

Ideation Phase

Empathize & Discover

Date	27 January 2026
Team ID	LTVIP2026TMIDS26598
Project Name	Prevent User Deletion If Assigned to Incident
Maximum Marks	4 Marks

What is an Empathy Map?

The Empathy Map helps us understand the real experiences, challenges, and expectations of the primary users of the ServiceNow ITSM platform — such as System Administrators, IT Support Agents, and End Users who raise incidents. By analyzing what users **say, think, do, and feel**, we can design a Business Rule that effectively prevents accidental deletion of users who are assigned to active incidents. ServiceNow Administrator / IT Support Manager

Our primary user is a ServiceNow Administrator responsible for:

- Managing user accounts
- Handling incident assignments
- Maintaining workflow accuracy
- Ensuring system reliability

They work daily with the Incident table and User table in ServiceNow.

Empathy Map – ServiceNow Administrator

➤ Says

- “Why did this incident lose its assigned user?”
- “Who deleted this user?”
- “This is affecting our workflow.”
- “We need better system control.”

➤ Thinks

- Data integrity is very important.
- Incident ownership must not break.
- The system should prevent risky actions automatically.
- Manual monitoring is not efficient.

➤ Feels

- Worried about accidental deletions
- Responsible for maintaining system stability

- Frustrated when workflows break
- Pressured to avoid service disruptions

➤ Does

- Assigns incidents to users
- Creates and manages user accounts
- Configures Business Rules
- Monitors incident lifecycle
- Tests system configurations

If a user assigned to an active incident is deleted:

- Incident ownership becomes unclear
- Workflow continuity breaks
- Reporting accuracy reduces
- Accountability is lost

This creates operational risk in IT service management.

Solution Based on Empathy

To solve this real-world administrative problem, we implemented:

- ☞ A **Before Delete Business Rule** on the sys_user table
- ☞ That checks the incident table using GlideRecord
- ☞ Blocks deletion if the user is assigned to any incident
- ☞ Displays an error message
- ☞ Preserves system integrity

Example:



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