PROJECT DESIGN

Proposed solution:

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

S.No	Parameter	Description
1.	Problem statement (problem to be solved)	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.
2.	Idea / Solution description	To address the risk of data inconsistency and loss of accountability, a validation mechanism should be implemented in ServiceNow to prevent the deletion of users who are still assigned to incidents.
3.	Novelty/Uniqueness	The uniqueness of this solution lies in its proactive control mechanism that directly ties user lifecycle management to IT service operations. Unlike standard deletion checks, this approach introduces a context-aware validation that preserves critical relationships between users and service records.
4.	Social impact/customer satisfaction	While this may seem like a purely technical feature, the social impact of preventing user deletion tied to incident records plays a meaningful role in how organizations foster accountability, transparency, and trust in their digital service environments.
5.	Business model (Revenue Model)	Implementing a control to prevent user deletion when assigned to an incident can be structured as part of a value-driven business model that enhances

		service quality, operational efficiency, and compliance for organizations using ServiceNow.
6.	Scalability of the Solution	The solution to prevent user deletion when assigned to an incident in ServiceNow is highly scalable and can evolve with organizational growth, complexity, and ITSM maturity.