

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

The screenshot shows a user creation form for a 'User' record. The form fields include:

- User ID: Prashu
- First name: prashu12
- Last name: s
- Title: System Administrator
- Department: IT (selected from a dropdown menu showing 'Recent selections')
- Password needs reset:
- Locked out:
- Active:
- Identity type: Human
- Email: 123@gmail.com
- Language: – None –
- Calendar integration: Outlook
- Time zone: System (America/Los_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone: (empty)
- Mobile phone: (empty)
- Photo: Click to add...
- Internal Integration User:

A blue banner at the top right of the form area says: "To set up the User's password, save the record and then click Set Password." A 'Submit' button is located at the bottom left of the form.

Assign Incident To User

The screenshot shows the ServiceNow Incident creation interface. The 'Impact' dropdown is open, with 'In Progress' highlighted in blue. Other options include New, On Hold, Resolved, Closed, and Canceled.

Number	INC0010008	Channel	None
* Caller	Prashu12.k	State	New
Category	Inquiry / Help	Impact	In Progress
Subcategory	Email	Urgency	On Hold
Service		Priority	Resolved
Service offering		Assignment group	Closed
Configuration item		Assigned to	
* Short description			
Description			

Related Search Results:

Related Search: Knowledge & Catalog (All)

Business Rule Creation

The screenshot shows the ServiceNow Business Rule - New Record screen. The code editor contains the following Java-like pseudocode:

```
9 // Incr.addQuery("active", true); we can use the above or this line of code to check where the user is
10 assigned with any incident
11
12 Invfr.query();
13
14 if (invfr.next()) {
15
16     ga.addErrorMessage('This user cannot be deleted because they are assigned to one or more incidents.');
17
18     current.setAbortAction(true);
19
20 }
21 // Add your code here
22
23 }((current, previous));
24
25
```

Submit

Test Deletion

User: venvallu subash

User ID:	subash	Email:	22pa1a004@vishnu.edu.in
First name:	venvallu	Language:	- None -
Last name:	subash	Calendar integration:	Outlook
Title:	IT Technician	Time zone:	System (America/Los_Angeles)
Department:	IT	Date format:	System (yyyy-MM-dd)
Password needs reset:	<input type="checkbox"/>	Business phone:	
Locked out:	<input type="checkbox"/>	Mobile phone:	
Action:	<input checked="" type="checkbox"/>	Photo: Click to add...	
Web service access only:	<input type="checkbox"/>		
Internal Integration User:	<input type="checkbox"/>		

[Update](#) [Set Password](#) [Delete](#)

The screenshot shows a 'Confirmation' dialog box over a user record for 'veenali subash'. The dialog contains a warning message: 'Deleting this record will result in the automatic deletion of the following related records: 1 Notification Device'. It also notes, 'Note that the related records may trigger their own cascade deletions.' Below the message are 'Cancel' and 'Delete' buttons. The background shows the user's profile with fields like User ID, First name, Last name, Title, Department, and Active status.

Test With Unassigned User

The screenshot shows a ServiceNow user search interface. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', a 'Users' button, a search bar, and various system icons. Below the header, a search bar displays 'Name >= Jyosha'. The main area is a table with columns: 'User ID', 'Name', 'Email', 'Active', 'Created', and 'Updated'. A single row is visible, representing a user named 'Jyosha K' with the ID 'Jyosha123'. The 'Email' field contains 'Jyosha@gmail.com', and the 'Active' field is set to 'true'. The 'Created' and 'Updated' fields show the same timestamp: '2026-02-11 10:02:37'.

This screenshot shows the 'Configuring SelectForm' dialog in ServiceNow. It has two main sections: 'Available' and 'Selected'. The 'Available' section lists fields like 'Admission number', 'Admission date', 'Class', 'Created', 'CreatedBy', 'English', 'Hindi', 'Maths', 'Percentage', 'Result', 'Science', 'Social', 'Telugu', 'Total', and 'Updated'. The 'Selected' section contains 'Admission number' and several split-related fields: 'I-split-1', 'I-split-2', 'I-begin-split-1', 'Grade', 'Student name', 'I-split-1', 'Father name', 'Mother name', 'Father cell', and 'Mother cell'. At the bottom, there are 'Cancel' and 'Save' buttons. Below the dialog, the 'Form view and section' and 'Create new field' sections are visible, showing 'Default view' selected in the view dropdown and a new field being created with 'Name' as 'I-split-1', 'Type' as 'String', and 'Fieldlength' as 'Text (40)'. There is also a 'Related Links' section with a 'Recent items' link.

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