

Ideation Phase

Define the Problem Statements

Date	16 December 2025
Team ID	LTVIP2026TMIDS83736
Project Name	Rising-Waters-A-Machine-Learning-Approach-to-Flood-Prediction
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.

I am	<small>Describe customer with 3-4 key characteristics - who are they?</small>	Describe the customer and their attributes here
I'm trying to	<small>List their outcome or "job" the care about - what are they trying to achieve?</small>	List the thing they are trying to achieve here
but	<small>Describe what problems or barriers stand in the way - what bothers them most?</small>	Describe the problems or barriers that get in the way here
because	<small>Enter the "root cause" of why the problem or barrier exists - what needs to be solved?</small>	Describe the reason the problems or barriers exist
which makes me feel	<small>Describe the emotions from the customer's point of view - how does it impact them emotionally?</small>	Describe the emotions the result from experiencing the problems or barriers

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

Example:

I am	I'm trying to	But	Because	Which makes me feel
a traveler	book flights on my phone	it takes a long time	The website is not responsive and doesn't have a mobile version	Frustrated

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A resident living in a	Plan and protect my	I don't receive	Current prediction	Anxious, vulnerable, and unprepared

	flood-prone area	family and property from floods	timely warnings about potential flooding	systems are inaccurate or too slow	
PS-2	A disaster management official	Issue early flood warnings to communities at risk	I lack reliable predictive data and tools	Traditional methods rely on reactive rather than proactive approaches	Frustrated and unable to effectively protect citizens