Project Design Phase

Solution Architecture

Date	26 JUNE 2025
Team ID	LTVIP2025TMID37420
Project Name	Citizen AI – Intelligent Citizen Engagement Platform
Maximum Marks	4 Marks

Solution Architecture:

For the **Citizen AI** platform, solution architecture is the a critical process that bridges the gap between civic challenges and a cohesive technology solution. Its goals are to:

- **Address Core Civic Challenges:** Find the best technology solution—an AI-driven, multi-channel platform—to solve the existing problems of fragmented public services, low citizen engagement, and inefficient government processes.
- **Communicate the Vision to Stakeholders:** Describe the Citizen AI platform's structure (e.g., multi-layered design), characteristics (secure, scalable, modular), and behavior (proactive, personalized) to key stakeholders, including government agencies, IT departments, and public representatives.
- **Create a Tangible Roadmap:** Define the platform's specific features (like the AI chatbot, mobile app, and analytics dashboards), break down the project into manageable development phases, and document all technical and functional requirements for a successful implementation.
- **Establish the Blueprint for Execution:** Provide the detailed specifications—from the technology stack and security protocols to data models and integration patterns—according to which the Citizen AI solution is defined, built, managed, and delivered to citizens.

Example - Solution Architecture Diagram: