

Prevent User Deletion if Assigned to an Incident

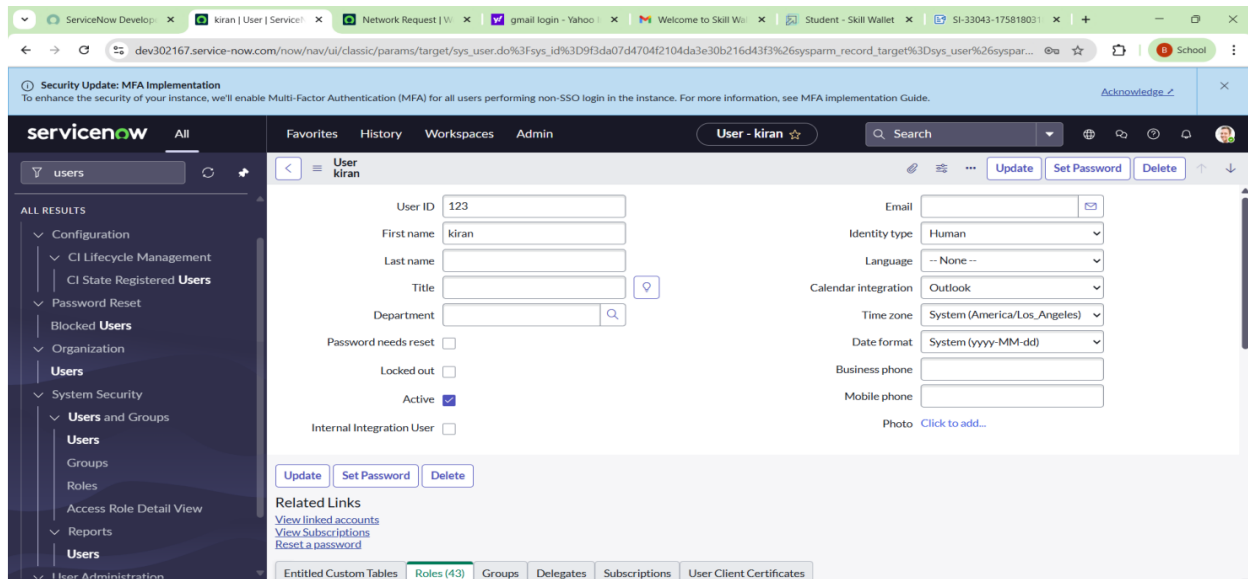
Problem Statement:

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.

