Expose business and delivery friction before it slows the transformation

STRUCTURED DISCOVERY FOR CIO, CDO, AND TRANSFORMATION SPONSORS

FDA and FDE are a productised mixed-method discovery model: stakeholder interviews, process review, collaborative workshops, and system evidence that quantify friction and shape decision-ready roadmap options.

Scan to connect

The Problem and Stakes

Transformation programmes slow down when process friction, delivery waste, and route-to-live risk are visible only in fragments. ERP, AI/ML, data-platform, and regulatory programmes often carry the same executive questions: where is the delay, what is it costing, and which intervention changes the outcome fastest?

> *FDA/FDE makes those decisions evidence-backed by quantifying both business and delivery friction before funding, sequencing, or mobilisation choices are locked in.*
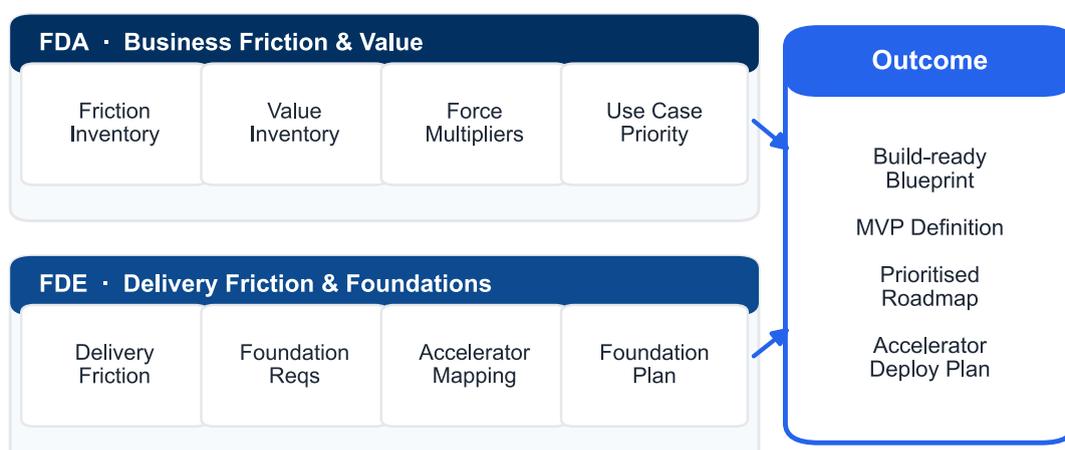
Discovery Model

FDA and FDE run in parallel as a structured discovery engagement, typically used in ERP, AI/ML, modern data platform, and regulatory programmes where delay and delivery risk are rising.

Role	Focus	Methods	Evidence Sources
FDA (Forward Deployed Architect)	Business friction, data quality, master data gaps	Interviews, process walkthroughs, collaborative workshops	ERP, CRM, workflow tools, data platforms
FDE (Forward Deployed Engineer)	Delivery friction, platform constraints, route-to-live issues	Collaborative review of delivery processes and operating practices	CI/CD, infrastructure, pipeline, billing signals

- **Shared cadence:** weekly synthesis between FDA and FDE so business and delivery findings stay connected.
- **Decision output:** each discovery sprint ends with quantified friction items and recommended mapping across Tagging and Metadata, Security and Compliance, DataOps / CI-CD, FinOps and Cost Optimisation, and Transformation.

> *Evidence-backed discovery: not opinion-only consulting and not telemetry-only analysis.*

FDA + FDE in Parallel → One Outcome

FDA · Business Friction & Value

| Friction Inventory | Value Inventory | Force Multipliers | Use Case Priority |

FDE · Delivery Friction & Foundations

| Delivery Friction | Foundation Reqs | Accelerator Mapping | Foundation Plan |

Outcome

Build-ready Blueprint

MVP Definition

Prioritised Roadmap

Accelerator Deploy Plan
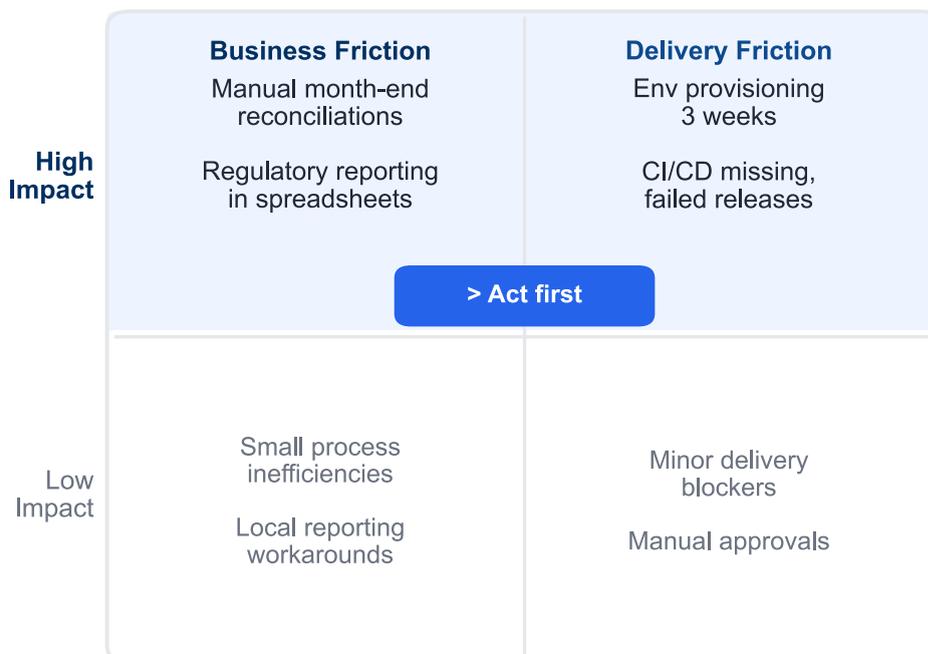
Business and Delivery Friction

