Prevent User Deletion if Assigned to an Incident

Category:

ServiceNow Application Developer

Skills Required:

Script, Business Rules, Glide Records and APIs, User and Group Management.
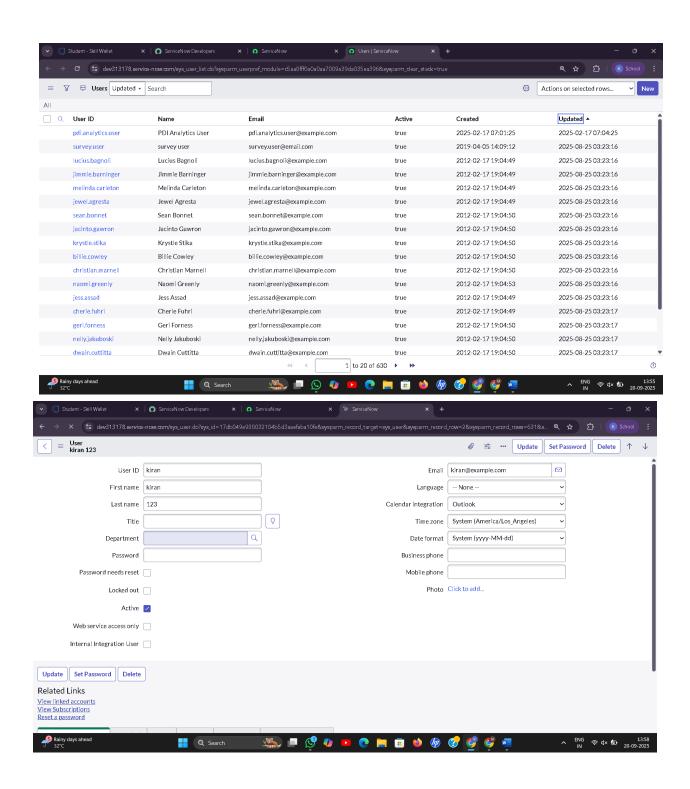
Problem Statement:

In an IT Service Management environment, users are frequently assigned to incidents for issue resolution and tracking. However, the current system lacks a validation mechanism to prevent the deletion of a user who is still actively assigned to incidents. This can lead to broken data references, loss of accountability, and disruption in workflow continuity.
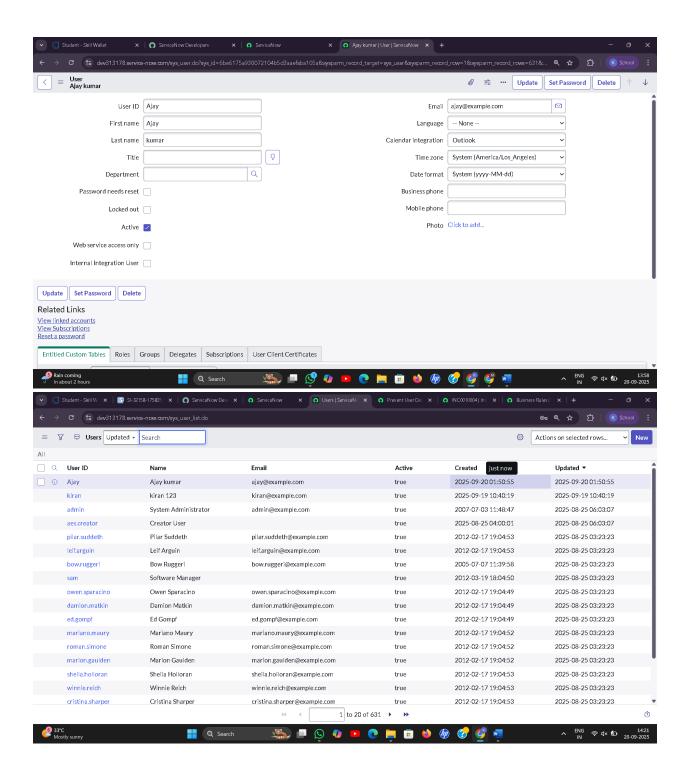
There is a need to implement a safeguard that prevents such deletions unless all assigned incidents are closed or reassigned.

