

REQUIREMENT ANALYSIS

a) Solution requirement

Team Id : LTVIP2025TMID30649

Project name : prevent user deletion if assigned to an incident

Functional requirements

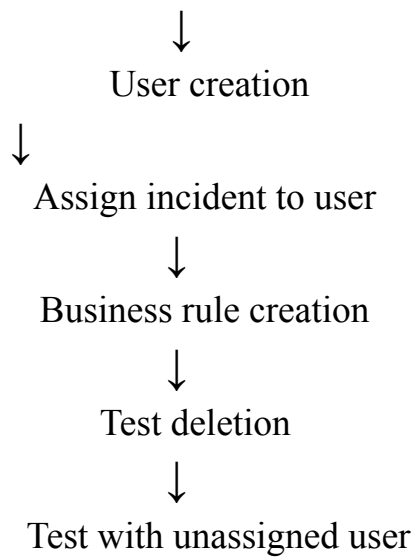
FR no.	Functional requirements	Sub-requirements
FR 1	User creation	To maintain data integrity by ensuring that no new user account is created for an identity already involved in incident workflows, unless the linkage is resolved or transformed correctly.
FR 2	Assign incident to user	Assigning an incident involves designating a specific user (e.g., support agent, engineer, analyst) to take ownership of an issue or service disruption.
FR 3	Business rule creation	Before a new user record is inserted, the rule searches incident records to see if the provided email, username, or ID is already assigned to any active incidents.
FR 4	Test deletion	Test deletion refers to removing temporary or dummy data (like test users or test incidents) created for the purpose of testing business rules or logic.
FR 5	Test with unassigned user	To verify that user creation is allowed when the user (or identity) is not assigned to any incident, ensuring that the business rule only blocks creation when necessary.

Non-functional requirements :

FR No.	Non-functional requirements	Description
NFR-1	Usability	The admin interface must display a clear message explaining why the user cannot be deleted (e.g., "Cannot delete user:assigned to Incident INC12345").
NFR-2	Security	The system must validate user roles and permissions before performing deletion checks.
NFR-3	Reliability	The system must consistently prevent deletion of any user assigned to an incident, with zero false positives or negatives.
NFR-4	Performance	The check to determine if a user is assigned to any incident must be completed within 2 seconds to avoid delay in admin operations.
NFR-5	Availability	The feature must be available 99.9% of the time as part of the user management system.
NFR-6	Scalability	The system must support checking user assignments efficiently, even when there are thousands of users and incidents.

b) data flow Diagram

Prevent user deletion if assigned to an incident



c) Technology stake

ServiceNow Virtual Agent Architecture

