Ideation Phase Define the Problem Statements

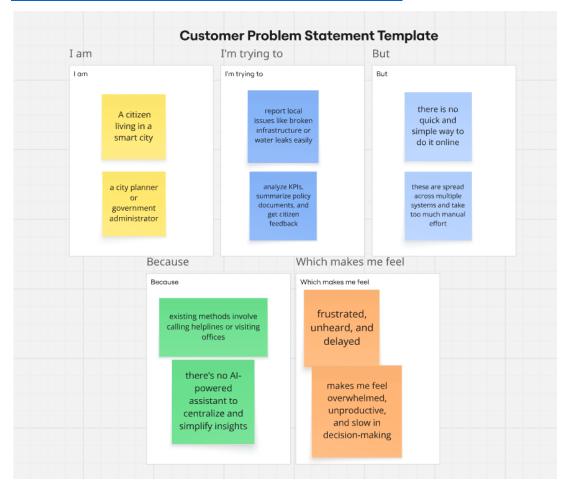
Date	26 June 2025
Team ID	LTVIP2025TMID60547
Project Name	Sustainable Smart City Assistant Using IBM
	Granite LLM
Maximum Marks	2 Marks

Customer Problem Statement:

City administrators and urban planners are facing increasing pressure to make data-driven decisions that support sustainability, infrastructure efficiency, and citizen satisfaction. However, they often lack access to intelligent tools that can simplify complex policy documents, provide accurate KPI forecasts, detect anomalies in real-time, and streamline citizen feedback collection. At the same time, citizens struggle to engage effectively with city services, report issues, or access reliable eco-friendly advice in a timely and user-friendly manner. This disconnect between citizens and city governance results in inefficiencies, reduced trust, and missed opportunities for proactive environmental action. There is a clear need for an AI-powered platform that unifies these functions—summarizing information, providing actionable insights, and enabling two-way interaction—so that both city officials and citizens can contribute meaningfully to a smarter, more sustainable urban future.

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

Example:



Problem	l am	I'm trying to	But	Because	Which makes me feel
Statement (PS)	(Customer)				
PS-1	A citizen	report local	there is	existing	frustrated, unheard,
	living in a	issues like	no quick	methods	and delayed
	smart city	broken	and	involve	
		infrastructur	simple	calling	
		e or water	way to do	helplines or	
		leaks easily	it online	visiting	
				offices	
PS-2	a city	analyze KPIs,	these are	there's no	makes me feel
	planner or	summarize	spread	Al-powered	overwhelmed,
	government	policy	across	assistant to	unproductive, and slow
	administrat	documents,	multiple	centralize	in decision-making
	or	and get	systems	and simplify	
		citizen	and take	insights	
		feedback	too much		
			manual		
			effort		

These statements reflect the core pain points faced by city administrators and citizens. The Sustainable Smart City Assistant is designed to address these issues through AI-powered summarization, real-time KPI forecasting, anomaly detection, and interactive citizen engagement features, powered by IBM Watsonx Granite LLM and Pinecone semantic search.