# Ideation Phase

Empathize & Discover

Date: 26 June 2025

Team ID: LTVIP2025TMID31968

Project Name: Sustainable Smart City Assistant Using IBM Granite LLM

Maximum Marks: 4 Marks

## Empathy Map Canvas

An empathy map is a tool that helps teams gain deeper insight into their users' needs, behaviors, and motivations. In this project, our users include city administrators, municipal planners, sustainability officers, and citizens..

### Says

- “I spend too much time reading lengthy city policies.”

- “I wish I had real-time insights on utility usage and trends.”

- “Detecting irregularities in city data takes hours”

- “There should be a simpler way to submit civic issues.”

### Thinks

· “AI should be able to summarize policies faster than humans.”

· “A dashboard with predictions would help me plan ahead.”

· “Will this tool really understand the complexity of urban data?”

· “Can I trust AI outputs for making planning decisions?”

### Does

· Uploads city policies or reports for AI summarization.

· Enters feedback on water, electricity, sanitation issues

· Uploads KPI data to forecast resource usage.

· Uses chat assistant to clarify smart city or sustainability queries. .

### Feels

· Relieved when complex policy documents are simplified.

· Confident when anomalies are detected automatically.

· Empowered with accessible insights and smart predictions.

· Curious about how AI can optimize city life.