

Prevent User Deletion if Assigned to an Incident

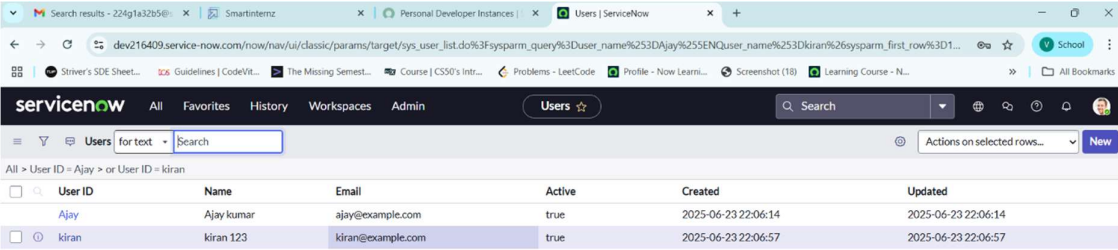
Problem Statement:

In an IT Service Management environment, users are frequently assigned to incidents for issue resolution and tracking. However, the current system lacks a validation mechanism to prevent the deletion of a user who is still actively assigned to incidents. This can lead to broken data references, loss of accountability, and disruption in workflow continuity.

There is a need to implement a safeguard that prevents such deletions unless all assigned incidents are closed or reassigned.

Create Test Users

1. Go to ServiceNow ? All ? Users (under System Security)
2. Click on New
3. Create two users (e.g., kiran123,ajaykumar)
4. Submit and verify user records.



The screenshot shows the ServiceNow 'Users' page. The table lists two users:

User ID	Name	Email	Active	Created	Updated
Ajay	Ajay kumar	ajay@example.com	true	2025-06-23 22:06:14	2025-06-23 22:06:14
kiran	kiran 123	kiran@example.com	true	2025-06-23 22:06:57	2025-06-23 22:06:57

The bottom of the screenshot shows the Windows taskbar with the date 24-06-2025 and time 10:38.

ASSIGN INCIDENTS

1. Navigate to the Incident table.
2. Create a new incident and assign it to one of the created users (e.g., ajay kumar)
3. Keep the incident Active = true and State = In Progress

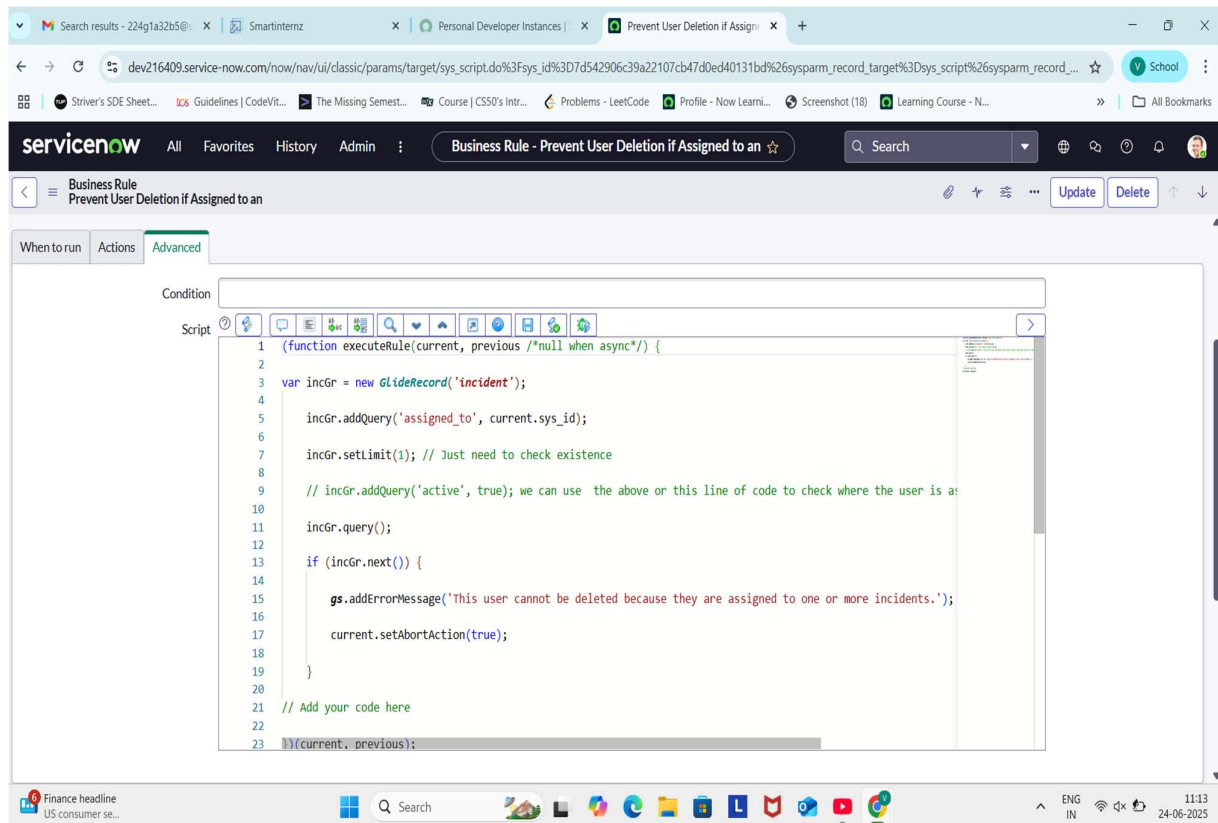
The screenshot shows the ServiceNow 'Incident - Create INC0010012' form. The form is filled with test data: Number (INC0010012), Channel (None), Caller (System Administrator), Category (Inquiry/Help), State (In Progress), Impact (3-Low), Subcategory (None), Urgency (3-Low), Service (empty), Priority (5-Planning), Service offering (empty), Assignment group (empty), Configuration item (empty), Assigned to (Ajay kumar), Short description (test incident), and Description (empty). The form has 'Submit' and 'Resolve' buttons at the top right. Below the form is a 'Related Search Results' section with a search bar and a dropdown menu set to 'Knowledge & Catalog (All)'. The search results area shows 'No results to display'.

