**Ideation Phase**

**Define the Problem Statements**

**Date:** 26 June 2025  
**Team ID:** LTVIP2025TMID32000  
**Project Name:** Sustainable Smart City Assistant Using IBM Granite LLM  
**Maximum Marks:** 2 Marks

**Customer Problem Statement Template**

Create a problem statement to understand your user's or stakeholder's point of view. The Customer Problem Statement template helps you focus on what matters to create solutions that citizens, city administrators, and sustainability stakeholders will find impactful and accessible.

A well-articulated problem statement allows your team to find ideal solutions for the challenges faced in smart city governance, resource management, and citizen engagement. This process also helps foster empathy for your users, ensuring your AI-powered assistant addresses their true pain points.

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

**PS-1**

I am a city resident concerned about urban sustainability and quality of life.  
I’m trying to access simple information about city policies, report local issues, and get eco-friendly suggestions.  
But city processes are complicated, and I don’t know where to find reliable information or how to make my voice heard.  
Because existing systems are fragmented, lack transparency, and don’t engage citizens effectively.  
Which makes me feel disconnected from city decision-making and unsure how to contribute to sustainability efforts.

**PS-2**

I am a city administrator responsible for urban resource management and governance.  
I’m trying to summarize complex policy documents, forecast KPIs like water or energy usage, and detect anomalies in resource consumption.  
But manual processes are slow, and existing tools lack AI-powered insights for decision-making.  
Because they cannot efficiently process large amounts of unstructured data or predict resource trends accurately.  
Which makes me feel overwhelmed, limits my ability to make timely decisions, and slows progress toward city sustainability goals.