Prevent User Deletion If Assigned To An Incident

Project Documentation Format

1. Introduction

• Project Name: Prevent User Deletion If Assigned To An Incident

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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:

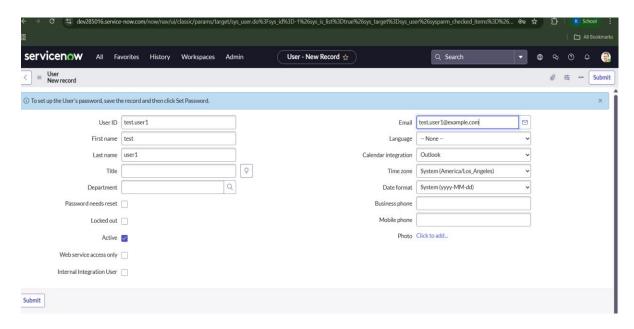
Task	Assigned To	Time Estimate	Tools Required
User Setup	Developer	1 Days	User Admin
Incident Assignment	Developer	1 Days	Incident Module
Business Rule Configuration	Developer	1 Days	Studio
Testing and Verification	Analyst	1 Days	ServiceNow UI

6. Project Design Phase

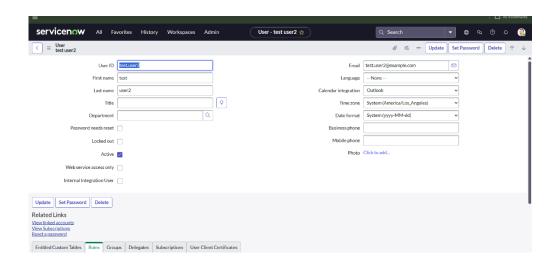
> User Creation:

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

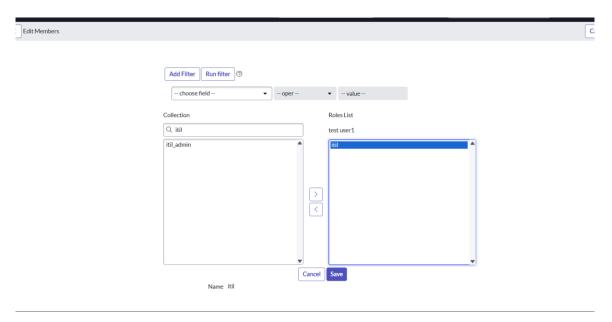
- Test User2 (no assigned incidents)
- Add itil role to Test User1
- Test User1 (to assign incidents)



Test user2

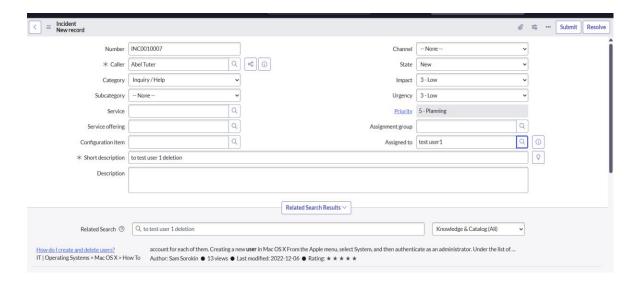


Add itil role to Test User1



> Assign Incident to User:

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



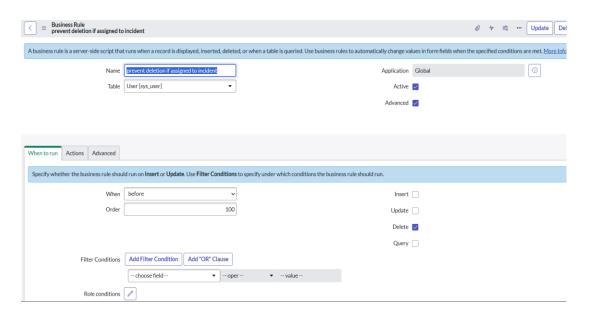
Business Rule Creation:

Go to System Definition > Business Rules

• Create new rule:

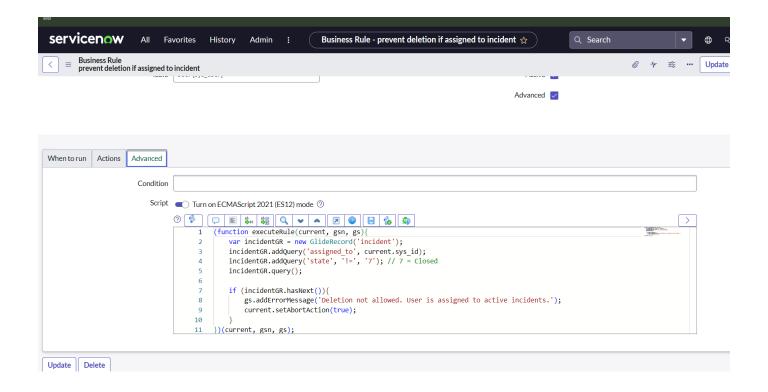
Name: Prevent Deletion of Assigned User

Table: sys_userWhen: BeforeDelete: CheckedAdvanced: Checked



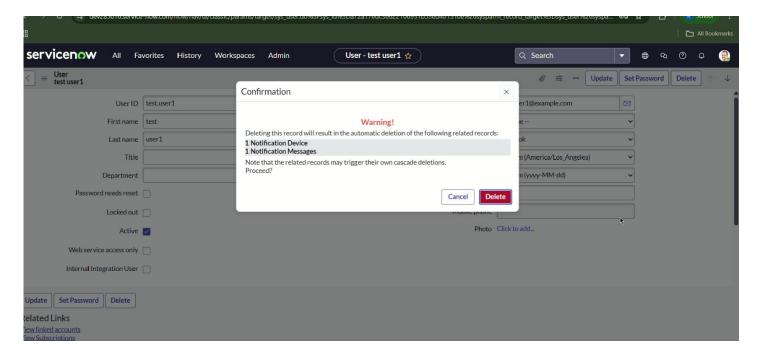
Script:

```
(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.');
  current.setAbortAction(true);
  }
}(current, gsn, gs);
```



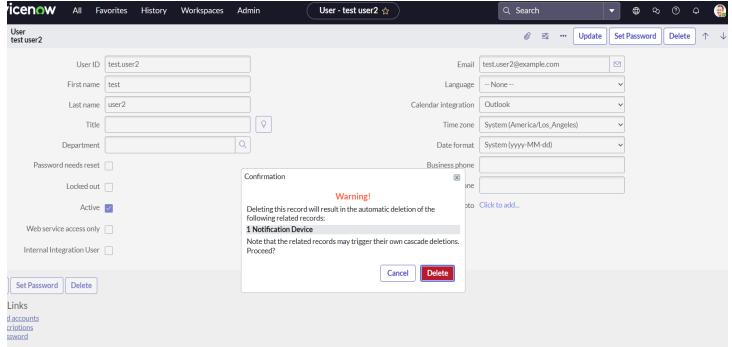
Test Deletion of Assigned User:

- Try deleting Test User1
- Expected: Deletion is blocked with error message



Test Deletion of Unassigned User:

- Try deleting Test User2
- · Expected: Deletion succeeds with no erro



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.