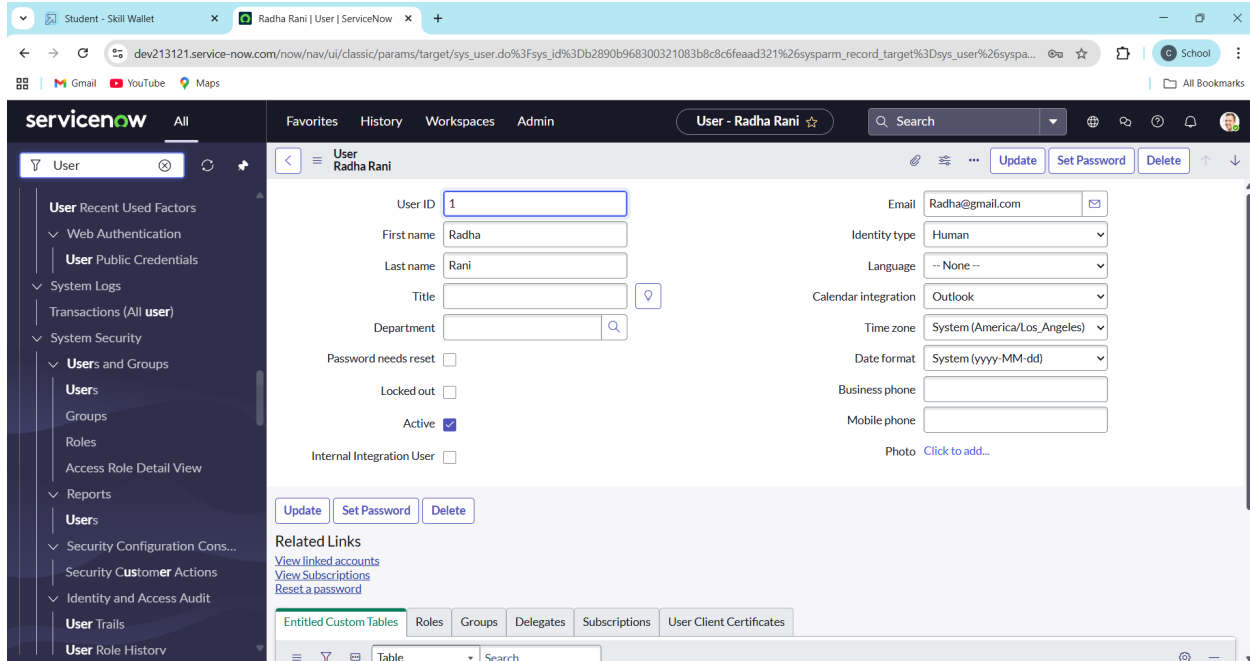
User Creation

Create Test Users

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



The screenshot shows the ServiceNow user creation interface. The browser address bar indicates the URL: `dev302167.service-now.com/now/nav/ui/classic/params/target/sys_user.do%3Fsys_id%3D9f3da0744704f2104da3e30b216d43f3%26sysparm_record_target%3Dsys_user%26sysparm...`. A security update banner for MFA implementation is visible at the top. The left sidebar shows the navigation menu with 'Users' selected under 'System Security'. The main form is for creating a new user named 'kiran' with User ID '123'. The form includes fields for First name, Last name, Title, Department, Email, Identity type (Human), Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. There are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), and 'Internal Integration User'. At the bottom, there are buttons for 'Update', 'Set Password', and 'Delete'. A 'Related Links' section provides links for 'View linked accounts', 'View Subscriptions', and 'Reset a password'. The bottom of the page shows a tabbed interface with 'Entitled Custom Tables', 'Roles (43)', 'Groups', 'Delegates', 'Subscriptions', and 'User Client Certificates'.

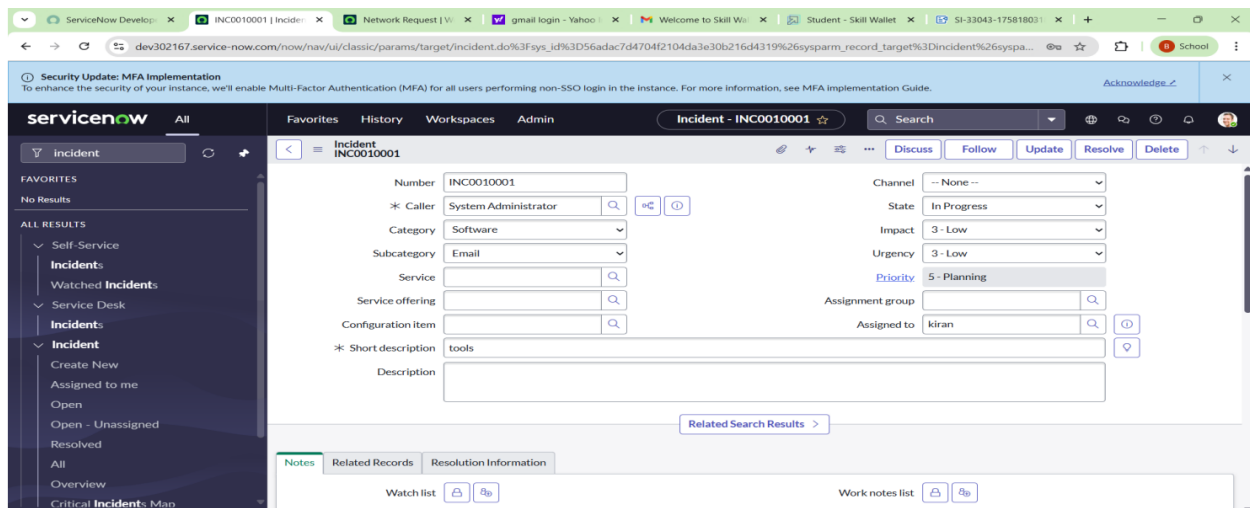


Assign Incident to User

Assign Incidents

1. Navigate to the Incident table.
2. Create a new incident and assign it to one of the created users (e.g., kiran123)
3. Keep the incident Active = true and State = In Progress