Note: To assign any user the user should have at least one role so assigned a role to the user before assigning incident

CREATE BUSINESS RULE

1. Go to System Definition ? Business Rules
2. Click on New
3. Fill in:
4. Name: Prevent User Deletion if Assigned to an Incident
5. Table: sys_user
6. When: Before
7. Delete: Checked
8. **Script:**

```
(function executeRule(current, previous /*null when async*/) {  
var incGr = new GlideRecord('incident');  
    incGr.addQuery('assigned_to', current.sys_id);  
    incGr.setLimit(1); // Just need to check existence  
    // incGr.addQuery('active', true); we can use the above or this line of  
code to check where the user is assigned with any incident  
    incGr.query();  
    if (incGr.next()) {  
        gs.addErrorMessage('This user cannot be deleted because they  
are assigned to one or more incidents.');        current.setAbortAction(true);  
    }  
    // Add your code here  
})(current, previous);
```



9. Click Submit

ATTEMPT TO DELETE ASSIGNED USER

1. Go to the user record (kiran123)
2. Click Delete
3. Verify that deletion is blocked with an error message

The screenshot shows the ServiceNow 'Users' page. A red error message at the top states: 'This user cannot be deleted because they are assigned to one or more incidents.' Below this, a table lists two users:

User ID	Name	Email	Active	Created	Updated
Ajay	Ajay kumar	ajay@example.com	true	2025-06-23 22:45:30	2025-06-23 22:45:30
kiran	kiran 123	kiran@example.com	true	2025-06-23 22:46:47	2025-06-23 22:46:47

The bottom of the screenshot shows the Windows taskbar with the date 24-06-2025 and time 11:47.

4. Next we have to delete the user(ex; kiran)

ATTEMPT TO DELETE UNUSED USER

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

User ID	Name	Email	Active	Created	Updated
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-17 19:04:52	2025-06-07 20:06:16
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-23 17:15:54	2025-06-07 20:06:18
adela.cervantsz	Adela Cervantsz	adela.cervantsz@example.com	true	2012-02-17 19:04:50	2025-06-07 20:06:14
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-06-23 20:50:04
aes.creator	Creator User		true	2025-06-07 20:37:10	2025-06-23 20:50:04
aileen.mottern	Aileen Mottern	aileen.mottern@example.com	true	2012-02-17 19:04:49	2025-06-07 20:06:16
Ajay	Ajay kumar	ajay@example.com	true	2025-06-23 22:45:30	2025-06-23 22:45:30
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-17 19:04:52	2025-06-07 20:06:14
alejandro.mascall	Alejandro Mascall	alejandro.mascall@example.com	true	2012-02-17 19:04:52	2025-06-07 20:06:18
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-17 19:04:53	2025-06-07 20:06:18
alfonso.griglen	Alfonso Griglen	alfonso.griglen@example.com	true	2012-02-17 19:04:51	2025-06-07 20:06:14
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-17 19:04:52	2025-06-07 20:06:16
allan.schwandt	Allan Schwandt	allan.schwandt@example.com	true	2012-02-17 19:04:53	2025-06-07 20:06:18
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-17 19:04:52	2025-06-07 20:06:18
allyson.gillispie	Allyson Gillispie	allyson.gillispie@example.com	true	2012-02-17 19:04:50	2025-06-07 20:06:14
alva.pennigton	Alva Pennigton	alva.pennigton@example.com	true	2012-02-17 19:04:50	2025-06-07 20:06:19

Conclusion:

This project provides a safeguard mechanism against accidental or improper deletion of users who are still involved in active incidents. By using a Business Rule on the `sys_user` table, ServiceNow administrators can ensure that incident ownership and workflow integrity remain intact. This solution upholds data consistency and promotes operational continuity within IT service processes