**Ideation Phase**

**Define the Problem Statements**

| Date | 27 June2025 |
| --- | --- |
| Team ID | LTVIP2025TMID32062 |
| Project Name | Sustainable Smart City Assistant using IBM Granite LLM |
| Maximum Marks | 2 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:**

| **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. |