

Ideation Phase

Define the Problem Statements

Date	31 January 2025
Team ID	LTVIP2025TMID33968
Project Name	SmartSDLC-AI-Enhanced Software Development Lifecycle
Maximum Marks	2 Marks

Customer Problem Statement Template:

✓ Customer Problem Statement – PS-1

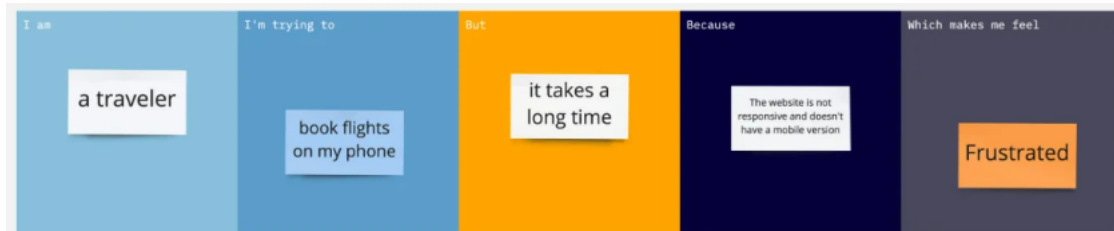
I am a **project manager**,
I'm trying to **plan sprints effectively**,
but **my team often misses deadlines**,
because **our backlog estimations are inaccurate and lack AI-driven insights**,
which makes me feel **frustrated and under pressure from stakeholders**.

✓ Customer Problem Statement – PS-2

I am a **developer**,
I'm trying to **document my code properly**,
but **I don't have enough time after writing and testing the code**,
because **manual documentation is tedious and time-consuming**,
which makes me feel **overwhelmed and rushed**.

I am	Describe customer with 3-4 key characteristics - <i>who are they?</i>	Describe the customer and their attributes here
I'm trying to	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
but	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
because	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
which makes me feel	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

Example:



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	a project manager	plan sprints effectively	my team often misses deadlines	our backlog estimates are inaccurate	frustrated and under pressure
PS-2	a developer	document my code properly	i dont have time after writing and testing code	writing documentati on manually is time consuming	overwhelmed and rushed