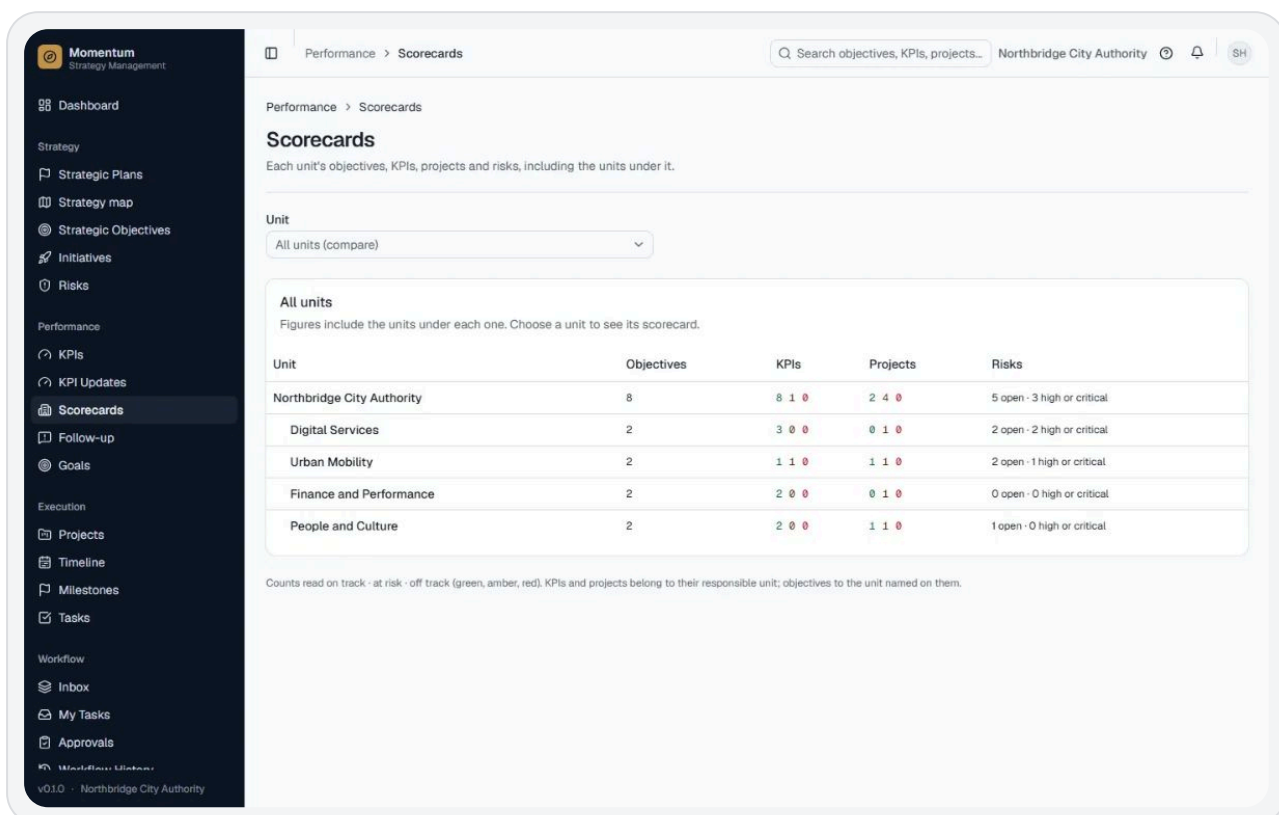


Figure 107. Scorecards: all units side by side (Light)

