IDEATION PHASE

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.

Challenges

Striking a balance between maintaining data integrity and allowing necessary user management operations.
Additional validation checks (like scanning for incident assignments) before user deletion can affect system performance.
Older records or improperly closed incidents might still be linked to users, preventing legitimate deletions.
Users may be related to multiple modules (e.g., incidents, tasks, approvals), complicating the logic.
Objectives
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.