

Prevent User Deletion If Assigned To An Incident

Project Documentation Format

1. Introduction

- **Project Name** : Prevent User Deletion If Assigned To An Incident
- **Team ID** : LTVIP2025TMID29893
- **Team Leader** : Mohammad Taz S
- **Team Members** : Atla Kishan Reddy, M Hemanth Kumar, Harshith Raj Palegar

2. Project Overview

- **Objective:**

To ensure data integrity in the ITSM system by preventing deletion of a user who is currently assigned to one or more active (non-closed) incidents. This avoids broken references and workflow disruptions in the Incident Management process.

- **Description:**

This project introduces a safeguard in ServiceNow that checks whether a user is assigned to any active incidents before allowing deletion. A server-side Business Rule runs before the delete operation on the sys_user table and blocks the action if any assigned incident is still open.

3. Project Ideation Phase

- **Project Title:** Prevent User Deletion if Assigned to an Incident.
- **Problem Statement:** In ServiceNow, users can be deleted even if they are assigned to open incidents. This causes issues such as loss of tracking, broken data links, and a drop in accountability. We aim to prevent user deletion until all incidents assigned to them are closed or reassigned.

4. Requirement Analysis Phase

- **Table Used:** sys_user (User table)
- **Incident Table Reference:** incident.assigned_to
- **Business Rule Type:** Server-side, Before Delete
- **State Filter:** Incidents where state != Closed (State != 7)
- **Roles Used for Assignment:** itil (so that users appear in "Assigned to" field)

5. Project Planning Phase

1. Project Timeline:

- Ideation & Planning
- Create Test Users
- Create Incidents and Assign
- Develop Business Rule
- Testing Deletion Behavior
- Documentation & Final Demo

2.Risk Management:

Risk	Probability	Impact	Mitigation Strategy
User is deleted despite rule	Low	High	Ensure Business Rule is properly scoped
Rule doesn't run	Medium	Medium	Use debugBusinessRule() and logs to confirm
Incident not linked properly	Medium	High	Ensure incidents are assigned and not closed

1. Task Allocation:

Task	Assigned To	Time Estimate	Tools Required
User Setup	Developer	1 Days	User Admin
Incident Assignment	Developer	1 Days	Incident Module
Business Rule Configuration	Developer	1 Days	Studio
Testing and Verification	Analyst	1 Days	ServiceNow UI

6. Project Design Phase

➤ User Creation:

- Navigate to User Administration > Users
- Create: - Test User1 (to assign incidents)

- Test User2 (no assigned incidents)
- Add itil role to Test User1
- Test User1 (to assign incidents)

The screenshot shows the 'User - New Record' form in ServiceNow. The breadcrumb trail is 'User > New record'. A blue banner at the top states: 'To set up the User's password, save the record and then click Set Password.' The form contains the following fields and options:

- User ID:** testuser1
- First name:** test
- Last name:** user1
- Title:** (empty)
- Department:** (empty)
- Language:** -- None --
- Calendar integration:** Outlook
- Time zone:** System (America/Los_Angeles)
- Date format:** System (yyyy-MM-dd)
- Business phone:** (empty)
- Mobile phone:** (empty)
- Photo:** Click to add...
- Options:**
 - Password needs reset: ☐
 - Locked out: ☐
 - Active: ☒
 - Web service access only: ☐
 - Internal Integration User: ☐

A 'Submit' button is located at the bottom right of the form.

- Test user2

The screenshot shows the 'User - test user2' form in ServiceNow. The breadcrumb trail is 'User > test user2'. The form contains the following fields and options:

- User ID:** testuser2
- First name:** test
- Last name:** user2
- Title:** (empty)
- Department:** (empty)
- Language:** -- None --
- Calendar integration:** Outlook
- Time zone:** System (America/Los_Angeles)
- Date format:** System (yyyy-MM-dd)
- Business phone:** (empty)
- Mobile phone:** (empty)
- Photo:** Click to add...
- Options:**
 - Password needs reset: ☐
 - Locked out: ☐
 - Active: ☒
 - Web service access only: ☐
 - Internal Integration User: ☐

At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'. Below these buttons is a 'Related Links' section with links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. At the very bottom, there is a navigation bar with tabs: 'Entitled Custom Tables', 'Roles', 'Groups', 'Delegates', 'Subscriptions', and 'User Client Certificates'.

