Empathize & Discover

Team ID: LTVIP2025TMID38464

Project Name: Sustainable Smart City Assistant Using IBM Granite LLM

Empathy Map Canvas – Smart City Assistant

The empathy map for the **Sustainable Smart City Assistant** captures the perspectives of urban stakeholders, helping us build a generative AI-powered platform that truly addresses the needs of both citizens and city administrators. It focuses on their goals, behaviors, challenges, and motivations in relation to smart governance and sustainability.

Users:

- **Citizens** (residents, commuters, students)
- **City Officials** (administrators, planners, sustainability officers)
- **Public Service Departments** (transport, utilities, waste management)

What users SAY:

- "I want to understand what's happening in my city in simple terms."
- "I need alerts or summaries that actually matter to me."
- "There should be a single place to ask questions or report issues."
- "We want citizen feedback to be taken seriously."

What users THINK:

- "Is my city doing enough for sustainability?"
- "Will this platform actually improve urban services?"
- "Can I trust this AI to provide accurate and fair information?"
- "How can we make faster and smarter decisions?"

What users DO:

- Visit dashboards for city service updates
- Submit feedback or complaints through portals
- Track environmental or infrastructure performance

- Refer to summaries instead of full-length policies
- Engage in community awareness or eco campaigns

What users FEEL:

- Empowered when they get real-time, relevant updates
- Frustrated by slow response from civic systems
- Excluded when information is too technical
- Curious and hopeful when AI makes civic interaction simpler

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Pains:

- Long, unreadable policies and reports
- Lack of real-time data insights
- Poor engagement or feedback response mechanisms
- Inability to detect or act on operational anomalies quickly

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Gains:

- AI-generated policy summaries for better understanding
- Real-time KPI forecasting and anomaly detection
- Eco tips and recommendations based on behavior or locality
- Chat assistant for instant information and civic interaction


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THINK & FEEL
• "Is my city doing enough for sustainability?"
• "Will this platform actually improve urban services?"
• "Can I trust this AI to provide accurate and fair information?"
• "How can we make faster and smarter decisions?"
SEE
• Dashboards for city service updates
• Environmental and infrastructure performance tracking
• Long, unreadable policies and reports
• Community awareness and eco campaigns
PAINS
• Long, unreadable policies and reports
• Lack of real-time data insights
• Poor engagement or feedback response
• Unable to detect operational anomalies quickly
SMART CITY ASSISTANT
- AI -
SAY & DO
• "I want to understand what's happening in my city in simple terms."
• "I need alerts or summaries that actually matter to me."
• "There should be a single place to ask questions or report issues."
• "We want citizen feedback to be taken seriously."
GAIN
• AI-generated policy summaries for better understanding
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