**Project Design Phase-II**
**Technology Stack (Architecture & Stack)**

| Date | 13 February 2026 |
|---|---|
| Team ID | LTVIP2026TMIDS26598 |
| Project Name | Prevent User Deletion If Assigned to Incident |
| Maximum Marks | 4 Marks |

## Technical Architecture:

The solution is implemented inside the **ServiceNow platform** using:

- ServiceNow Instance (Cloud Platform)
- sys_user Table
- Incident Table
- Business Rule (Before Delete)
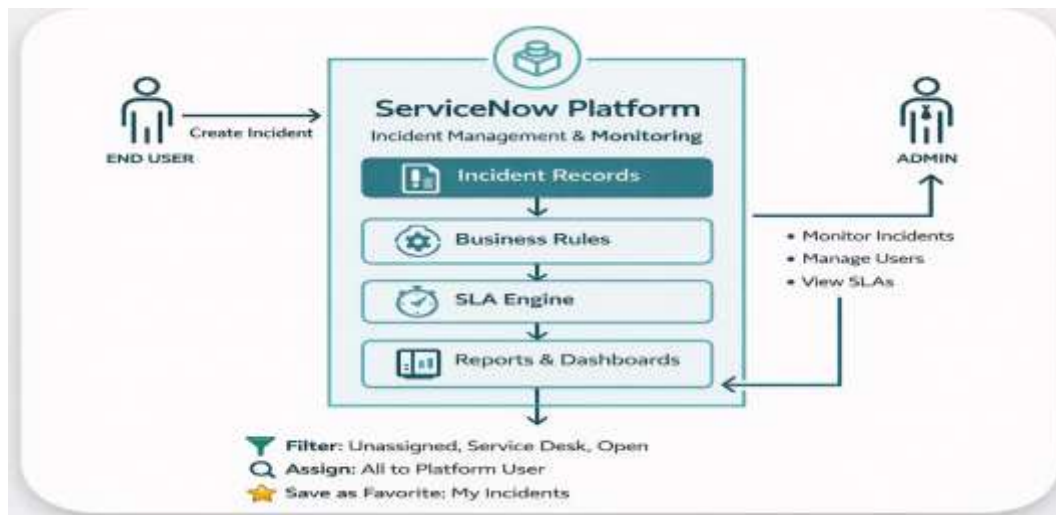- GlideRecord Script Logic
- Role-based Access Control

**Table-1 : Components & Technologies:**

| S.No | Component | Description | Technology |
|---|---|---|---|
| 1. | User Interface | Interface to manage users and incidents | ServiceNow UI |
| 2. | Business Logic | Prevent user deletion if assigned to incident | Business Rule (Before Delete Script) |
| 3. | Data Source | User and Incident records | sys_user table, incident table |
| 4. | Database | Stores all records | ServiceNow Cloud Database |
| 5. | Script Engine | Executes server-side logic | GlideRecord, JavaScript |
| 6. | Access Control | Restrict deletion permissions | ACL (Access Control List) |
| 7. | Notifications | Optional alerts for deletion attempts | ServiceNow Notification Engine |
| 8. | Infrastructure | Cloud-based ITSM platform | ServiceNow Cloud Instance. |
| 9. | Logging | Tracks deletion attempts | System Logs |
| 10. | Development Platform | Platform used to configure logic | ServiceNow Studio / Global Scope |

**Table-2: Application Characteristics:**

| S.No | Characteristics | Description | Technology |
|------|----------------|-------------|------------|
| 1. | Open-Platform | Built using ServiceNow scripting framework | JavaScript (Server-side) |
| 2. | Security | Prevents accidental deletion of active users | Role-based Access + Business Rule |
| 3. | Scalable | Can handle thousands of users & incidents | ServiceNow Cloud Infrastructure |
| 4. | Availability | Available 24/7 via cloud | ServiceNow SaaS Platform |
| 5. | Performance | Executes deletion validation instantly | GlideRecord Optimized Query |