

Empathize & Discover

Team ID: LTVIP2025TMID29114

Project Name: Sustainable Smart City Assistant Using IBM Granite LLM

Empathy Map Canvas – Smart City Assistant

The empathy map for the **Sustainable Smart City Assistant** captures the perspectives of urban stakeholders, helping us build a generative AI-powered platform that truly addresses the needs of both citizens and city administrators. It focuses on their goals, behaviors, challenges, and motivations in relation to smart governance and sustainability.

Users:

- **Citizens** (residents, commuters, students)
 - **City Officials** (administrators, planners, sustainability officers)
 - **Public Service Departments** (transport, utilities, waste management)
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What users SAY:

- "I want to understand what's happening in my city in simple terms."
 - "I need alerts or summaries that actually matter to me."
 - "There should be a single place to ask questions or report issues."
 - "We want citizen feedback to be taken seriously."
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What users THINK:

- "Is my city doing enough for sustainability?"
 - "Will this platform actually improve urban services?"
 - "Can I trust this AI to provide accurate and fair information?"
 - "How can we make faster and smarter decisions?"
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What users DO:

- Visit dashboards for city service updates
- Submit feedback or complaints through portals
- Track environmental or infrastructure performance

- Refer to summaries instead of full-length policies
 - Engage in community awareness or eco campaigns
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What users FEEL:

- Empowered when they get real-time, relevant updates
 - Frustrated by slow response from civic systems
 - Excluded when information is too technical
 - Curious and hopeful when AI makes civic interaction simpler
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Pains:

- Long, unreadable policies and reports
 - Lack of real-time data insights
 - Poor engagement or feedback response mechanisms
 - Inability to detect or act on operational anomalies quickly
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Gains:

- AI-generated policy summaries for better understanding
- Real-time KPI forecasting and anomaly detection
- Eco tips and recommendations based on behavior or locality
- Chat assistant for instant information and civic interaction

USERS: Citizens • City Officials • Public Service Departments

● THINK & FEEL

- "Is my city doing enough for sustainability?"
 - "Will this platform actually improve urban services?"
 - "Can I trust this AI to provide accurate and fair information?"
 - "How can we make faster and smarter decisions?"
- Long, unreadable policies and reports
 - Lack of real-time data insights
 - Poor engagement or feedback response
 - Unable to detect operational anomalies quickly

PAINS

● SEE

- Dashboards for city service updates
- Environmental and infrastructure performance tracking
- Long, unreadable policies and reports
- Community awareness and eco campaigns

SMART CITY ASSISTANT - AI -

● SAY & DO

- "I want to understand what's happening in my city in simple terms."
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● GAIN

- AI-generated policy summaries for better understanding
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