

# PERFORMANCE AND TESTING

Date	27-01-2026
Team ID	LTVIP2026TMIDS26598
Project Name	Prevent User Deletion if Assigned to Incident
Maximum Marks	4 Marks

## Model Performance Testing

### User Creation

User

New record

Submit

To set up the User's password, save the record and then click Set Password.

User ID

Prashu

First name

prashu12

Last name

s

Title

System Administrator

Department

it

Recent selections

IT

Password needs reset

Locked out

☐

Active

☒

Identity type

Human

Internal Integration User

☐

Email

123@gmail.com

Language

-- None --

Calendar integration

Outlook

Time zone

System (America/Los\_Angeles)

Date format

System (yyyy-MM-dd)

Business phone

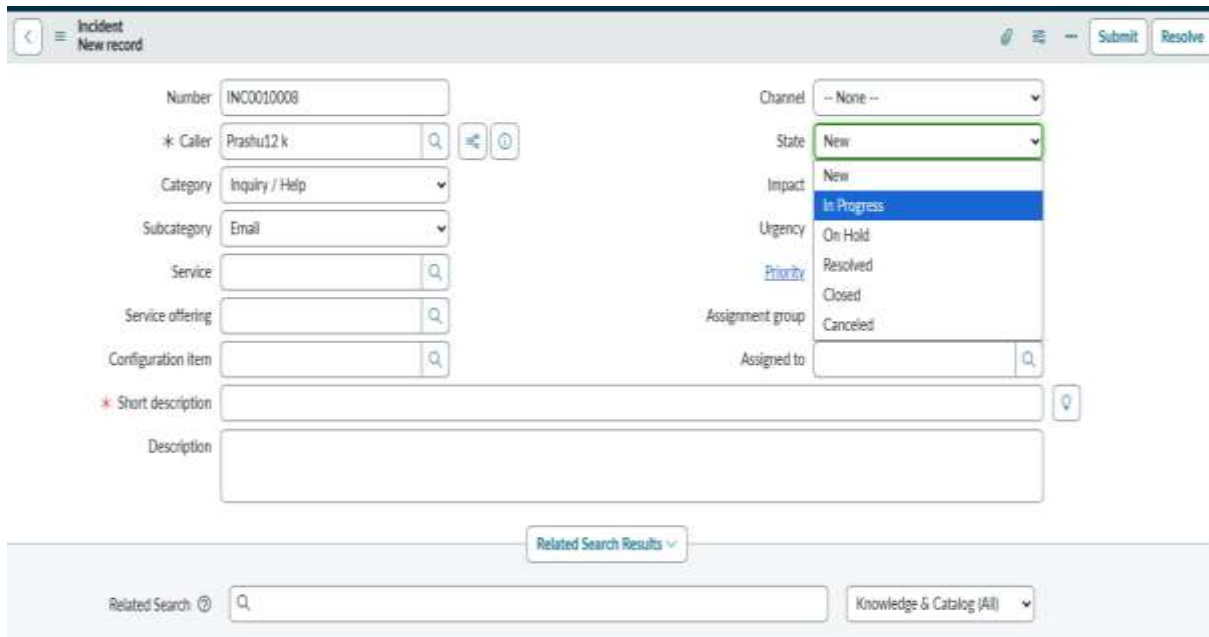
Mobile phone

Photo

[Click to add...](#)

Submit

## Assign Incident To User



The screenshot shows the 'Incident New record' form in ServiceNow. The form is divided into two main sections: a left column for incident details and a right column for status and assignment. The left column includes fields for Number (INC0010008), \* Caller (Prashu12 k), Category (Inquiry / Help), Subcategory (Email), Service, Service offering, Configuration item, Short description, and Description. The right column includes dropdowns for Channel (None), State (New), Impact (New), Urgency (On Hold), Assignment group, and Assigned to. A 'Submit' button is located at the top right. Below the form, there is a 'Related Search Results' section with a search bar and a 'Knowledge & Catalog (All)' dropdown.

