

Project Design Phase
Proposed Solution Template

Date	15 February 2025
Team ID	LTVIP2026TMIDS73881
Project Name	Prevent User Deletion in ServiceNow
Maximum Marks	2 Marks

Proposed Solution Template:

Project team shall fill the following information in the proposed solution template.

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	Users in ServiceNow can accidentally delete users who are assigned to active incidents, causing data loss and workflow disruption.
2.	Idea / Solution description	Implement a ServiceNow Business Rule that blocks deletion of any user who is assigned to an active incident and shows an error message to maintain data integrity.
3.	Novelty / Uniqueness	Implement a ServiceNow Business Rule that blocks deletion of any user who is assigned to an active incident and shows an error message to maintain data integrity.
4.	Social Impact / Customer Satisfaction	Automatic validation at the system level before deletion using real-time incident assignment check instead of manual monitoring.
5.	Business Model (Revenue Model)	Prevents accidental data loss, improves system reliability, and increases trust for administrators managing incidents and users.
6.	Scalability of the Solution	Enterprise IT solution enhancement within ServiceNow platforms for organizations to ensure safe user and incident management.