

Project Design Phase
Problem – Solution Fit Template

Date	8 February 2026
Team ID	LTVIP2026TMIDS26598
Project Name	Prevent User Deletion If Assigned to Incident
Maximum Marks	2 Marks

Problem – Solution Fit Template:

In IT Service Management systems like ServiceNow, administrators often face issues such as:

- Users who are assigned to active incidents being accidentally deleted.
- Loss of incident ownership when assigned users are removed.
- Workflow disruption due to broken references between User and Incident tables.
- Data inconsistency affecting reporting and accountability.
- Manual monitoring required to prevent risky deletions.

This creates operational risk and reduces system reliability.

Purpose:

The **Prevent User Deletion If Assigned to Incident** project addresses this issue by:

- Implementing a **Before Delete Business Rule** on the sys_user table.
- Automatically checking the incident table using GlideRecord before deletion.
- Blocking deletion if the user is assigned to one or more incidents.
- Displaying a clear error message to the administrator.
- Ensuring data integrity and workflow continuity within ServiceNow.

Solution Fit:

This solution:

- Prevents accidental deletion of critical user records.
- Maintains proper incident ownership.
- Protects system workflow and reporting accuracy.
- Reduces manual administrative effort.
- Strengthens ServiceNow data governance and reliability.

Template:

1) USER SEGMENT (S)	2) CUSTOMER CONSTRAINTS	4) CUSTOMER CONSTRAINTS
<ul style="list-style-type: none"> ServiceNow Administrators ITSM Platform Managers Service Desk Managers IT Operations Teams 	<ul style="list-style-type: none"> Users accidentally deleted while assigned to active incidents No automatic validation before deletion Manual checking required before removing users Broken references between User and Incident tables Workflow disruption & accountability issues 	<ul style="list-style-type: none"> Prevent deletion of users assigned to active incidents Safeguard incident table integrity and workflow continuity Alert: Use of system-follow protocols Block deletion if active incidents are assigned
3) JOB-TO-BE-DONE / PROBLEM	4) TRIGGERS: BEFORE/AFTER	6) SOLUTION BENEFITS
<ul style="list-style-type: none"> Prevent deletion of users assigned to active incidents 	<ul style="list-style-type: none"> Before: Risk of accidental deletions After: Safe, error-blocked deletions 	<ul style="list-style-type: none"> Prevent accidental user deletions Maintain data integrity & account...
7) EMOTIONS: BEFORE/AFTER	8) EMOTIONS: BEFORE/AFTER	10) YOUR SOLUTION
<ul style="list-style-type: none"> Stressed, unreliable After: Stressed, manual sense of Confident 	<ul style="list-style-type: none"> Stressed, Manual monitoring After: GlideRecord uses: <ul style="list-style-type: none"> Automated protection 	A ServiceNow Business Rule that prevents user deletion if assigned to open incidents ensures data integrity, automates safety, and saves time, builds trust.

References:

- <https://www.ideahackers.network/problem-solution-fit-canvas/>
- <https://medium.com/@epicantus/problem-solution-fit-canvas-aa3dd59cb4fe>