FDA identifies business friction such as process and MDM gaps, access and governance blockers, and reporting latency. FDE identifies delivery friction along the route-to-live: environment delays, release friction, fragile pipelines, observability gaps, and cost waste.

Both are quantified with the same formula: **hours x cost x frequency**, giving leadership a defensible way to separate noise from issues that materially affect value, risk, and delivery confidence.

> *Illustrative examples: 30% of orders trigger manual correction due to inconsistent product codes; 40% of failed deployments share the same schema-drift pattern.*

Not opinion. Not telemetry alone. A synthesis of both.

Business vs Delivery Friction (2×2)

	Business Friction	**Delivery Friction**
High Impact	Manual month-end reconciliations Regulatory reporting in spreadsheets	Env provisioning 3 weeks CI/CD missing, failed releases
	> Act first	
Low Impact	Small process inefficiencies Local reporting workarounds	Minor delivery blockers Manual approvals

Friction Cost Formula

Hours per instance
× Cost per hour × Frequency per year

Example: 2 hrs × 30 people × 52 weeks × £60/hr
→ **£187,000 annual friction cost**
Quantified, not just qualitative.

Force Multipliers and Accelerators

Once friction is prioritised, each issue maps to named LEIT capabilities so discovery moves beyond diagnosis into practical intervention. This keeps funding and delivery choices anchored to clear capabilities rather than generic recommendations.

Capability coverage: Tagging and Metadata; Security and Compliance; DataOps / CI-CD; FinOps and Cost Optimisation; Transformation.

Transformation matters when recurring friction is rooted in data quality or master data. This is how discovery becomes an implementation-ready roadmap with business and delivery issues linked to the right controls, tooling, and ways of working.

- **Mapping logic:** each high-cost friction theme is tied to one lead capability and one supporting capability so ownership and sequencing are explicit.
- **30-60-90 day path:** sprint sequencing removes immediate blockers first, then stabilises route-to-live controls.

> *Output quality bar: each recommendation includes owner, impact, effort, and evidence source.*

Delivery Friction

Friction type	Tagging & Metadata	Security & Compliance	DataOps / CI-CD	FinOps & Cost Opt.
No lineage / hard to find data	Y			
Access approvals slow		Y		
Manual deploys / releases			Y	
Unknown warehouse spend				Y
Frequent pipeline failures			Y	
Compliance evidence manual		Y		
Low trust in data quality	Y		Y	

Business Friction

Friction type	Process Automation	MDM & Master	DQ & Ownership	Reporting & Insight
No single source of truth for key data		Y	Y	Y
Access requests block business users	Y		Y	
Manual month-end / reporting	Y		Y	Y
Cost not attributed to business units	Y		Y	Y
Compliance evidence manual	Y		Y	Y
Low trust in data for decisions		Y	Y	Y
Slow handoffs / rework in processes	Y		Y	

What You Get

- **Friction inventory** - Quantified business and delivery issues using hours x cost x frequency.

- **Stakeholder summary** - Where ownership is unclear, workarounds exist, and sponsor attention is needed.

- **Current-state assessment** - Process, operating-model, and route-to-live friction in one view.

- **Prioritised Roadmap** - Sequenced actions mapped to the right LEIT capabilities.

- **Evidence pack** - Interview themes and system-derived examples for executive and steering discussions.

- **Route-to-live blueprint** - Delivery controls and changes required to move faster with less risk.

- **Executive readout** - Clear decisions, sequencing, and implications for business and technology leaders.

> *The aim is faster executive alignment, clearer prioritisation, and stronger confidence to move from discovery into delivery.*

A focused discovery can produce a steering-committee-ready view of business and delivery friction in weeks, not months.

Typical requirement: 4-6 stakeholder interviews per function plus CI/CD and billing access.

Book a 3-4 week FDA/FDE discovery sprint — www.leit-data.com/fda-fde