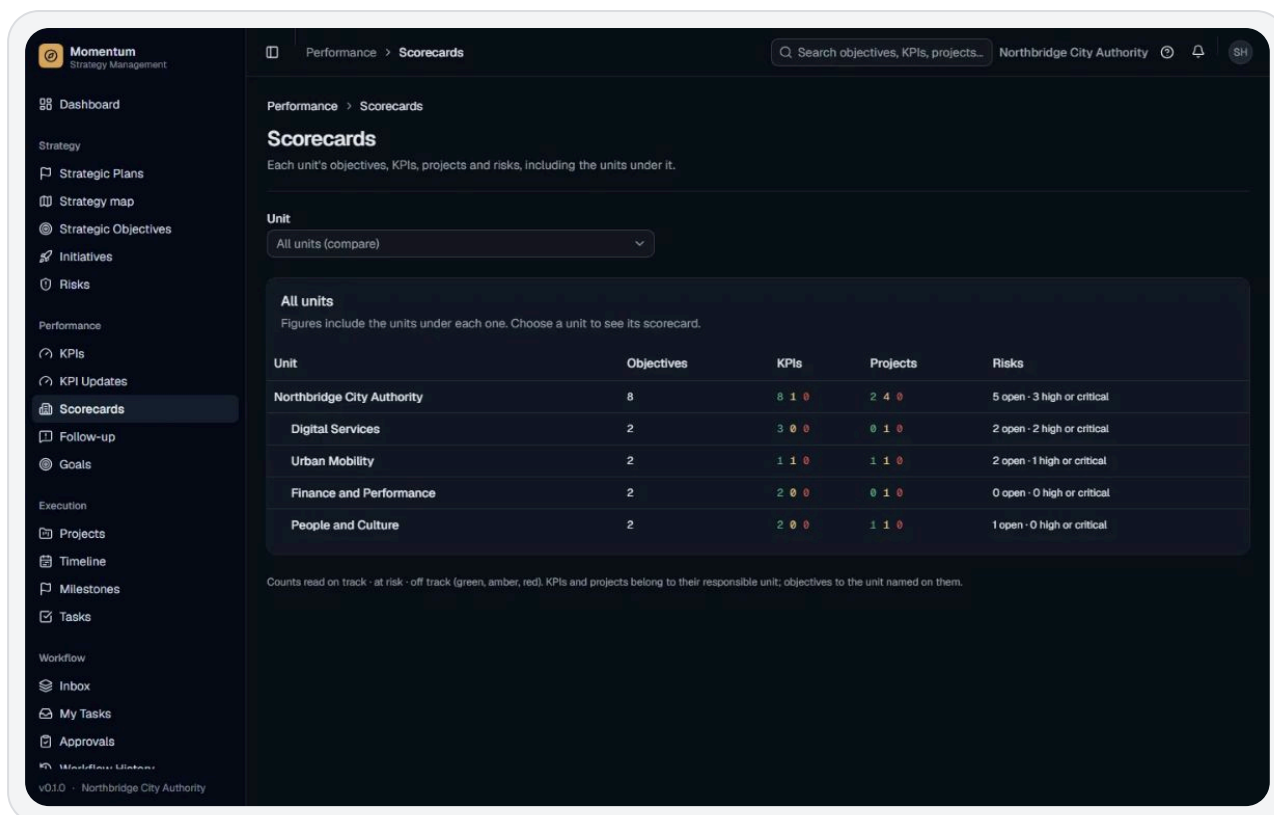


Figure 108. Scorecards: all units side by side (Dark)