User Creation

Create Test Users

1. Go to ServiceNow >> All >> Users (under System Security)
2. Click on New
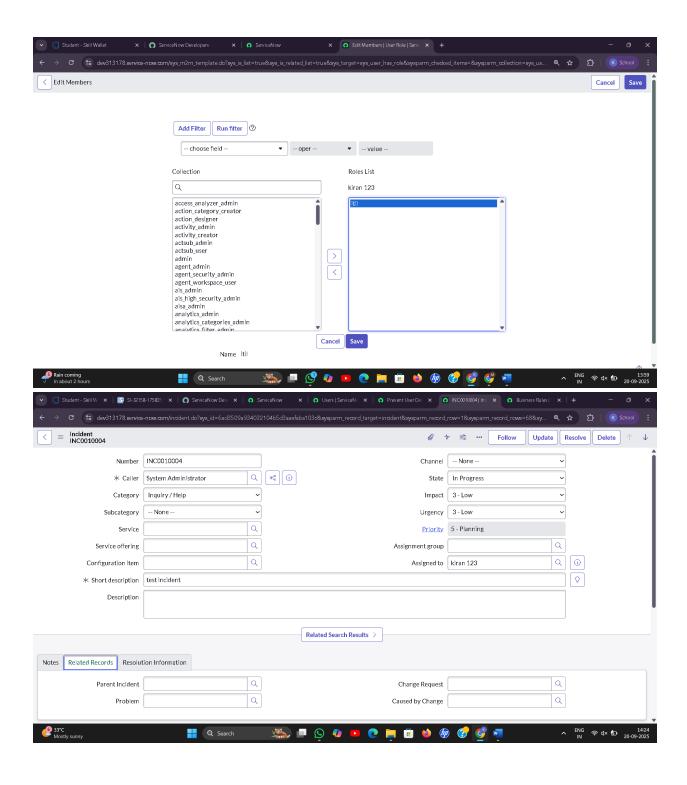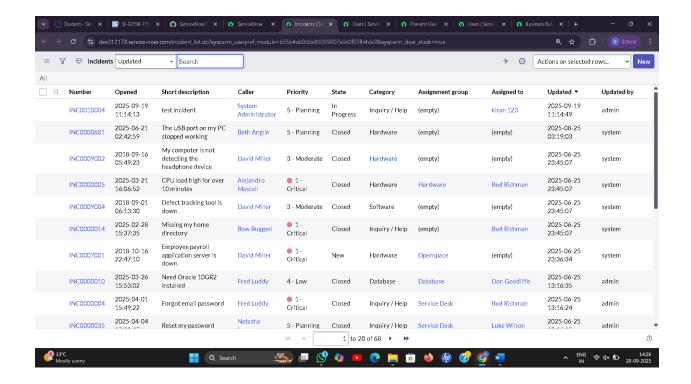3. Create two users (e.g., kiran123,ajaykumar)
4. Submit and verify user records.

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dev313178.service-now.com/sys_user_list.do?sysparm_userpref_module=c5aa0fff0a0a0aa7009a39da035ea396&sysparm_clear_stack=true

Users   Updated ▾   Search

Actions on selected rows...   New

All

	User ID	Name	Email	Active	Created	Updated ▲
	pdi.analytics.user	PDI Analytics User	pdi.analytics.user@example.com	true	2025-02-17 07:01:25	2025-02-17 07:04:25
	survey.user	survey user	survey.user@email.com	true	2019-04-05 14:09:12	2025-08-25 03:23:16
	lucius.bagnoli	Lucius Bagnoli	lucius.bagnoli@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
	jimmie.barninger	Jimmie Barninger	jimmie.barninger@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
	melinda.carleton	Melinda Carleton	melinda.carleton@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
	jewel.agresta	Jewel Agresta	jewel.agresta@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
	sean.bonnet	Sean Bonnet	sean.bonnet@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
	jacinto.gawron	Jacinto Gawron	jacinto.gawron@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
	krystle.stika	Krystle Stika	krystle.stika@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
	billie.cowley	Billie Cowley	billie.cowley@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
	christian.marnell	Christian Marnell	christian.marnell@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
	naomi.greenly	Naomi Greenly	naomi.greenly@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:16
	jess.assad	Jess Assad	jess.assad@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
	cherie.fuhri	Cherie Fuhri	cherie.fuhri@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:17
	geri.forness	Geri Forness	geri.forness@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:17
	nelly.jakuboski	Nelly Jakuboski	nelly.jakuboski@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:17
	dwain.cuttitta	Dwain Cuttitta	dwain.cuttitta@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:17

