**Problem Statements- Sustainable Smart City Assistant**

Team ID: LTVIP2025TMID20497

Project Name: Sustainable Smart City Assistant Using IBM Granite LLM

**Customer Problem Statement – Sustainable Smart City Assistant**

To design meaningful experiences for city residents and administrators, it's essential to understand their challenges from their perspective. The **Customer Problem Statement** helps us stay focused on delivering solutions that promote smarter governance, better sustainability, and more inclusive urban participation.

A well-crafted problem statement enables the team to align on goals, identify opportunities for innovation, and build empathy with those who interact with city systems daily — from citizens needing real-time information to officials managing urban infrastructure.

**Example 1 – Citizen Perspective**

**I am** a city resident.  
**I’m trying to** understand what new policies mean for me and how I can contribute to a more sustainable city.  
**But** I find government documents too long and complex.  
**Because** they are written in technical language and not easily accessible to the public.  
**Which makes me feel** confused, uninformed, and disconnected from city decisions.

**Example 2 – City Official Perspective**

**I am** a city data officer.  
**I’m trying to** track the performance of key services like water usage, energy consumption, and traffic flow.  
**But** I have to manually analyze large amounts of data from different systems.  
**Because** there's no centralized assistant to summarize or forecast KPIs intelligently.  
**Which makes me feel** overwhelmed, slow in decision-making, and unable to respond proactively.

**Smart City Assistant – Problem Statements**