Incident New record

Number: INC0010008

\* Caller: Prashu12 k

Category: Inquiry / Help

Subcategory: Email

Service:

Service offering:

Configuration item:

Short description:

Description:

Channel: -- None --

State: New

Impact: New

Urgency: On Hold

Assignment group:

Assigned to:

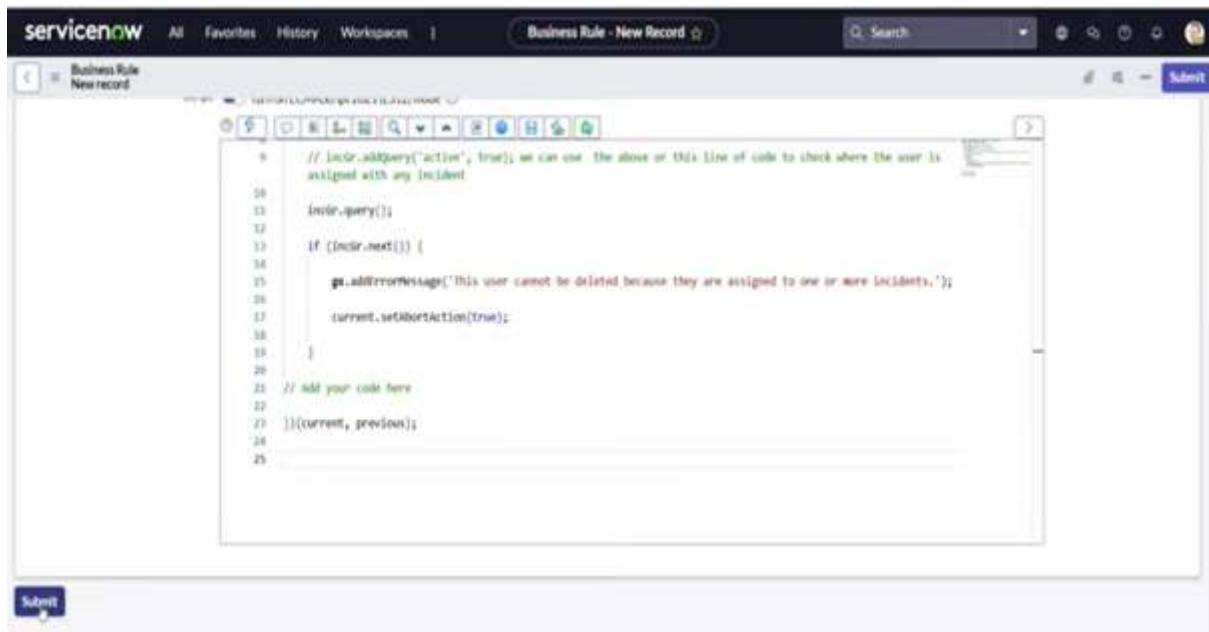
Submit

Related Search Results

Related Search:

Knowledge & Catalog (All)

## Business Rule Creation



The screenshot shows the 'Business Rule New Record' form in ServiceNow. The form is divided into two main sections: a left column for business rule details and a right column for status and assignment. The left column includes fields for Name, Category, Subcategory, Service, Service offering, Configuration item, Short description, and Description. The right column includes dropdowns for Channel (None), State (New), Impact (New), Urgency (On Hold), Assignment group, and Assigned to. A 'Submit' button is located at the top right. Below the form, there is a 'Related Search Results' section with a search bar and a 'Knowledge & Catalog (All)' dropdown.

Business Rule New Record

Name:

Category:

Subcategory:

Service:

Service offering:

Configuration item:

Short description:

Description:

Channel: -- None --

State: New

Impact: New

Urgency: On Hold

Assignment group:

Assigned to:

Submit

Related Search Results

Related Search:

Knowledge & Catalog (All)

## Test Deletion

The screenshot shows the ServiceNow user management interface for a user named 'veervall subash'. The user's details are as follows:

Field	Value
User ID	subash
First name	veervall
Last name	subash
Title	IT Technician
Department	IT
Email	27pa1a09M4@vishnu.edu.in
Language	None
Calendar Integration	Outlook
Time zone	System (America/Los_Angeles)
Date format	System (yyyy-MM-dd)
Business phone	
Mobile phone	

Additional settings and status:

- Password needs reset: ☐
- Locked out: ☐
- Active: ☒
- Web service access only: ☐
- Internal Integration User: ☐

Buttons at the top right: Update, Set Password, **Delete** (highlighted).