1   to 20 of 630

Rainy days ahead   32°C   Search   ENG IN   13:55 20-09-2025

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dev313178.service-now.com/sys_user.do?sys_id=17db049e930032104b5d3aaefaba10fe&sysparm_record_target=sys_user&sysparm_record_row=2&sysparm_record_rows=631&s...

User
kiran 123

Update   Set Password   Delete

User ID	kiran
First name	kiran
Last name	123
Title	
Department	
Password	
Password needs reset	☐
Locked out	☐
Active	☑
Web service access only	☐
Internal Integration User	☐

Email	kiran@example.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...

Update   Set Password   Delete

Related Links

View linked accounts
View Subscriptions
Reset a password

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Assign Incident to User Assign

Incidents

1. Navigate to the Incident table.

2. Create a new incident and assign it to one of the created users (e.g., kiran123)
3. Keep the incident Active = true and State = In Progress

Note: To assign any user the user should have at least one role so assigned a role to the user before assigning incident
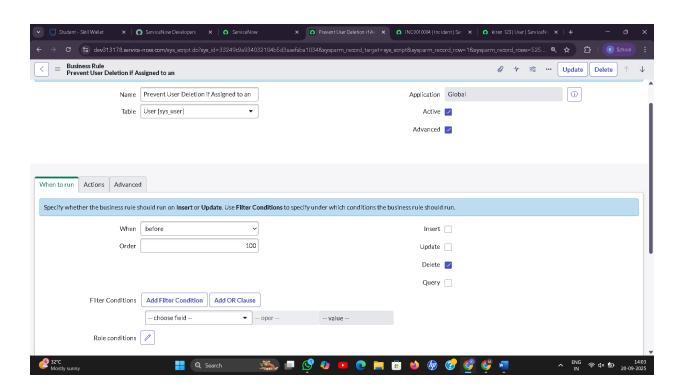
Business Rule Creation Create

Business Rule

1.   Go to System Definition >> Business Rules
2. Click on New
3. Fill in:
4. Name: Prevent User Deletion if Assigned to an Incident
5. Table: sys_user
6. When: Before
7. Delete: Checked
8. Script : // Add your code here 9. Click submit.

SCRIPT :

/// (function executeRule(current, previous /*null when

async*/) { var incGr = new GlideRecord('incident');

incGr.addQuery('assigned_to', current.sys_id);

incGr.setLimit(1); // Just need to check existence

   // incGr.addQuery('active', true); we can use the above or this line of code to check

where the user is assigned with any incident   incGr.query();   if (incGr.next()) {

      gs.addErrorMessage('This user cannot be deleted because they are assigned to one

or more incidents.');   current.setAbortAction(true);

   }

// Add your code here

})(current, previous);

Test Deletion Attempt to Delete Assigned User

1. Go to the user record (kiran123)
2. Click Delete
3. Verify that deletion is blocked with an error message

Test With Unassigned User Attempt to Delete Unused User

1. Try deleting the second user (Ajay kumar) who is not assigned to any active incidents.
2. Deletion should succeed.

Conclusion

This project provides a safeguard mechanism against accidental or improper deletion of users who are still involved in active incidents. By using a Business Rule on the sys_user table, ServiceNow administrators can ensure that incident ownership and workflow integrity remain intact. This solution upholds data consistency and promotes operational continuity within IT service processes.