

**Project Design Phase**  
**Proposed Solution**

Date	27 June 2025
Team ID	LTVIP2025TMID31059
Project Name	Prevent User Deletion if Assigned to an Incident
Maximum Marks	2 Marks

**Proposed Solution Template:**

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In ServiceNow, users assigned to incidents can still be deleted. This leads to broken incident references, loss of accountability, and disruption of workflows.
2.	Idea / Solution description	A business rule is implemented on the sys_user table. It checks whether the user is currently assigned to any active incidents. If so, deletion is blocked with an error message.
3.	Novelty / Uniqueness	It addresses a critical real-world ITSM issue in a simple and effective way using native ServiceNow logic (no external plugins needed).
4.	Social Impact / Customer Satisfaction	It ensures better accountability and reliability for IT support teams, avoiding mistakes that lead to process breakdowns.
5.	Business Model (Revenue Model)	Not applicable directly, but can save time, reduce data corruption, and avoid miscommunication — leading to cost-effective ITSM operations for companies.
6.	Scalability of the Solution	The solution can be extended to include other modules like Change Requests or Problem Tickets. It can also be adapted for role-based restrictions in large teams.

# Conclusion

The ticket **"Prevent User Deletion if Assigned to an Incident"** addresses a crucial gap in user and data management within incident tracking systems. By ensuring that no active user involved in an incident can be accidentally or unknowingly deleted, we significantly improve accountability, data integrity, and operational transparency. This solution not only safeguards incident resolution workflows but also supports better auditing and compliance. With the successful implementation of rule-based checks and continuous monitoring in platforms like ServiceNow, sets a foundation for building smarter and safer administrative systems in enterprise environments.

Reference: Infographic created using MidJourney.

## Solution Description:

To prevent accidental deletion of users assigned to active incidents in ServiceNow, a custom business rule is implemented on the sys\_user table. This rule checks whether the user is currently associated with any open incidents. If the system finds an active incident linked to the user, it blocks the deletion process and displays an appropriate error message. This approach leverages native ServiceNow functionality, making it simple, plugin-free, and easily adaptable. The solution enhances data integrity, ensures accountability in ITSM operations, and helps avoid breakdowns in incident resolution workflows.