Buttons at the bottom left: Update, Set Password, Delete.

Related Links:  
[View linked accounts](#)  
[View Subscriptions](#)  
[Reset a password](#)

The screenshot shows the same ServiceNow user management interface, but with a 'Confirmation' dialog box open in the center. The dialog box contains the following text:

**Warning!**

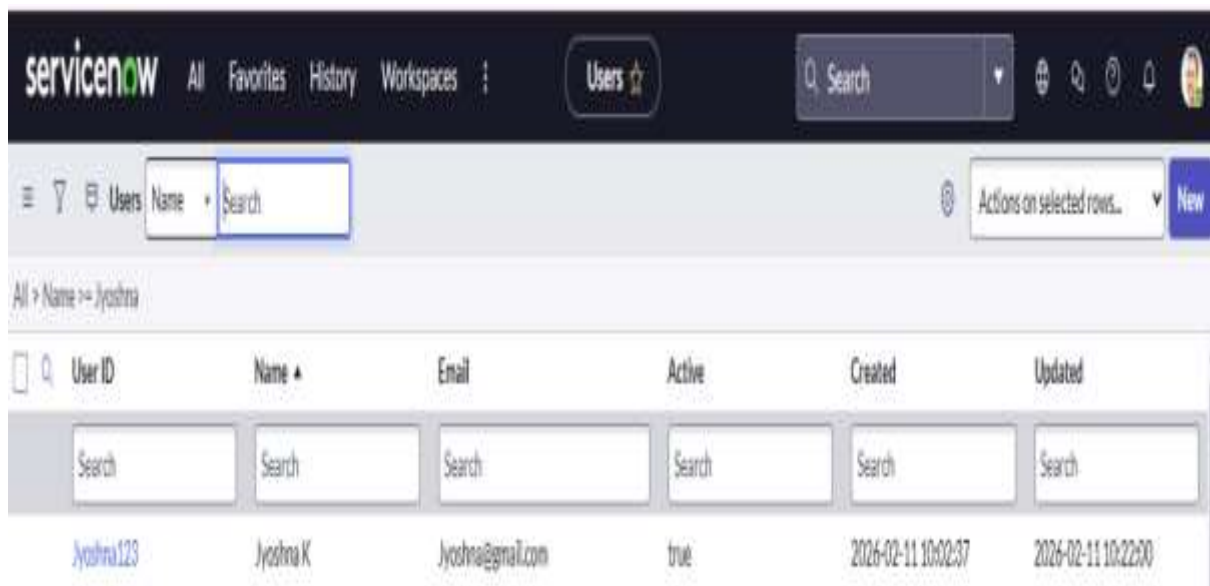
Deleting this record will result in the automatic deletion of the following related records:

- 1 Notification Device

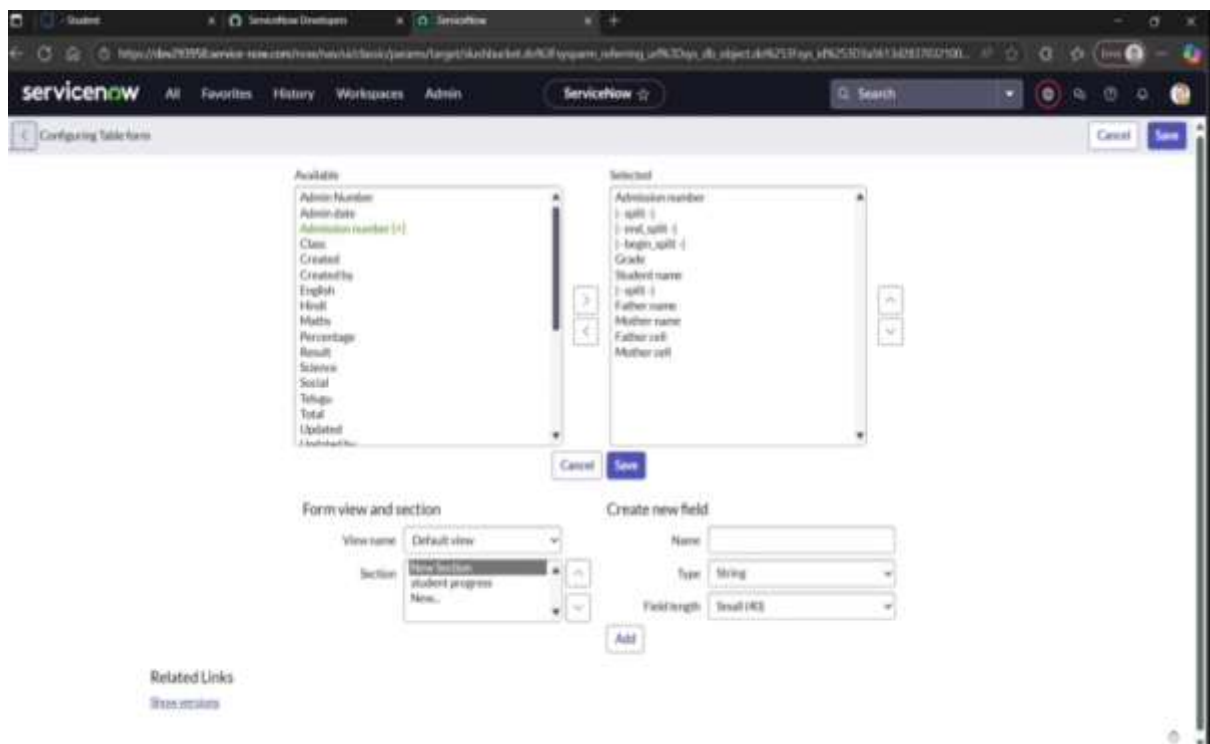
Note that the related records may trigger their own cascade deletions. Proceed?

Buttons: Cancel, **Delete** (highlighted).

## Test With Unassigned User



User ID	Name	Email	Active	Created	Updated
Jyosha123	Jyosha K	Jyosha@gmail.com	true	2026-02-11 10:02:37	2026-02-11 10:22:00



Configuring Table form

Available fields:

- Admin Number
- Admin date
- Admission number (x)
- Class
- Created
- Created by
- English
- Hindi
- Maths
- Percentage
- Result
- Science
- Social
- Telugu
- Total
- Updated
- Updated by

Selected fields:

- Admission number
- English
- Hindi
- Maths
- Percentage
- Result
- Science
- Social
- Telugu
- Total
- Updated
- Updated by

Form view and section

View name: Default view

Section: Student progress

Create new field

Name:

Type: String

Field length: Small (40)

Buttons: Cancel, Save, Add

# Parameters And Values

## Explanation

- **These parameters represent the key measurable and configurable elements used in your ServiceNow Incident Management project.**
- **Each value can be customized based on the organization's IT policies and data governance rules.**
- **Using these parameters ensures the system is secure, reliable, scalable, and maintains data integrity..**

Parameter	Description	Example Value	Purpose / Use in Project
Organization Name	Name of the project preventing user deletion when assigned to incidents	Prevent User Deletion If Assigned to Incident using ServiceNow	Identifies the prevention project
Platform Used	IT service management platform hosting the automation	ServiceNow	Specifies the ITSM platform used
Number of Users	Total number of admins and support staff managing the system	2,000	Determines user load for deletion monitoring
Core Module	Module actively used in the project	User [sys_user] Table	Primary table involved in user record management
Business Rule Type	Type of rule used to validate and prevent deletions	Before Delete Business Rule	Blocks deletion of users with active incidents
Validation Logic	Logic checks against incident assignments	GlideRecord Script to query Incident table	Ensures users are not deleted if they have active incidents
User Roles	Access levels for different roles	Administrator, IT Support	Controls Business Rule configurations