**Empathy Map Canvas – SmartSDLC**

**Date**: 25 JUNE 2025  
**Team ID**: LTVIP2025TMID33777  
**Project Name**: SmartSDLC  
**Maximum Marks**: 4

**User Persona**

**Name**: Dinesh  
**Age**: 22  
**Role**: Final-year Computer Science Student / Early-career Software Developer  
**Location**: Urban India  
**Pain Point**: Struggles to map project documentation correctly to SDLC phases during software engineering tasks and academic projects.

**THINKS & FEELS**

* “How do I know which document belongs to which SDLC phase?”
* Overwhelmed by jargon-heavy resources that explain SDLC non-intuitively.
* Wants a tool that can help clarify SDLC classification automatically.
* Fears misclassifying important sections in academic or industry reports.
* Feels frustrated when unable to get quick feedback or validation.

**SEES**

* Long academic notes and documents that lack phase-wise clarity.
* Confusing templates or irrelevant tools online.
* Peer confusion during documentation or project submissions.
* Teachers emphasizing documentation quality but offering vague guidance.
* Tools like ChatGPT used randomly without context or traceability.

**SAYS & DOES**

* “Is this the design phase or the requirements phase?”
* Frequently searches “SDLC phase examples” during project work.
* Relies on previous submissions, sample PDFs, or peer advice.
* Often reuses templates without understanding them fully.
* Uploads documents to AI tools but struggles to interpret outputs.

**HEARS**

* “Proper SDLC documentation is key to project success.”
* “Classification errors affect project grades or reviews.”
* “Use AI tools smartly, but know their limitations.”
* “Tools are available, but understanding is still essential.”
* Concerns about plagiarism or over-reliance on automation.

**PAINS**

* Unclear mapping of content to SDLC phases (Requirements, Design, etc.).
* Lack of quick validation tools for document classification.
* Limited trust in generic AI models not tailored to SDLC.
* Time-consuming manual reading to segregate documentation sections.
* Inconsistency in document structure leads to poor evaluations.

**GAINS**

* AI-powered classification of text into appropriate SDLC phases.
* Clear, visual summaries (charts/labels) for document structure.
* Instant suggestions on missing or weak SDLC sections.
* Better grades/project scores due to structured, validated documentation.
* Confidence and independence in managing software lifecycle documentation.
* Downloadable phase-wise summaries and exportable results for records.

**Summary**

This empathy map helped the SmartSDLC team understand key struggles faced by students and junior developers during software documentation. These insights shaped SmartSDLC’s features:

* **Document Upload & Classification**: Automatically labels content into SDLC phases.
* **Zero-Shot AI Integration**: Allows flexible classification even when format varies.
* **Dashboard Visualization**: Visual feedback on SDLC phases coverage and confidence.
* **Downloadable Output**: Allows submission-ready summary of classified content.

These features make SmartSDLC an educational, productivity-boosting tool—intuitive, intelligent, and especially helpful for learners navigating complex documentation standards.