

# FUNCTIONAL & PERFORMANCE TESTING

**MILESTONE-5** : Test with unassigned user

**ACTIVITY** : Attempt to delete unused user

**PURPOSE** : The test, attempting to delete a user who is assigned to an incident, is designed to verify that the system prevents the deletion of users who are actively involved in ongoing incidents. This prevents data loss, ensures incident continuity, and maintains system integrity.

**Uses** : To prevent the deletion of a user who is currently assigned to an incident, a system should implement a check before allowing deletion. This check verifies if the user is associated with any open incidents. If they are, the deletion should be prevented, and an appropriate message or notification should be displayed to the user attempting the deletion.

**ACTIVITY** : Attempt to delete unused user

**Steps** :

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

The screenshot displays the ServiceNow 'Users' list page. The table contains the following data:

User ID	Name	Email	Active	Created	Updated
kiran	kiran 123	kiran@example.com	true	2025-04-18 04:16:04	2025-04-18 04:16:04
sim_admin	SIM Admin		true	2021-04-29 10:40:45	2025-04-17 18:30:02
itadmin	IT Admin	itadmin@example.com	true	2026-03-17 17:10:29	2025-04-17 18:30:01
hradmin	HR Admin	hradmin@example.com	true	2019-04-24 17:11:10	2025-04-17 18:30:01
Hanah.Facio	Hanah Facio		true	2025-04-15 00:01:18	2025-04-17 18:30:01
joanna.pilfer	Joanna Pilfer	joanna.pilfer@example.com	true	2023-04-30 14:14:08	2025-04-17 18:30:01
Bartie.Hachey	Bartie Hachey		true	2025-04-15 00:00:16	2025-04-17 18:30:01
peter.foss	Peter Foss	peter.foss@example.com	true	2020-02-21 10:20:24	2025-04-17 18:30:00
Matthew.Robinson	Matthew Robinson	matthew.robinson@example.com	true	2025-04-13 16:26:07	2025-04-17 18:30:00
Athena.Cantu	Athena Cantu		true	2025-04-14 23:53:36	2025-04-17 18:30:00