English and Arabic

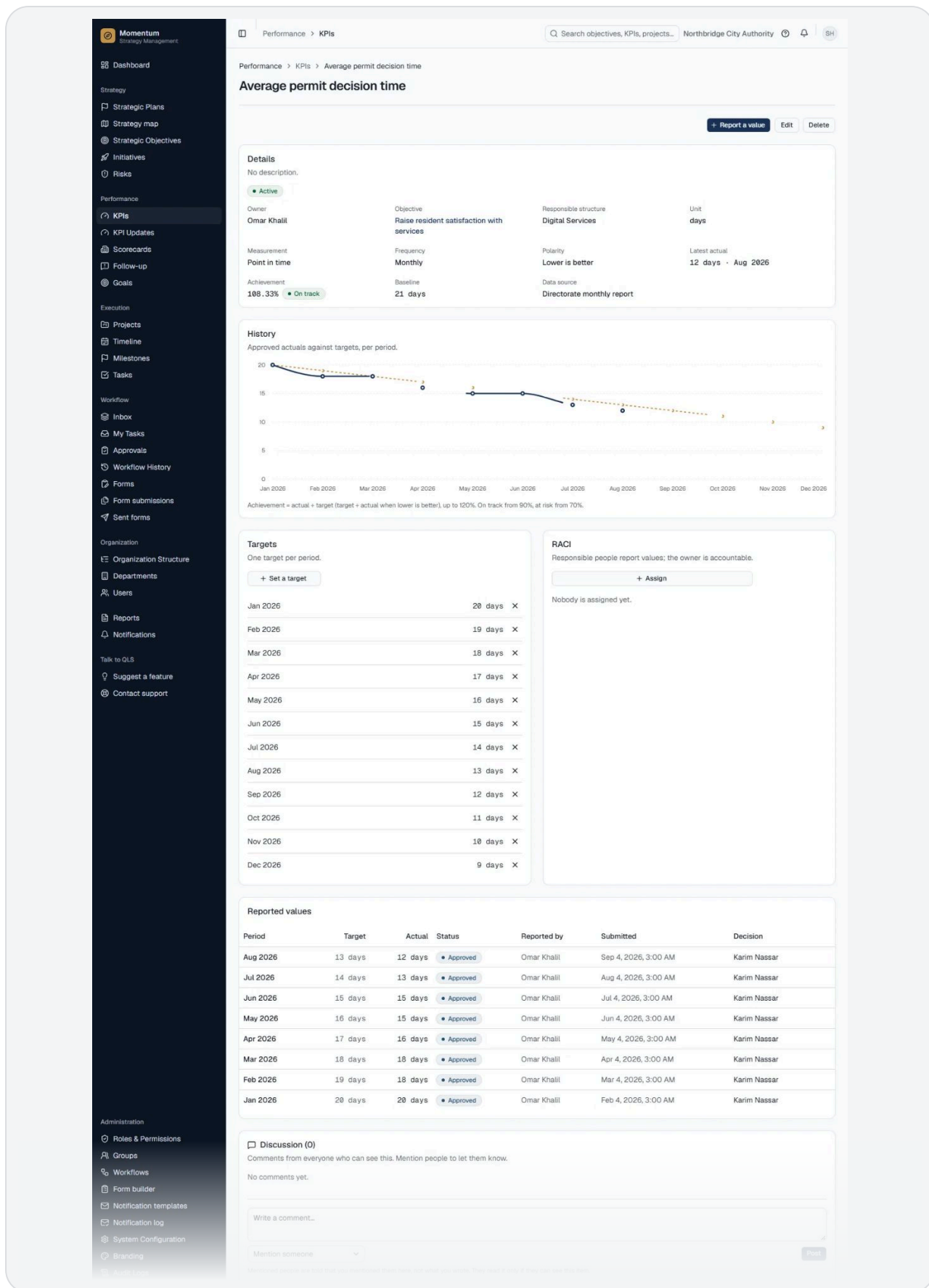
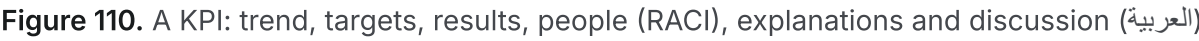


Figure 109. A KPI: trend, targets, results, people (RACI), explanations and discussion (English)



