**Project Design Phase**

**Problem – Solution Fit Template**

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| --- | --- |
| Date | 15 February 2026 |
| Team ID | LTVIP2026TMIDS52445 |
| Project Name | Prevent User Deletion if Assigned to an Incident in ServiceNow |
| Maximum Marks | 2 Marks |

**Problem – Solution Fit:**

## 🎯 Customer Segment

* ServiceNow Administrator
* IT Service Desk Manager
* ITSM Operations Team

## ⚠️ Problem

* Users can be deleted even when assigned to active incidents
* Leads to orphan incident records
* Loss of ownership and accountability
* Workflow and audit issues
* Manual verification is time-consuming and error-prone

## 😣 Customer Pain Points

* Risk of accidental data loss
* Broken incident tracking
* Increased manual effort
* Compliance and audit concerns

## 💡 Proposed Solution

Implement a **Before Delete Business Rule** on the sys\_user table that:

* Checks incident assignments using GlideRecord
* Blocks deletion if incidents exist
* Displays an error message to the admin
* Allows deletion only when no dependencies exist

## 🎁 Customer Gains

* Automated validation
* Maintains data integrity
* Prevents orphan records
* Saves administrative time
* Ensures ITIL best practices

## 🔗 Problem–Solution Fit Justification

The proposed solution directly addresses the administrator’s need to maintain incident ownership and prevent data inconsistencies. By automating dependency validation at the server level, the system eliminates manual checks, reduces errors, and ensures reliable ITSM operations.

## 📈 Expected Outcome

* Improved system reliability
* Faster administrative operations
* Better audit compliance
* Higher trust in ServiceNow data

