Brainstorm & Idea Prioritization

🗓 Project Metadata

Item	Details
Date	02 November 2025
Team ID	NM2025TMID00980
Project Name	Prevent User Deletion if Assigned to a Task
Maximum Marks	4 Marks

🛠 Project Overview

This ServiceNow project aims to prevent the deletion of users who are actively assigned to tasks. The solution involves creating custom tables (u_task_table), assigning users to tasks, and implementing business rules and ACLs to block deletion when dependencies exist. This ensures data integrity and avoids disruptions in workflows. The project includes validation scenarios to test both assigned and unassigned users, ensuring that deletion logic is enforced correctly.

👥 Step 1: Team Collaboration and Problem Selection

🧩 Problems Identified

- Users assigned to tasks were sometimes deleted accidentally, leading to orphaned task records and broken workflows.

- This caused confusion in reporting, automation failures, and gaps in accountability.

💡 Ideas Generated

- Create test users and assign them to tasks using a custom table.

- Build a business rule that checks for task assignments before allowing deletion.

- Use ACLs to restrict deletion permissions based on role and task linkage.

⚒️ Solutions Proposed

- Develop a rule that blocks deletion if the user is referenced in any active task.

- Allow deletion only for users with no task assignments.

- Create a report listing users eligible for deletion.

- Add a confirmation prompt and error message when deletion is blocked.

- Document the logic and test cases for future reference.

🧠 Step 2: Brainstorming & Idea Listing

👤 Participants

- **Arun** – Lead Developer (ServiceNow configuration, ACLs, Flow Designer)

- **Alice** – Project Manager (Task assignment logic, role definitions)

- **Bob** – Team Member (User testing, impersonation validation)

💬 Idea Contributions

- **Arun**: Implement ACLs and business rules to block deletion.

- **Alice**: Define roles and access levels for task management.

- **Bob**: Test deletion scenarios and validate access restrictions.

Additional ideas:

- Automate task assignment using Flow Designer.

- Create a dashboard to monitor user-task relationships.

- Use dynamic filters to identify users eligible for deletion.

- Provide override options for administrators in special cases.

- Maintain audit logs for deletion attempts.

✴️ Step 3: Idea Prioritization

🔢 Prioritized Steps to Prevent User Deletion

1. **Identify active task assignments**

   - Use reference fields and filters to detect linked tasks.

2. **Lock deletion actions for assigned users**

   - Implement business rules and ACLs to block deletion.

3. **Sync task status before deletion**

   - Ensure tasks are closed or reassigned before allowing deletion.

4. **Notify administrators when deletion is blocked**

   - Use notifications or UI messages to inform users.

5. **Provide override mechanism for special cases**

    o   Allow admin-level exceptions with justification.

6. **Maintain data integrity across tables**

    o   Ensure no orphaned records or broken references.

7. **Promote sharing of documentation and logic**

    o   Document the process for future teams and audits.

🧠 Summary

The ideation phase helped the team clearly define the problem and explore multiple solutions. By prioritizing ideas, the team focused on building a secure, scalable, and testable solution in ServiceNow. The use of ACLs, business rules, and Flow Designer ensures that user deletion is tightly controlled, preserving task integrity and system reliability.