

Project Design Phase
Proposed Solution Template

Date	9 February 2026
Team ID	LTVIP2026TMIDS26598
Project Name	Prevent User Deletion If Assigned to Incident
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In ServiceNow, users assigned to active incidents can be accidentally deleted. This may lead to broken references, workflow disruption, loss of accountability, and data inconsistency in the Incident management system.
2.	Idea / Solution description	Implement a Before Delete Business Rule on the <code>sys_user</code> table that checks the <code>incident</code> table using GlideRecord. If the user is assigned to any incident, deletion is blocked and an error message is displayed. If no incidents are assigned, deletion is allowed.
3.	Novelty / Uniqueness	Instead of manual monitoring, the solution automates validation at the server level. It uses ServiceNow scripting logic to enforce referential integrity dynamically, ensuring safe user management.
4.	Social Impact / Customer Satisfaction	Improves IT service reliability and prevents workflow interruptions. Ensures better accountability in organizations. Reduces operational risks and increases administrator confidence while managing user records.
5.	Business Model (Revenue Model)	This solution enhances enterprise ServiceNow implementations. It can be offered as a governance enhancement feature in ITSM deployments, adding value to organizations using ServiceNow for incident management.
6.	Scalability of the Solution	The solution is scalable within the ServiceNow cloud platform. It can handle thousands of users and incidents and can be extended to other tables (Change, Problem, Request) to prevent similar deletion issues.