

FDA/FDE CAPABILITY BROCHURE

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.

3-4 wk

to a prioritised roadmap

2

parallel tracks: FDA and FDE

100%

findings traced to source

What You Get

- **Friction inventory** - quantified business and delivery issues using hours x cost x frequency.
- **Prioritised roadmap** - sequenced actions mapped to the right LEIT capabilities.
- **Route-to-live blueprint** - delivery controls and changes required to move faster with less risk.
- **Executive readout** - clear decisions, sequencing, and implications for leaders.

Book an FDA/FDE Discovery Sprint

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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.

1 FDA (Business track)

Focus: business friction, data quality, master data gaps.

Methods: interviews, process walkthroughs, workshops.

Evidence: ERP, CRM, workflow tools, data platforms.

2 FDE (Delivery track)

Focus: delivery friction, platform constraints, route-to-live.

Methods: collaborative review of delivery processes.

Evidence: CI/CD, infrastructure, pipeline, billing.

- **Shared cadence:** weekly synthesis between FDA and FDE so business and delivery findings stay connected.
- **Decision output:** each sprint ends with quantified friction items and recommended mapping across LEIT capabilities.

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

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.

Business friction (FDA)

- Process and MDM gaps
- Access and governance blockers
- Reporting latency
- Unclear ownership and workarounds

Delivery friction (FDE)

- Environment delays
- Release friction
- Fragile pipelines
- Observability gaps and cost waste

Both are quantified with the same formula: $\text{hours} \times \text{cost} \times \text{frequency}$

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.

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.

Tagging and Metadata

Ownership and classification for spend and governance.

Security and Compliance

Framework-mapped controls and audit evidence.

DataOps / CI-CD

Pipeline reliability and release automation.

FinOps and Cost Optimisation

Spend attribution and warehouse right-sizing.

Transformation

Data quality and MDM when friction is structural.

- **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.

What You Get

1 Friction inventory

Quantified business and delivery issues using hours x cost x frequency.

2 Stakeholder summary

Where ownership is unclear, workarounds exist, and sponsor attention is needed.

3 Current-state assessment

Process, operating-model, and route-to-live friction in one view.

4 Prioritised roadmap

Sequenced actions mapped to the right LEIT capabilities.

5 Evidence pack

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

6 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.
- 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.

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