**Ideation Phase**

**Define the Problem Statements**

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| --- | --- |
| **date** | 27 June 2025 |
| **Team id** | LTVIP2025TMID31107 |
| **Project name** | Sustainable smart city assistant using IBM granite LLM |
| **Maximum Marks** | 4 Marks |

Customer Problem Statement :

Urban residents and city administrators struggle to access real-time, actionable insights about sustainability metrics such as energy usage, pollution levels, and policy updates. Existing systems are fragmented, non-intuitive, and lack intelligent support for decision-making or citizen engagement. There is a need for a unified, AI-powered assistant that can simplify complex data, provide personalized eco-advice, and foster transparent communication between citizens and city services

**Graphical user interface, text, application, email

Description automatically generated**

Example:

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| --- | --- | --- | --- | --- | --- |
| Problem Statement (PS) | I am (Customer) | I’m trying to | But | Because | Which makes me feel |
| PS-1 | city resident. | to understand how my city is performing in terms of sustainability and how I can contribute. | I can’t easily access real-time data or interpret complex policy documents. | the current systems are fragmented, technical, and not citizen-friendly. | disconnected and unsure about how to take meaningful action. |
| PS-2 | city administrator. | to monitor sustainability KPIs and respond to citizen feedback efficiently. | lack an integrated platform that combines AI insights with real-time urban data. | existing tools are siloed and don’t support intelligent automation. | makes me feel overwhelmed and unable to make timely, informed decisions. |