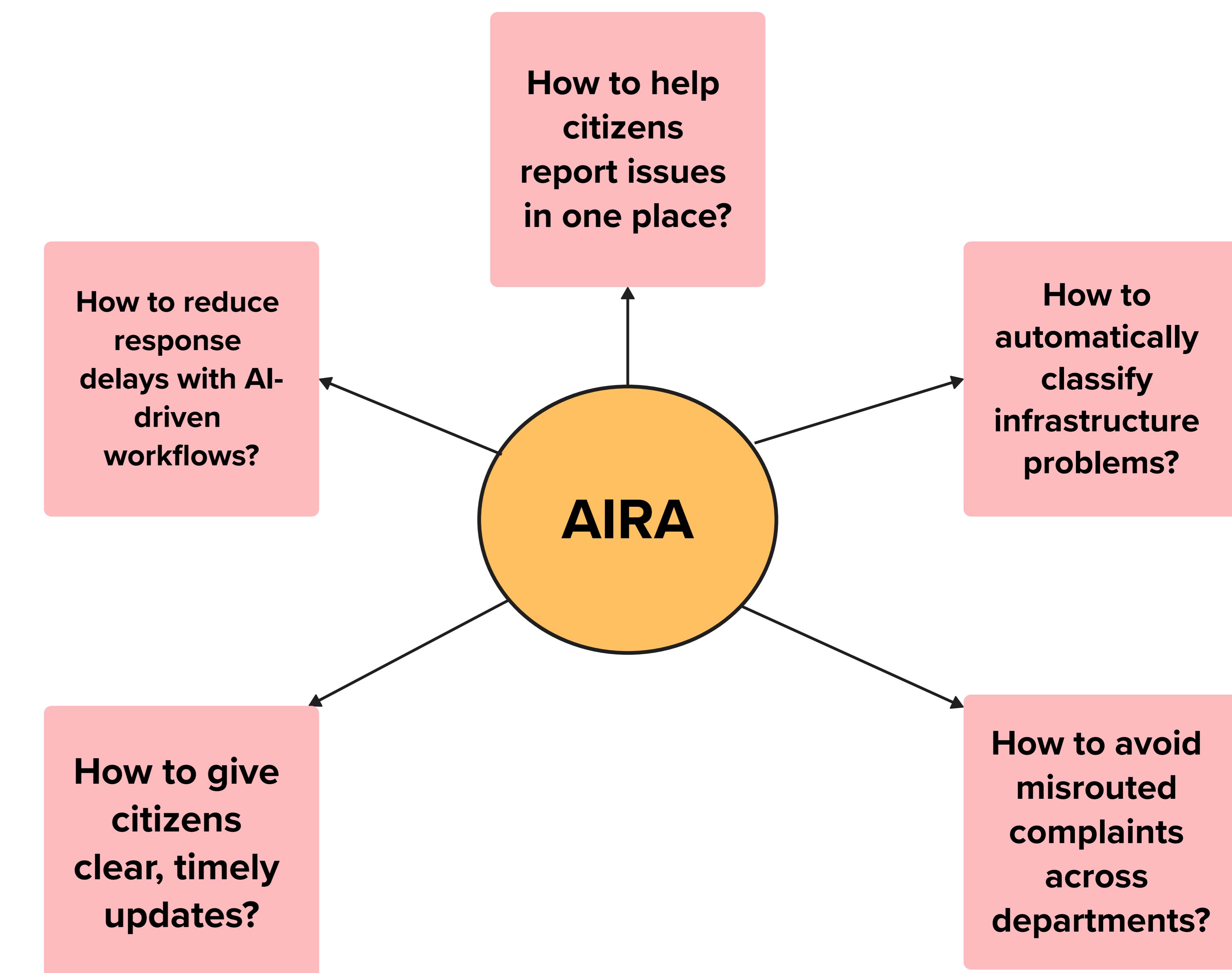


AIRA – AI Infrastructure Resilience Assistant

NEEDS



PROBLEM STATEMENT



BIG IDEAS

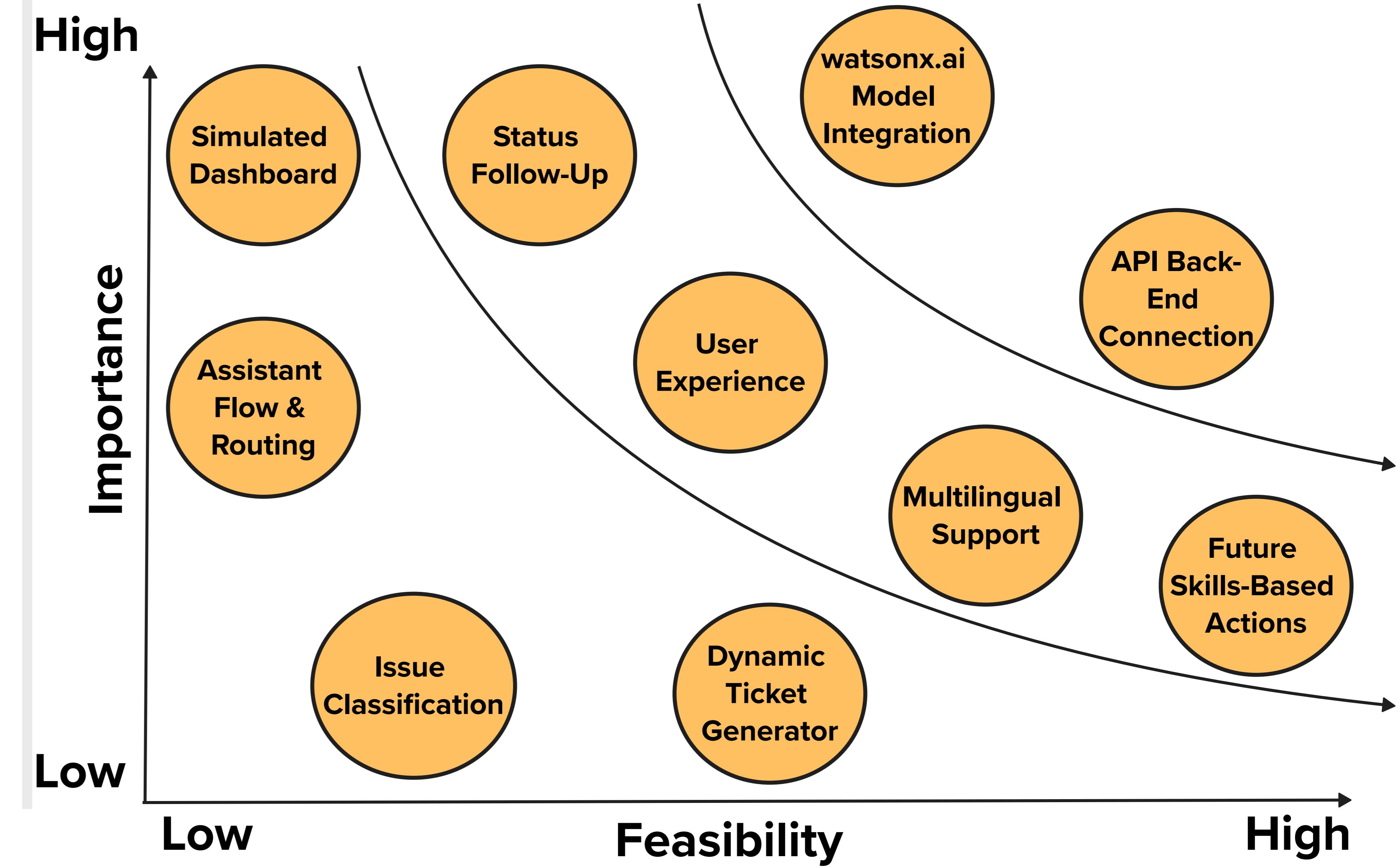
Build a no-code agentic assistant using IBM watsonx Orchestrate

Use agents to collect, classify, route, and follow up on reports

Add future integrations with watsonx.ai and Skills for real-time execution

Simulate ticket creation and department assignment

IDEAS PRIORITIZATION



HYPOTHESIS

PROBLEM

Citizens face delays, confusion, and lack of follow-up when reporting infrastructure issues across departments.

USERS

Primary: city residents reporting issues. Secondary: city officials monitoring and resolving tasks.

BENEFITS

- 1) Faster task assignment
- 2) Reduced misrouting
- 3) Real-time transparency
- 4) Lower maintenance costs
- 5) Better citizen trust

FEATURES

- 1) Chatbot Agent
- 2) Issue Classifier
- 3) Routing Agent
- 4) Status Checker
- 5) Simulated Ticket Generator

ASSUMPTIONS

AI agents can replace manual triage. Agent coordination improves speed. Citizens prefer updates through one channel.