

Project Design Phase

Problem – Solution Fit Template

Date	14 June 2025
Team ID	LTVIP2025TMID60743
Project Name	Sustainable Smart City Assistant Using IBM Granite LLM
Maximum Marks	2 Marks

Problem – Solution Fit Template:

What is it?

It means we found a real problem that people have, and our assistant gives a solution that actually helps them.

Purpose:

- ✓ **Solve real problems** that city people face in daily life.
- ✓ **Make the solution easy to use**, matching how people already behave.
- ✓ **Use the right words and ideas** so people understand and like the assistant.
- ✓ **Build trust** by solving problems that matter, like pollution, traffic, and energy use.
- ✓ **Understand people better** so we can improve their city life.

Template:

Define CS, fit into CC	1. CUSTOMER SEGMENT(S) CS	6. CUSTOMER CONSTRAINTS CC	5. AVAILABLE SOLUTIONS AS	Explore AS, differentiate
	Who is your customer? I.e. working parents of 0-5 y.o. kids	What constraints prevent your customers from taking action or limit their choices of solutions? I.e. spending power, budget, no cash, network connection, available devices.	Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have? I.e. pen and paper is an alternative to digital notetaking	
Focus on J&P, tap into BE, understand RC	2. JOBS-TO-BE-DONE / PROBLEMS J&P	9. PROBLEM ROOT CAUSE RC	7. BEHAVIOUR BE	Focus on J&P, tap into BE, understand RC
	Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one, explore different sides.	What is the real reason that this problem exists? What is the back story behind the need to do this job? I.e. customers have to do it because of the change in regulations.	What does your customer do to address the problem and get the job done? I.e. directly related: find the right solar panel installer, calculate usage and benefits; Indirectly associated: customers spend free time on volunteering work (I.e. Greenpeace)	
Identify strong TR & EM	3. TRIGGERS TR	10. YOUR SOLUTION SL	8. CHANNELS of BEHAVIOUR CH	
	What triggers customers to act? I.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.		8.1 ONLINE What kind of actions do customers take online? Extract online channels from #7 8.2 OFFLINE What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.	
	4. EMOTIONS: BEFORE / AFTER EM			
	How do customers feel when they face a problem or a job and afterwards? I.e. lost, insecure > confident, in control - use it in your communication strategy & design.			