

Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	31 January 2025
Team ID	LTVIP2026TMIDS73881
Project Name	Prevent User Deletion in ServiceNow
Maximum Marks	4 Marks

Functional Requirements:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Management	Create new user records in ServiceNow View user details
FR-2	Incident Management	Create incidents Assign incidents to users View assigned incidents
FR-3	Prevent User Deletion Logic	Check if user is assigned to any incident Trigger validation before delete Block deletion if incidents exist
FR-4	Error Handling & Notification	Check if user is assigned to any incident Trigger validation before delete Block deletion if incidents exist

Non-functional Requirements:

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	Simple UI to manage users and incidents easily in ServiceNow.
NFR-2	Security	Only authorized roles (Admin/ITIL) can delete users.
NFR-3	Reliability	Business Rule must consistently prevent deletion of assigned users.
NFR-4	Performance	Validation should execute instantly before user deletion.
NFR-5	Availability	System should be available to manage incidents and users at all times.
NFR-6	Scalability	System should be available to manage incidents and users at all times.