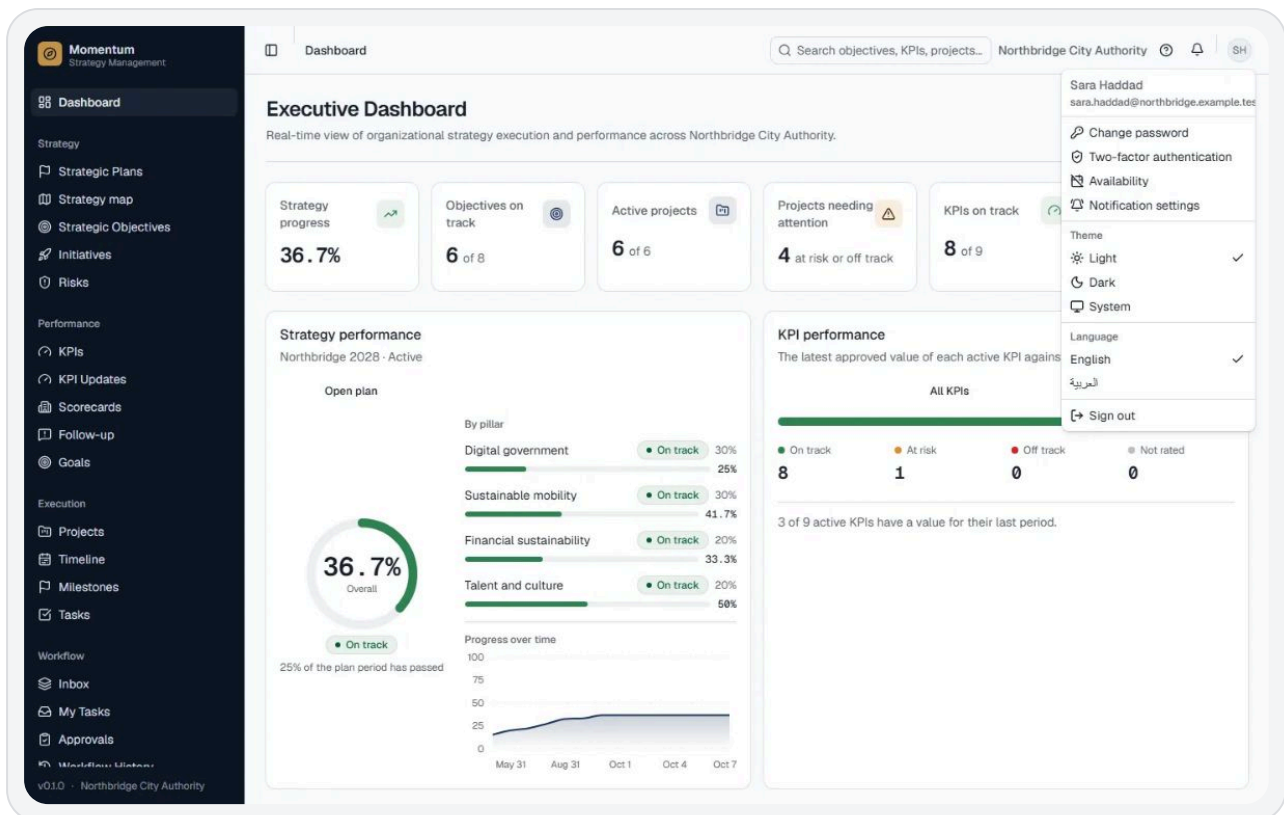


Figure 111. The user menu: password, two-step sign-in, availability, notifications, theme and language

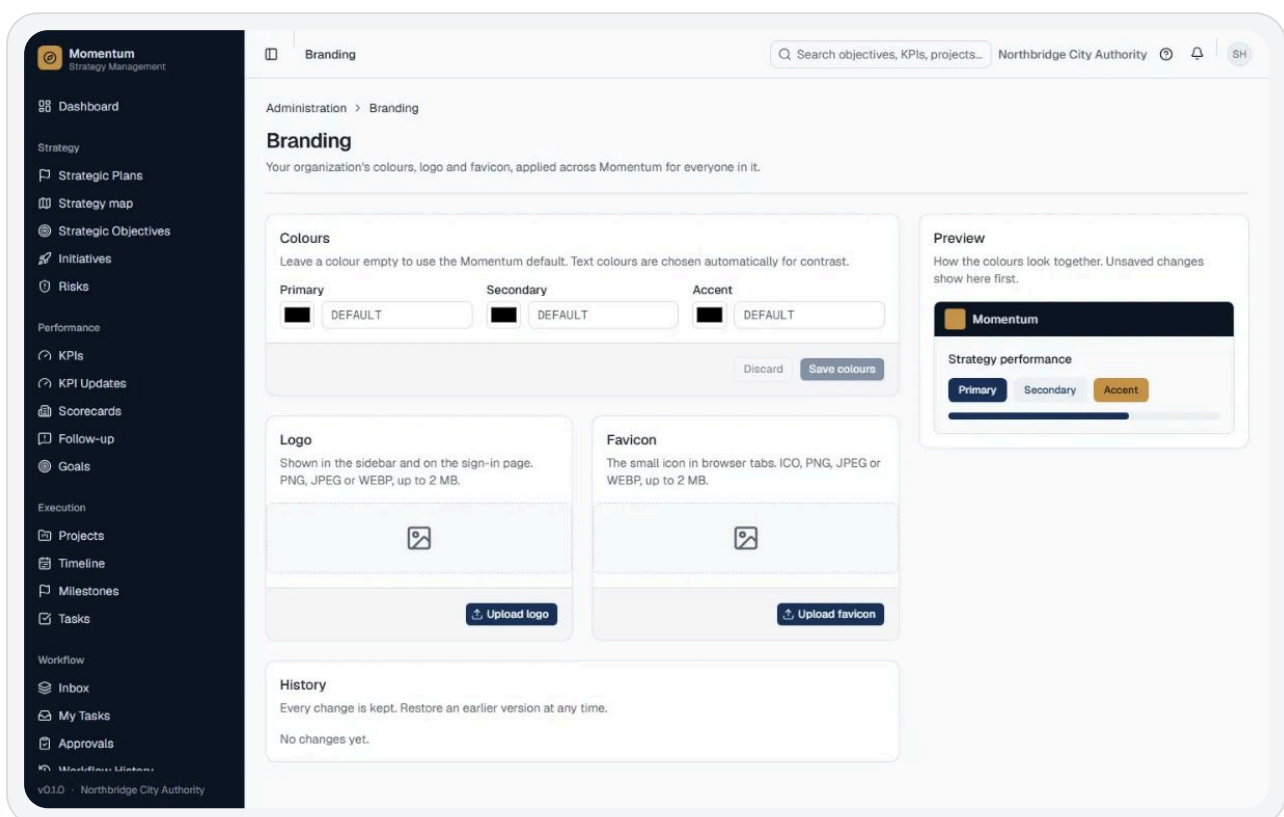


Figure 112. Branding: colours, logo and favicon

On Any Device

The same Momentum on a phone, a tablet or a desktop.

Momentum is a web application: nothing to install. It adapts to the screen, so people report results, approve requests and fill in forms from a phone, while the strategy office works on a desktop.

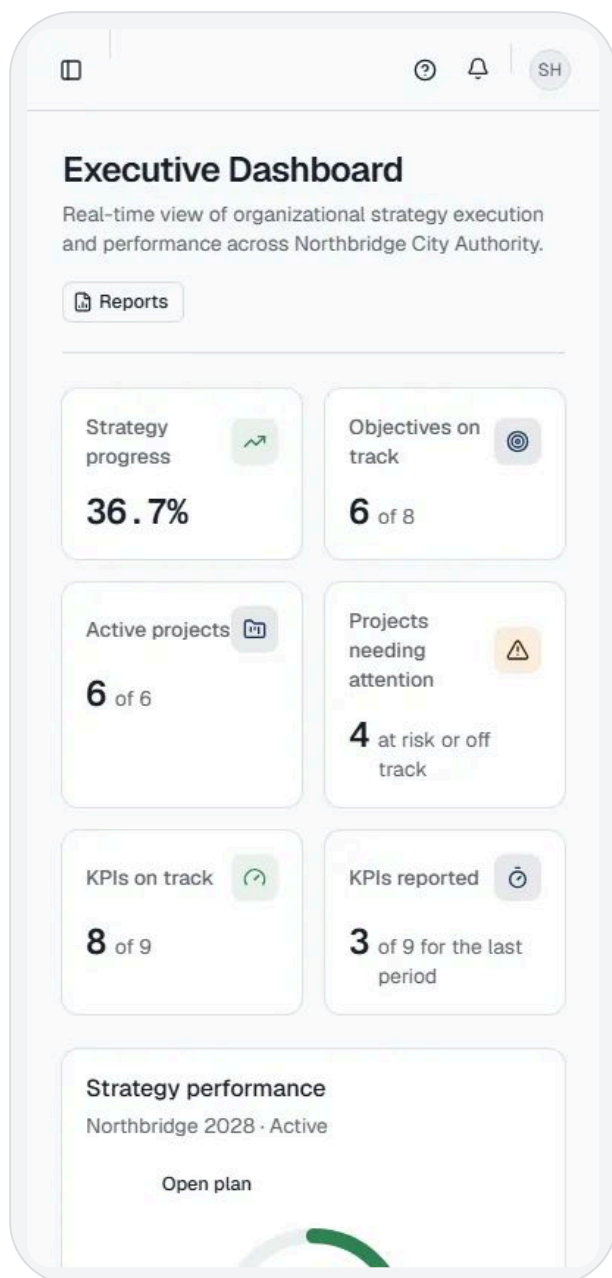


Figure 113. The dashboard on a phone

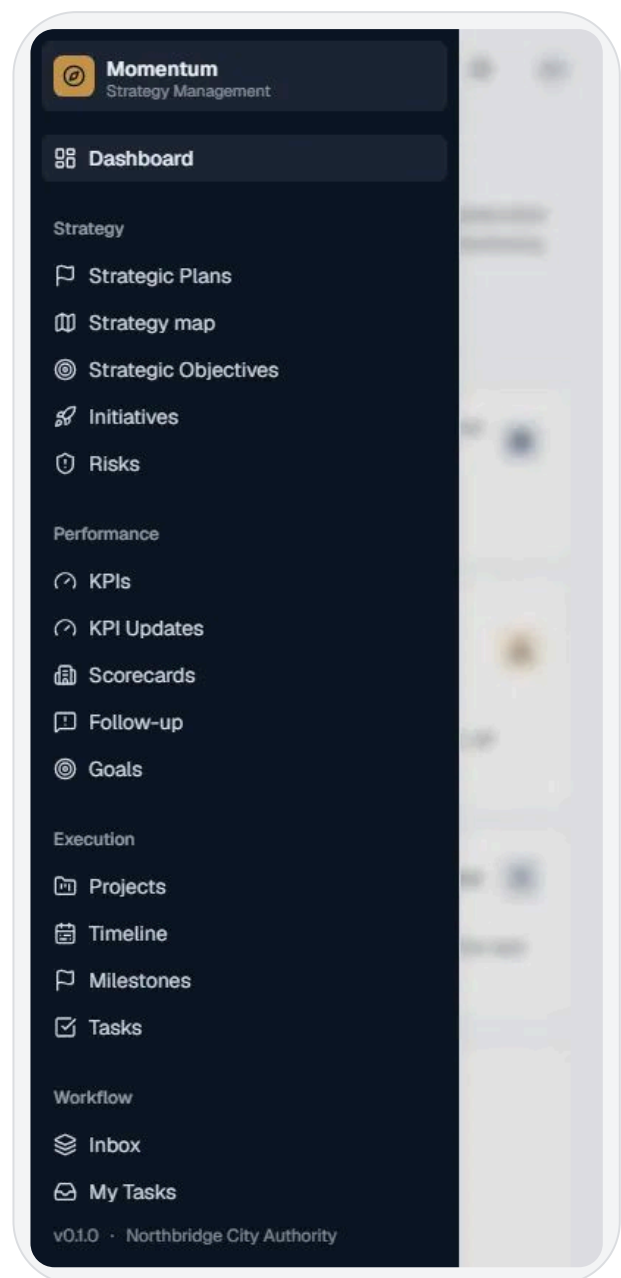


Figure 114. The menu on a phone

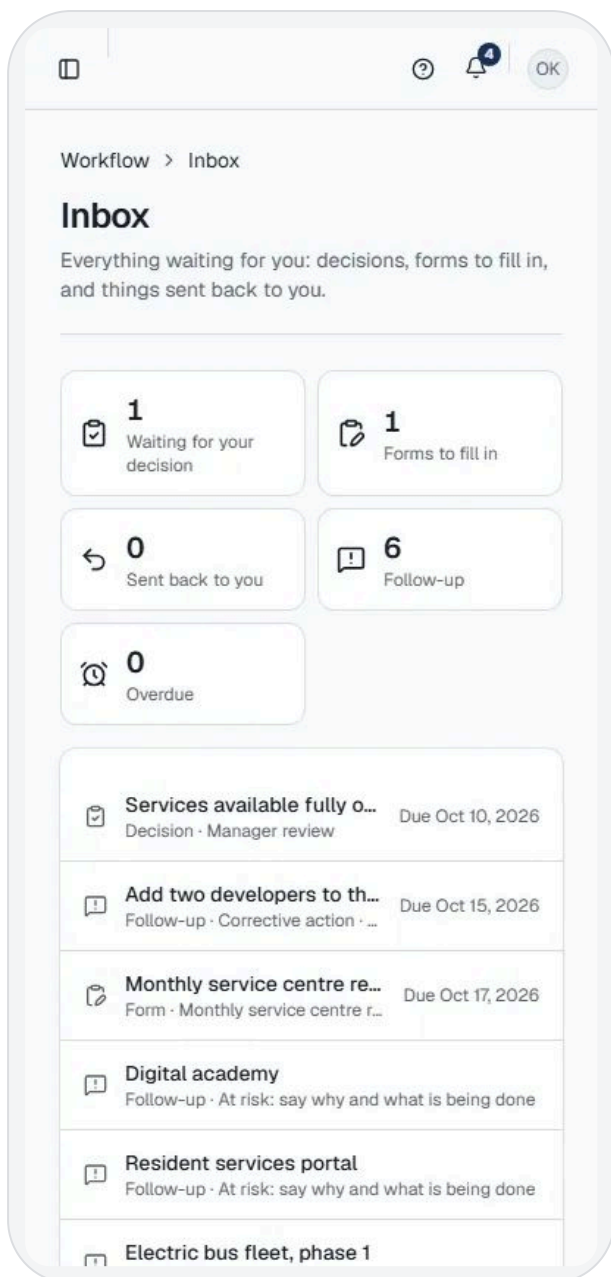


Figure 115. The Inbox on a phone

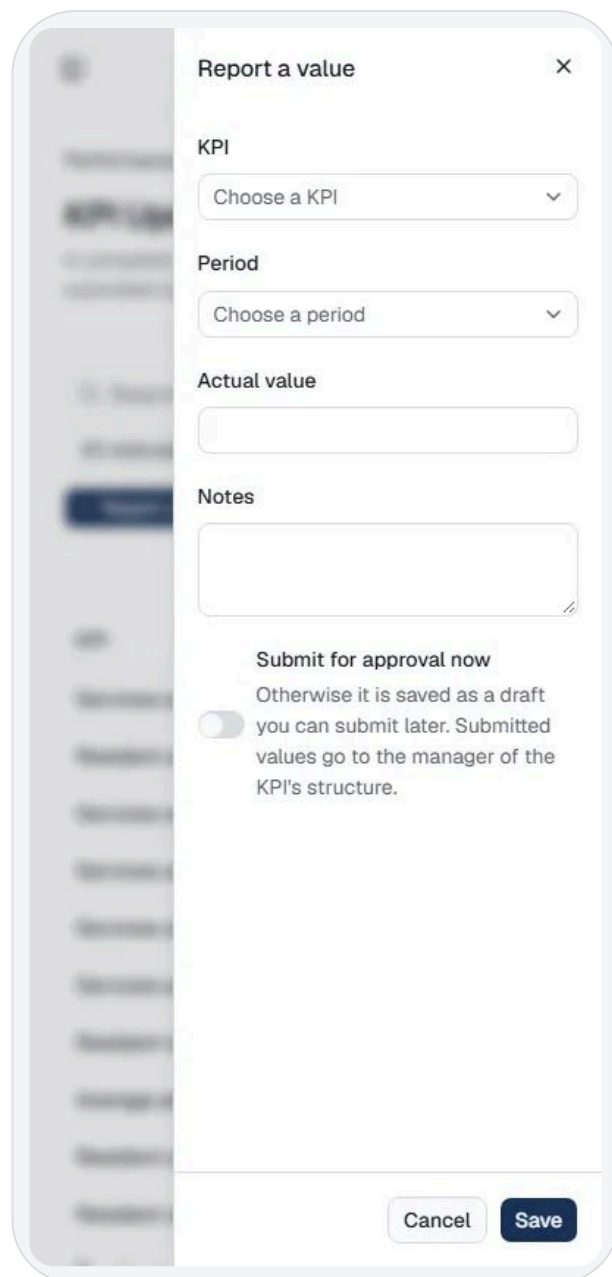


Figure 116. Reporting a value on a phone

Security, Data and Deployment

How your data is kept apart and recorded, and where Momentum runs.

Each organization kept apart

The database itself decides who may read each row, so one organization can never see another's data, and people see only what their roles and scope allow.

A complete audit trail

Every change and every refused action is recorded: who, what and when. Approval histories can never be edited.

Two-step sign-in

