

# Kiosk Deployment & Operations Manual – Executive Summary

This document summarizes the operational framework, compliance controls, and execution scenarios used to deploy and operate BrandM3dia kiosks globally.

## What this system enables

- Repeatable, zero■experience kiosk deployment.
- Offline■capable execution with audit evidence.
- Clear ownership, traceability, and compliance gates.

**Golden Rule:** If the kiosk is not logged in asset.bm3group.com, it does not exist.

## Scenario Router (high level)

Hardware State	Online Internet	Offline / Local
Brand New	Provision → URL → QA	Provision → Localhost → QA
From Storage	Health Check → URL → QA	Health Check → Localhost → QA
Failed	Reinstall → URL → QA	Reinstall → Localhost → QA

## Deployment Scenarios (Executive View)

**Scenario A – Brand New:** ETL certification, OS install, baseline provisioning, kiosk mode, QA

**Scenario B – From Storage:** OS health validation, content refresh, QA

**Scenario C – Failed Unit:** OS recovery, re■provisioning, full QA

**Scenario D – Online:** Live URL, domain whitelisting, uptime monitoring

**Scenario E – Offline:** Local WordPress, analytics capture, export

**Scenario F – Live Event:** Uptime checks, no experimental changes

**Scenario G – Post■Event:** Shutdown, wipe, red/green tagging

## Why scenarios matter

Technicians never scroll the entire manual. They identify the scenario and execute only that path, reducing error and deployment time.

## Built-in Risk Controls

- Physical shake test before power-on to detect loose components.
- Mandatory compliance gate before client use (Basecamp + Asset system).
- OS health minimums enforce stability and prevent live failures.
- QA PDF evidence ensures accountability and audit readiness.

## Governance Model

The Master Manual is the canonical standard. Scenario guides route execution. SOPs remain the source of truth.

**Recommended Governance Addition:** Asset + Basecamp Logging SOP to formalize digital twin compliance.

## Core Source of Truth Documents

- SOP Library Index
- OS Imaging & Baseline Setup SOP
- Kiosk Mode SOP (Online)
- Offline WordPress Deployment SOP
- Live Event Support SOP
- After Sales / Warranty SOP
- Scripts Repo (health, recovery, kiosk engine)

## Suggested Executive KPIs

- First pass QA success rate
- Incidents per event
- Mean Time to Recover (MTTR)
- Asset compliance percentage
- Offline readiness success rate

Bottom line: This system transforms kiosk deployment from tribal knowledge into an auditable, scalable operation.