

## Ideation Phase Define the Problem Statements

Date	30 January 2026
TeamID	LTVIP2026TMIDS26598
Project Name	Prevent User Deletion if Assigned to Incident
Maximum Marks	2 Marks

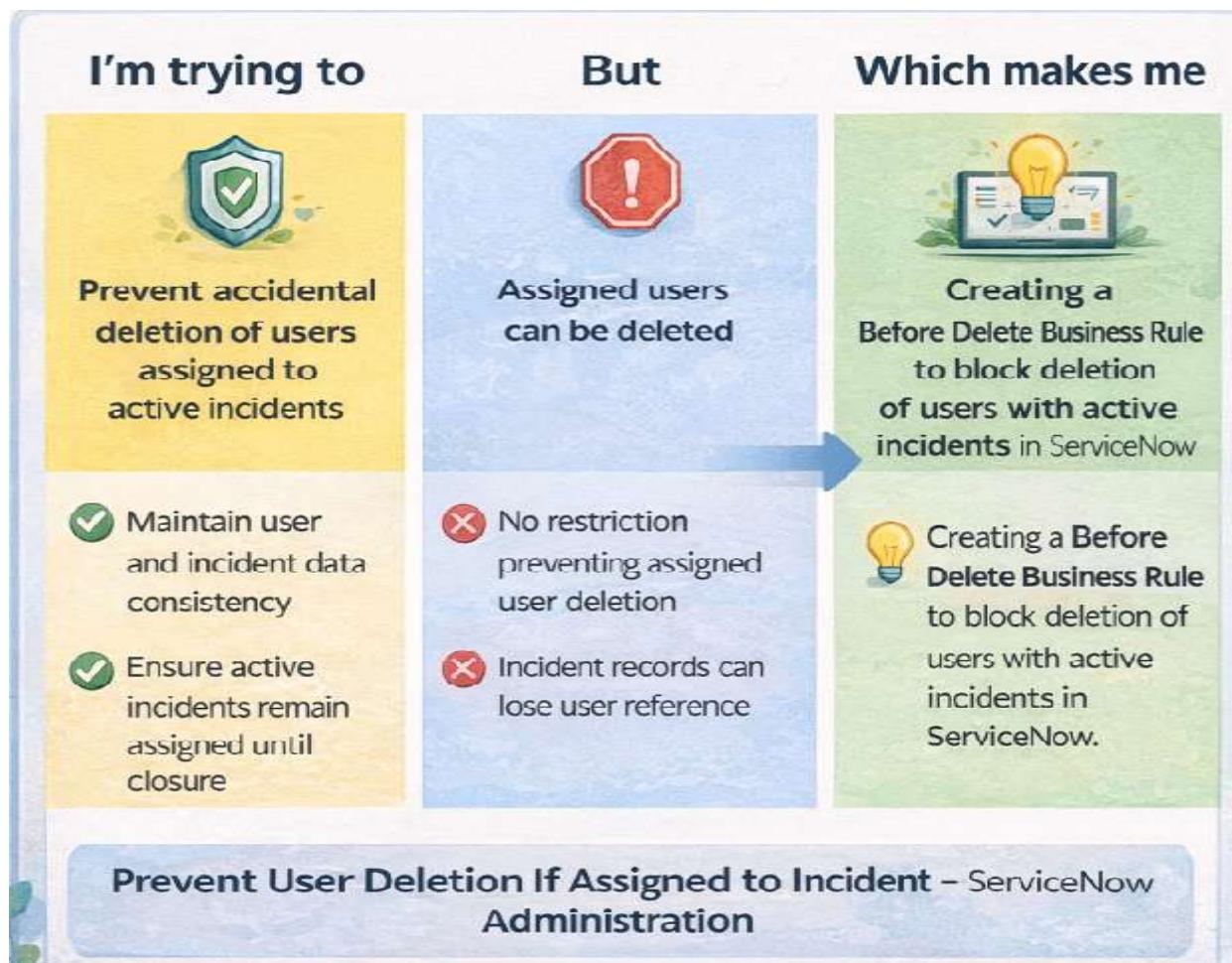
### Customer Problem Statement Template:

This project helps ServiceNow administrators maintain data integrity by preventing accidental deletion of users who are assigned to active incidents. Using a Before Delete Business Rule, the system checks incident records and blocks deletion if the user is linked to one or more incidents, ensuring workflow continuity and system stability.

I am	I'm trying to	But	But	Which makes me feel
 <b>I am</b> A ServiceNow Administrator	<b>A ServiceNow Administrator</b> managing users and incident records.	Maintain accurate user and incident data while performing user management tasks.	Users assigned to active incidents.	Concerned about data inconsistency and broken workflow references.
 <b>I'm trying to</b>	<b>An IT Support Manager</b> monitoring incident resolution processes.	Ensure incidents remain properly assigned and tracked until closure.	There is no default restriction preventing incidents.	Concerned about data inconsistency and broken workflow references.
 <b>Because</b>	<b>An IT Support Manager</b> monitoring incident resolution processes.	Deleting an assigned user removes ownership references.	The system allows deletion without validating incident relationships.	
<b>Which makes me</b>	Frustrated and worried	Frustrated and worried about accountability and service disruption		

Reference: <https://miro.com/templates/customer-problem-statement/>

Example:



<b>Problem Statement(PS)</b>	<b>I am (Customer)</b>	<b>I'm trying to</b>	<b>But</b>	<b>Because</b>	<b>Which makes me feel</b>
PS-1	A ServiceNow Administrator managing users and incident records.	Maintain accurate user and incident data while performing user management tasks.	Users assigned to active incidents can be accidentally deleted.	There is no default restriction preventing deletion of assigned users in the system.	Concerned about data inconsistency and broken workflow references.
PS-2	An IT Support Manager monitoring incident resolution processes.	Ensure incidents remain properly assigned and tracked until closure	Deleting an assigned user removes ownership references from incidents.	The system allows deletion without validating incident relationships.	Frustrated and worried about accountability and service disruption.