

Ideation Phase

Empathize & Discover

Date: 26 June 2025

Team ID: LTVIP2025TMID20299

Project Name: Sustainable Smart City Assistant Using IBM Granite LLM

Maximum Marks: 4 Marks

Empathy Map Canvas

An empathy map is a tool that helps teams gain deeper insight into their users' needs, behaviors, and motivations. In this project, our users include city administrators, municipal planners, sustainability officers, and citizens..

Says

- “I spend too much time reading lengthy city policies.”
- “I wish I had real-time insights on utility usage and trends.”
- “Detecting irregularities in city data takes hours”
- “There should be a simpler way to submit civic issues.”

Thinks

- “AI should be able to summarize policies faster than humans.”
- “A dashboard with predictions would help me plan ahead.”
- “Will this tool really understand the complexity of urban data?”
- “Can I trust AI outputs for making planning decisions?”

Does

- Uploads city policies or reports for AI summarization.
- Enters feedback on water, electricity, sanitation issues
- Uploads KPI data to forecast resource usage.

- Uses chat assistant to clarify smart city or sustainability queries. .

Feels

- Relieved when complex policy documents are simplified.
- Confident when anomalies are detected automatically.
- Empowered with accessible insights and smart predictions.
- Curious about how AI can optimize city life.