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

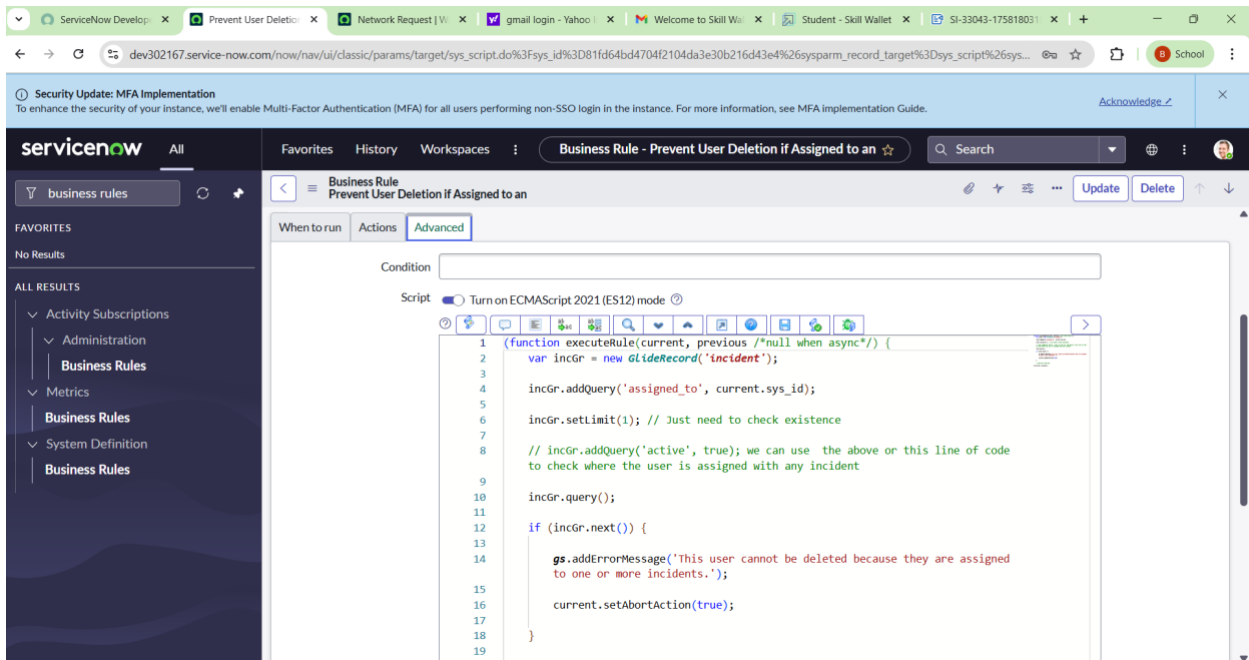
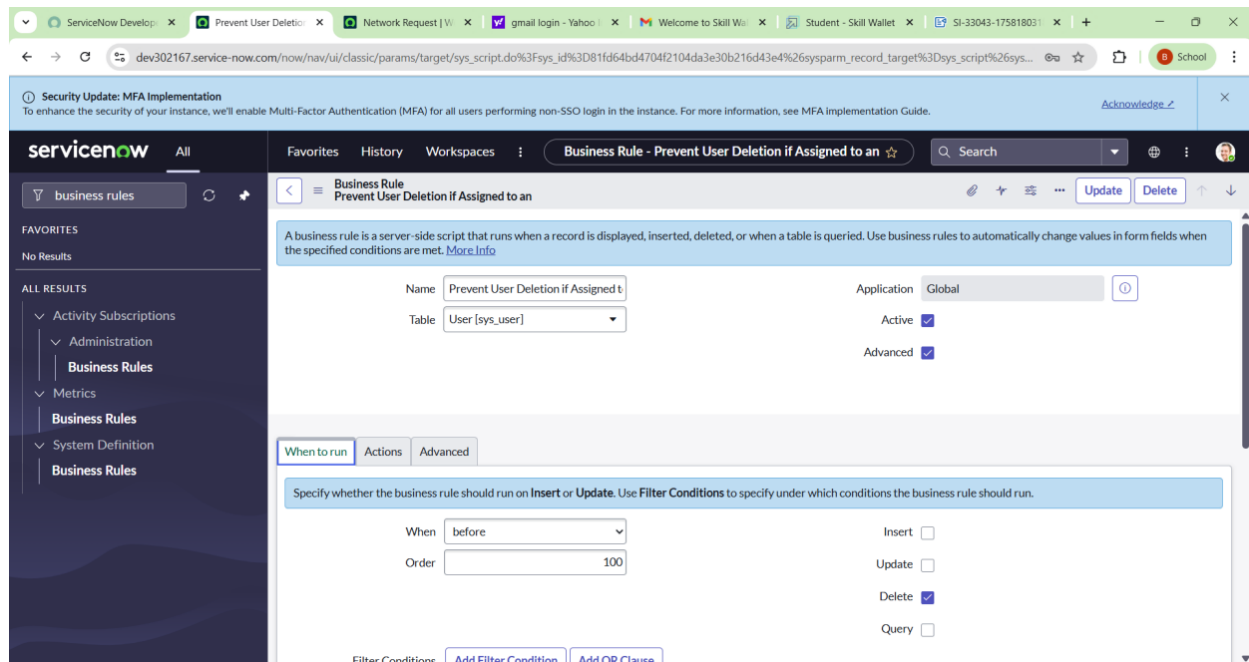


