

Project Design Phase
Proposed Solution

Date	28 June 2025
Team ID	LTVIP2025TMID28975
Project Name	Prevent User Deletion if Assigned to an Incident
Maximum Marks	2 Marks

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In ServiceNow, users assigned to incidents can still be deleted. This leads to broken incident references, loss of accountability, and disruption of workflows.
2.	Idea / Solution description	A business rule is implemented on the sys_user table. It checks whether the user is currently assigned to any active incidents. If so, deletion is blocked with an error message.
3.	Novelty / Uniqueness	It addresses a critical real-world ITSM issue in a simple and effective way using native ServiceNow logic (no external plugins needed).
4.	Social Impact / Customer Satisfaction	It ensures better accountability and reliability for IT support teams, avoiding mistakes that lead to process breakdowns.
5.	Business Model (Revenue Model)	Not applicable directly, but can save time, reduce data corruption, and avoid miscommunication — leading to cost-effective ITSM operations for companies.
6.	Scalability of the Solution	The solution can be extended to include other modules like Change Requests or Problem Tickets. It can also be adapted for role-based restrictions in large teams.