## Ideation Phase

**Define the Problem Statements**  
**Date:** 26 June 2025  
**Team ID:** LTVIP2025TMID32000  
**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.

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

**PS-1**

I am a **municipal officer** responsible for reviewing policy documents and managing citizen complaints.  
I’m trying to **understand long city policies quickly** and **track infrastructure issues** efficiently.  
But I don’t have time to manually summarize documents or categorize every feedback report.  
Because traditional methods are manual, slow, and disconnected from real-time city operations.  
Which makes me feel **burdened and inefficient** when addressing citizen concerns and planning decisions.

**PS-2**

I am a **city sustainability planner** managing environmental KPIs and energy data.  
I’m trying to **predict usage trends and detect anomalies** in city-wide consumption data.  
But existing systems don’t offer AI-based forecasting or semantic anomaly detection.  
Because they lack intelligent analytics and seamless integration with smart city databases.  
Which makes me feel **frustrated and reactive**, rather than proactive in sustainable planning.