Business Rule Creation

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.');
```
9. Click Submit



Test Deletion

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 the message is a table of users. The table has columns for User ID, Name, Email, Active, Created, and Updated. The first row is highlighted, showing a user with ID '1' and Name 'Radha Rani'.

User ID	Name	Email	Active	Created	Updated
(empty)	kiran 123		true	2025-09-20 00:38:08	2025-09-20 00:38:08
1	Radha Rani	Radha@gmail.com	true	2025-09-20 00:28:30	2025-09-20 00:30:03
Katherine Pierce	Katherine Pierce		true	2025-09-17 23:37:04	2025-09-17 23:37:04
manne.niranjana	Manne Niranjana	niranjana.reddymanne2507@gmail.com	true	2025-09-17 23:35:51	2025-09-17 23:35:51
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-09-17 23:28:14
aes.creator	Creator User		true	2025-09-17 21:56:34	2025-09-17 23:28:14
mayme.staub	Mayme Staub	mayme.staub@example.com	true	2012-02-17 19:04:51	2025-09-17 21:24:25
wes.fontanella	Wes Fontanella	wes.fontanella@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
barton.friesner	Barton Friesner	barton.friesner@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
hanna.cinkan	Hanna Cinkan	hanna.cinkan@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
ATF_TesttillUser2	ATF_TesttillUser2 ATF_TesttillUser2		true	2018-08-30 01:34:26	2025-09-17 21:24:25
margot.arenburg	Margot Arenburg	margot.arenburg@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
jannie.bowditch	Jannie Bowditch	jannie.bowditch@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
bette.barcelona	Bette Barcelona	bette.barcelona@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
jonathon.waldall	Jonathon Waldall	jonathon.waldall@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25

Test With Unassigned User

Attempt to Delete Unused User

1. Try deleting Radha Rani who is not assigned to any active incidents.
2. Deletion should succeed.

User ID	Name	Email	Active	Created	Updated
(empty)	Kiran 123		true	2025-09-20 00:38:08	2025-09-20 00:38:08
Katherine.Pierce	Katherine Pierce		true	2025-09-17 23:37:04	2025-09-17 23:37:04
manne.niranjan	Manne Niranjan	niranjanreddymanne2507@gmail.com	true	2025-09-17 23:35:51	2025-09-17 23:35:51
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-09-17 23:28:14
aes.creator	Creator User		true	2025-09-17 21:56:34	2025-09-17 23:28:14
mayme.staub	Mayme Staub	mayme.staub@example.com	true	2012-02-17 19:04:51	2025-09-17 21:24:25
wes.fontanella	Wes Fontanella	wes.fontanella@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
barton.friesner	Barton Friesner	barton.friesner@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
hanna.cinkan	Hanna Cinkan	hanna.cinkan@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
ATF_TesttilUser2	ATF_TesttilUser2 ATF_TesttilUser2		true	2018-08-30 01:34:26	2025-09-17 21:24:25
margot.arenburg	Margot Arenburg	margot.arenburg@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
jannie.bowditch	Jannie Bowditch	jannie.bowditch@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
bette.barcelona	Bette Barcelona	bette.barcelona@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
jonathon.waldall	Jonathon Waldall	jonathon.waldall@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
deshawn.inafuku	Deshawn Inafuku	deshawn.inafuku@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25
nickolas.khosravi	Nickolas Khosravi	nickolas.khosravi@example.com	true	2012-02-17 19:04:52	2025-09-17 21:24:25

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