Codes from an authenticator app, which an organization can require for everyone. Single sign-on with Google can be turned on.

Cloud or on-premise

In the cloud at momentum.qlsystems.net, or on your own servers: Momentum on-premise runs inside your network, sends email through your own mail server, needs no internet connection, and has the same features.

Exports under control

Report downloads are recorded in the audit log and limited in rate.

Backed by QLS

Support conversations and feature suggestions from inside the product, answered by the team that builds it.

Momentum
Strategy Management

Dashboard

Strategy

- Strategic Plans
- Strategy map
- Strategic Objectives
- Initiatives
- Risks

Performance

- KPIs
- KPI Updates
- Scorecards
- Follow-up
- Goals

Execution

- Projects
- Timeline
- Milestones
- Tasks

Workflow

- Inbox
- My Tasks
- Approvals

Northbridge City Authority

v010

Audit Logs

Administration > Audit Logs

Audit Logs

An immutable record of every change and every refused action in your organization, written in the same transaction as the change.

Search actions or records...

All record types All results All time

Export CSV

Columns

Action	Record	Type	Performed by	Time	Result
Updated performance_reviews	19f3823a	performance_reviews	Sara Haddad	Oct 7, 2026, 2:18 PM	Success
Created workflow_tasks	670a6ea8	workflow_tasks	Nadia Saleh	Oct 7, 2026, 2:17 PM	Success
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Deleted workflow_steps	Manager review	workflow_steps	System	Oct 7, 2026, 2:17 PM	Success
Deleted kpi_updates	c3ba158d	kpi_updates	System	Oct 7, 2026, 2:17 PM	Success
Deleted workflow_tasks	560cb2b6	workflow_tasks	System	Oct 7, 2026, 2:17 PM	Success
Deleted workflow_instances	8ec66964	workflow_instances	System	Oct 7, 2026, 2:17 PM	Success
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Updated workflow_tasks	560cb2b6	workflow_tasks	Omar Khalil	Oct 7, 2026, 2:13 PM	Success
Updated workflow_instances	8ec66964	workflow_instances	Omar Khalil	Oct 7, 2026, 2:13 PM	Success

