

## Ideation Phase

### Define the Problem Statements

Date	24 June 2025
Team ID	LTVIP2025TMID3098
Project Name	Sustainable Smart City Assistant Using IBM Granite LLM
Maximum Marks	2 Marks

#### Customer Problem Statement Template:

Create a problem statement to understand your customer's point of view. The Customer Problem Statement template helps you focus on what matters to create experiences people will love.

A well-articulated customer problem statement allows you and your team to find the ideal solution for the challenges your customers face. Throughout the process, you'll also be able to empathize with your customers, which helps you better understand how they perceive your product or service.

<b>I am</b>	Describe customer with 3-4 key characteristics - <i>who are they?</i>	Describe the customer and their attributes here
<b>I'm trying to</b>	List their outcome or "job" the care about - <i>what are they trying to achieve?</i>	List the thing they are trying to achieve here
<b>but</b>	Describe what problems or barriers stand in the way - <i>what bothers them most?</i>	Describe the problems or barriers that get in the way here
<b>because</b>	Enter the "root cause" of why the problem or barrier exists - <i>what needs to be solved?</i>	Describe the reason the problems or barriers exist
<b>which makes me feel</b>	Describe the emotions from the customer's point of view - <i>how does it impact them emotionally?</i>	Describe the emotions the result from experiencing the problems or barriers

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

Example:

Statement	Description
I am	A city resident (citizen, government official, or urban planner) who wants to contribute to a sustainable and efficient smart city.
I'm trying to	Access real-time insights and AI-driven recommendations to optimize energy usage, reduce traffic congestion, and improve environmental quality.
But	Current systems are fragmented, lack AI-powered integration, and provide delayed or generic suggestions.
Because	Most smart city platforms rely on static data or siloed IoT systems without leveraging advanced LLMs for dynamic decision-making.
Which makes me feel	Frustrated by inefficiencies and unsure how to act on sustainability goals effectively.