Ideation Phase
Define the Problem Statements

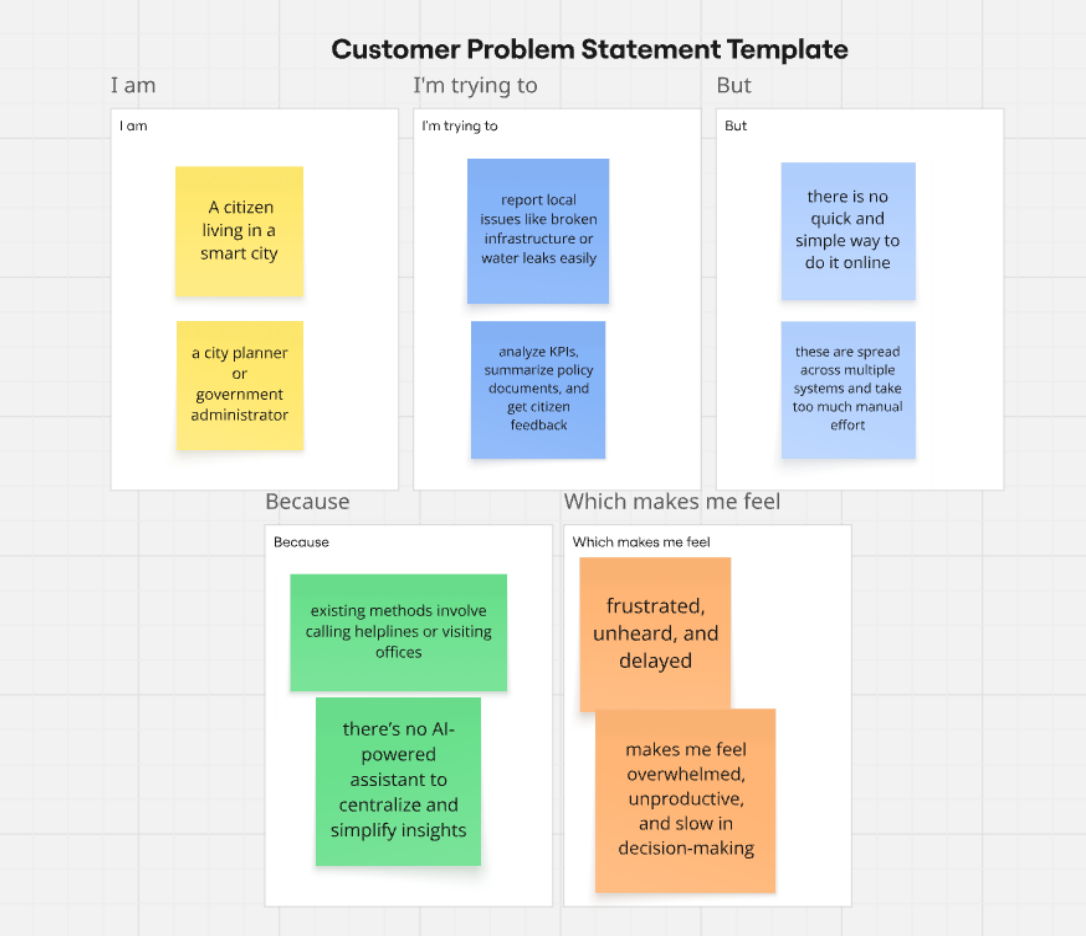
Date	26 June 2025
Team ID	LTVIP2025TMID60548
Project Name	Sustainable Smart City Assistant Using IBM Granite LLM
Maximum Marks	2 Marks

Customer Problem Statement:

City administrators and urban planners are facing increasing pressure to make data-driven decisions that support sustainability, infrastructure efficiency, and citizen satisfaction. However, they often lack access to intelligent tools that can simplify complex policy documents, provide accurate KPI forecasts, detect anomalies in real-time, and streamline citizen feedback collection. At the same time, citizens struggle to engage effectively with city services, report issues, or access reliable eco-friendly advice in a timely and user-friendly manner. This disconnect between citizens and city governance results in inefficiencies, reduced trust, and missed opportunities for proactive environmental action. There is a clear need for an AI-powered platform that unifies these functions—summarizing information, providing actionable insights, and enabling two-way interaction—so that both city officials and citizens can contribute meaningfully to a smarter, more sustainable urban future.

Reference: https://miro.com/templates/customer-problem-statement/

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A citizen living in a smart city	report local issues like broken infrastructure or water leaks easily	there is no quick and simple way to do it online	existing methods involve calling helplines or visiting offices	frustrated, unheard, and delayed
PS-2	a city planner or government administrator	analyze KPIs, summarize policy documents, and get citizen feedback	these are spread across multiple systems and take too much manual effort	there's no AI-powered assistant to centralize and simplify insights	makes me feel overwhelmed, unproductive, and slow in decision-making

These statements reflect the core pain points faced by city administrators and citizens. The Sustainable Smart City Assistant is designed to address these issues through AI-powered summarization, real-time KPI forecasting, anomaly detection, and interactive citizen engagement features, powered by IBM Watsonx Granite LLM and Pinecone semantic search.