Figure 117. The audit log

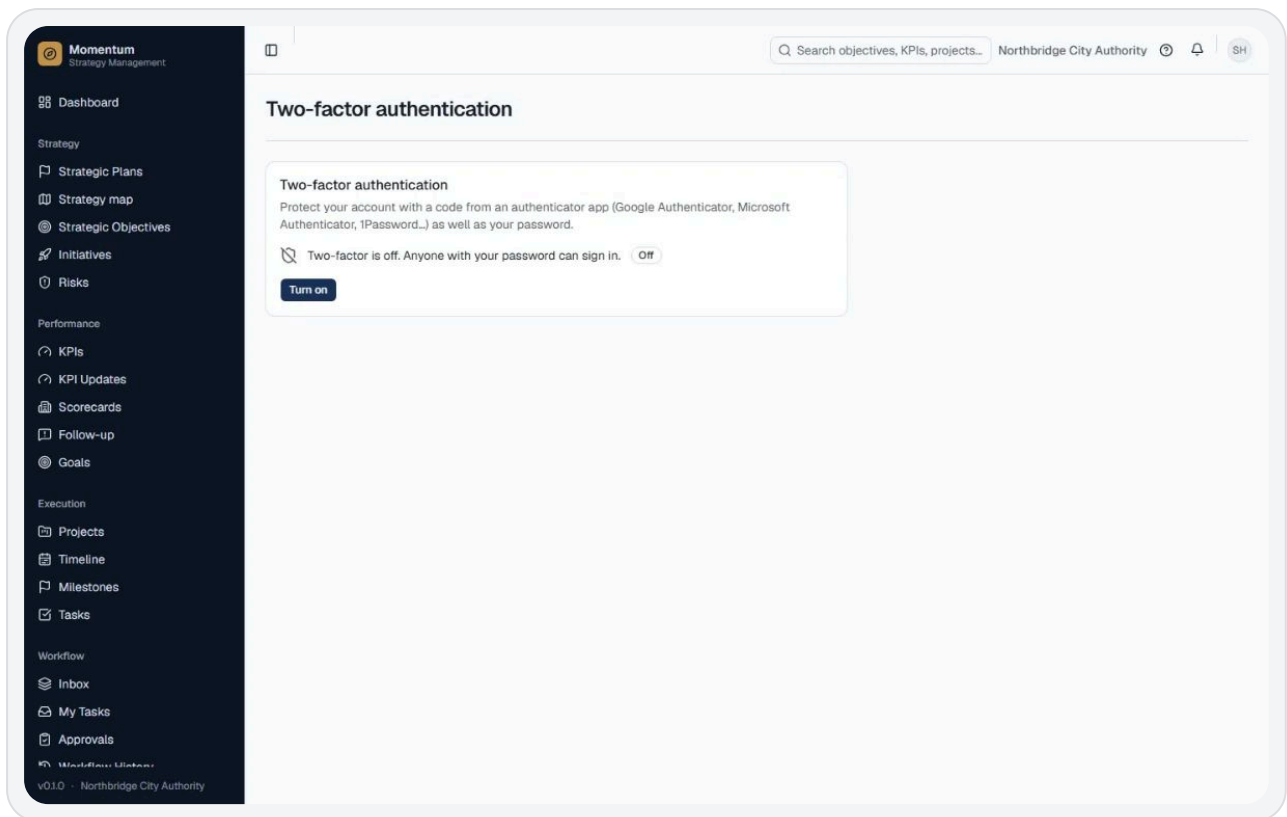


Figure 118. Two-step sign-in

Getting Started

From a free trial to your first quarterly review.

- 1 Request your free 30-day trial at momentum.qlsystems.net/start-trial, or ask QLS for a guided demo.
- 2 Set up the structure: units, managers and people. Invite colleagues or import them.
- 3 Write the plan: pillars, objectives and initiatives, and take it through approval.
- 4 Add KPIs with targets, and import last year's results from a CSV file.
- 5 Add projects with milestones and tasks, and record the main risks.
- 6 Report the first month, then hold your first quarterly review with the board pack.

QLS installs, trains and supports. Write to info@qlsystems.net or call +961 76 073 446.



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