**Ideation Phase**

**Empathize & Discover**

**Date:** 26 June 2025  
**Team ID:** LTVIP2025TMID32032  
**Project Name:** Sustainable Smart City Assistant Using IBM Granite LLM  
**Maximum Marks:** 4 Marks

### **Empathy Map Canvas**

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviors, needs, and attitudes. It is a useful tool to help project teams better understand citizens, city administrators, and sustainability stakeholders.

Creating an effective smart city solution requires understanding the true challenges faced by both residents and officials. The exercise of creating the map helps participants consider things from the user's perspective along with their goals, concerns, and frustrations.

**Reference:** <https://www.mural.co/templates/empathy-map-canvas>

### **Says**

* “City policies are too complex — I need simple summaries.”
* “I wish I could easily report issues like potholes or water leaks.”
* “Forecasting resources like water or electricity would help with planning.”
* “I want actionable eco-friendly tips that actually make a difference.”

### **Thinks**

* “Can I really trust AI to simplify policy documents correctly?”
* “Is my feedback actually being seen by city authorities?”
* “Will AI predictions for resource usage be reliable?”
* “How useful are these eco tips in real life?”

### **Does**

* Uploads city documents for instant AI-generated summaries.
* Uses the chat assistant to ask sustainability and governance questions.
* Submits feedback through the citizen reporting form.
* Views real-time KPIs for water, energy, and environmental health.
* Searches for eco-friendly lifestyle tips.

### **Feels**

* Frustrated by complicated, inaccessible policy documents.
* Hopeful that AI can improve city services and governance.
* Empowered when their feedback reaches the right authorities.
* Confident seeing real-time data and AI-powered suggestions.
* Motivated to take small actions that support city sustainability.