

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.