- Add itil role to Test User1

Edit Members

Add Filter Run filter ⓘ

-- choose field -- -- oper -- -- value --

Collection

Q itil

itil_admin

Roles List

test user1

itil

>

<

Cancel Save

Name itil

➤ Assign Incident to User:

- Navigate to Incident > Create New
- Set Caller: Any user
- Assigned to: Test User1
- State: New (or any non-closed state)

Incident New record

Submit Resolve

Number INC0010007

* Caller Abel Tuter

Category Inquiry / Help

Subcategory -- None --

Service

Service offering

Configuration item

* Short description to test user 1 deletion

Description

Channel -- None --

State New

Impact 3 - Low

Urgency 3 - Low

Priority 5 - Planning

Assignment group

Assigned to test user1

Related Search Results

Related Search Q to test user 1 deletion Knowledge & Catalog (All)

How do I create and delete users? account for each of them. Creating a new user in Mac OSX From the Apple menu, select System, and then authenticate as an administrator. Under the list of ... IT | Operating Systems > Mac OSX > How To Author: Sam Sorokin 13 views Last modified: 2022-12-06 Rating: ★ ★ ★ ★

➤ Business Rule Creation:

- Go to System Definition > Business Rules
- Create new rule:
- Name: Prevent Deletion of Assigned User
- Table: sys_user
- When: Before
- Delete: Checked
- Advanced: Checked

Business Rule
prevent deletion if assigned to incident

Name: prevent deletion if assigned to incident

Table: User [sys_user]

Application: Global

Active: ☒

Advanced: ☒

When to run: before

Order: 100

Specify whether the business rule should run on Insert or Update. Use Filter Conditions to specify under which conditions the business rule should run.

Insert: ☐

Update: ☐

Delete: ☒

Query: ☐

Filter Conditions: Add Filter Condition Add "OR" Clause

Role conditions:

➤ Script:

```
(function executeRule(current, gsn, gs) {  
  var gr = new GlideRecord('incident');  
  gr.addQuery('assigned_to', current.sys_id);  
  gr.addQuery('state', '!=', '7');  
  gr.query();  
  if (gr.hasNext()) { gs.addErrorMessage('Cannot delete user. They are assigned to active incidents.');
```

The screenshot shows the ServiceNow interface for a Business Rule named "Business Rule - prevent deletion if assigned to incident". The "Advanced" tab is selected, showing a script that prevents deletion of incidents assigned to a user. The script is as follows:

```
1 (function executeRule(current, gsn, gs){
2   var incidentGR = new GlideRecord('incident');
3   incidentGR.addQuery('assigned_to', current.sys_id);
4   incidentGR.addQuery('state', '!=', '7'); // 7 = closed
5   incidentGR.query();
6
7   if (incidentGR.hasNext()){
8     gs.addErrorMessage('Deletion not allowed. User is assigned to active incidents.');
```

Buttons at the bottom: Update, Delete.

- **Test Deletion of Assigned User:**
- Try deleting Test User1
 - Expected: Deletion is blocked with error message

The screenshot shows the ServiceNow interface for a User record named "User - test user1". A "Confirmation" dialog box is displayed, warning that deleting the record will result in the automatic deletion of related records. The dialog box contains the following text:

Warning!

Deleting this record will result in the automatic deletion of the following related records:

- 1 Notification Device
- 1 Notification Messages

Note that the related records may trigger their own cascade deletions. Proceed?

Buttons: Cancel, Delete.

➤ Test Deletion of Unassigned User:

- Try deleting Test User2
- Expected: Deletion succeeds with no error

The screenshot shows the ServiceNow user profile page for 'test user2'. The page includes a navigation bar with 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The user profile form contains fields for User ID (test.user2), First name (test), Last name (user2), Title, Department, Email (test.user2@example.com), Language (-- None --), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and a 'Click to add...' link. There are also checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. A 'Confirmation' dialog box is open in the center, displaying a 'Warning!' message: 'Deleting this record will result in the automatic deletion of the following related records: 1 Notification Device. Note that the related records may trigger their own cascade deletions. Proceed?'. The dialog has 'Cancel' and 'Delete' buttons. At the bottom left, there are 'Set Password' and 'Delete' buttons, and a 'Links' section with links to 'Accounts', 'Descriptions', and 'Password'.

Final Conclusion

This project successfully prevents the deletion of users who are actively assigned to incidents in ServiceNow. By enforcing this validation, the system maintains data integrity, avoids broken references, and ensures accountability. The Business Rule runs seamlessly and is easy to maintain or enhance for future validations involving Problems, Changes, or Tasks.