

# Prevent User Deletion if Assigned to an Incident

## Category:

ServiceNow Application Developer

## Skills Required:

Script, Business Rules, Glide Records and APIs, User and Group Management.

## 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,ajaykumar)
4. Submit and verify user records.

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dev313178.servicenow.com/sys\_user.do?sysparm\_userpref\_module=c5a0ff0a0a7009a39da035ea396&sysparm\_clear\_stack=true

UsersUpdatedSearchActions on selected rows...New

All

User ID	Name	Email	Active	Created	Updated
pd.analytics.user	PDI Analytics User	pd.analytics.user@example.com	true	2025-02-17 07:01:25	2025-02-17 07:04:25
surveyuser	survey user	surveyuser@email.com	true	2019-04-05 14:09:12	2025-08-25 03:23:16
lucius.bagnoli	Lucius Bagnoli	lucius.bagnoli@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
jimmie.barninger	Jimmie Barninger	jimmie.barninger@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
melinda.carleton	Melinda Carleton	melinda.carleton@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
jewel.agresta	Jewel Agresta	jewel.agresta@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
sean.bonnet	Sean Bonnet	sean.bonnet@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
jacinto.gawron	Jacinto Gawron	jacinto.gawron@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
krystie.stika	Krystie Stika	krystie.stika@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
billie.cowley	Billie Cowley	billie.cowley@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
christian.marnell	Christian Marnell	christian.marnell@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
naomi.greenly	Naomi Greenly	naomi.greenly@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:16
jess.assad	Jess Assad	jess.assad@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
cherie.fuhr	Cherie Fuhr	cherie.fuhr@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:17
geri.forness	Geri Forness	geri.forness@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:17
nelly.jakuboski	Nelly Jakuboski	nelly.jakuboski@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:17
dwain.cuttitta	Dwain Cuttitta	dwain.cuttitta@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:17

1 to 20 of 630

Rainy days ahead32°C

Search

ENG IN20-09-202513:55

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dev313178.servicenow.com/sys\_user.do?sys\_id=17db049e930032104b5d3aefbba10f&sysparm\_record\_target=sys\_user&sysparm\_record\_row=2&sysparm\_record\_rows=631&sysparm\_record\_row=2

Userkirán 123UpdateSet PasswordDelete

User IDkirán

First namekirán

Last name123

Title

Department

Password

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Emailkirán@example.com

Language-- None --

Calendar integrationOutlook

Time zoneSystem (America/Los\_Angeles)

Date formatSystem (yyyy-MM-dd)

Business phone

Mobile phone

PhotoClick to add...

UpdateSet PasswordDelete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

Rainy days ahead32°C

Search

ENG IN20-09-202513:58

The image shows two screenshots of the ServiceNow interface. The top screenshot is the 'User' form for 'Ajay kumar'. The bottom screenshot is the 'Users' list view.

**User Form Details:**

- User ID:** Ajay
- First name:** Ajay
- Last name:** kumar
- Title:** (empty)
- Department:** (empty)
- Email:** ajay@example.com
- Language:** -- None --
- Calendar integration:** Outlook
- Time zone:** System (America/Los Angeles)
- Date format:** System (yyyy-MM-dd)
- Business phone:** (empty)
- Mobile phone:** (empty)
- Photo:** Click to add...
- Active:** ☒
- Web service access only:** ☐
- Internal Integration User:** ☐

**Users List View Details:**

User ID	Name	Email	Active	Created	Updated
Ajay	Ajay kumar	ajay@example.com	true	2025-09-20 01:50:55	2025-09-20 01:50:55
kiran	kiran 123	kiran@example.com	true	2025-09-19 10:40:19	2025-09-19 10:40:19
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-08-25 06:03:07
aes.creator	Creator User		true	2025-08-25 04:00:01	2025-08-25 06:03:07
piar.suddeth	Pilar Suddeth	piar.suddeth@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
leif.arguin	Leif Arguin	leif.arguin@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
bow.ruggeri	Bow Ruggeri	bow.ruggeri@example.com	true	2005-07-07 11:39:58	2025-08-25 03:23:23
sam	Software Manager		true	2012-03-19 18:04:50	2025-08-25 03:23:23
owen.sparacino	Owen Sparacino	owen.sparacino@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
damon.matkin	Damon Matkin	damon.matkin@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
ed.gompf	Ed Gompf	ed.gompf@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
mariano.maury	Mariano Maury	mariano.maury@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
roman.simone	Roman Simone	roman.simone@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
marion.gaulden	Marion Gaulden	marion.gaulden@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
shella.holioran	Shella Holioran	shella.holioran@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
winnie.reich	Winnie Reich	winnie.reich@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
cristina.sharper	Cristina Sharper	cristina.sharper@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23

## 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

The screenshot displays the ServiceNow user interface. The top section shows the 'Edit Members' dialog box, which is used to assign roles to a user. The 'Collection' list on the left contains various roles, including 'access\_analyzer\_admin', 'action\_category\_creator', 'action\_designer', 'activity\_admin', 'activity\_creator', 'actsub\_admin', 'actsub\_user', 'admin', 'agent\_admin', 'agent\_security\_admin', 'agent\_workspace\_user', 'ais\_admin', 'ais\_high\_security\_admin', 'aisa\_admin', 'analytics\_admin', 'analytics\_categories\_admin', and 'analytics\_filter\_admin'. The 'Roles List' on the right shows the user 'kiran123' with a list of roles. The 'Name' field is set to 'kiran123'. The bottom section shows the 'Incident' form for incident 'INC0010004'. The form includes fields for 'Number', 'Caller', 'Category', 'Subcategory', 'Service', 'Service offering', 'Configuration item', 'Short description', and 'Description'. The 'Channel' is set to 'None', 'State' is 'In Progress', 'Impact' is '3 - Low', 'Urgency' is '3 - Low', and 'Priority' is '5 - Planning'. The 'Assigned to' field is set to 'kiran123'. The 'Related Search Results' section at the bottom shows links to 'Parent Incident', 'Problem', 'Change Request', and 'Caused by Change'.

**Edit Members**

Collection

Roles List

Name: kiran123

**Incident INC0010004**

Number: INC0010004

Channel: -- None --

\* Caller: System Administrator

State: In Progress

Category: Inquiry / Help

Impact: 3 - Low

Subcategory: -- None --

Urgency: 3 - Low

Service:

Priority: 5 - Planning

Service offering:

Assignment group:

Configuration item:

Assigned to: kiran123

\* Short description: test incident

Description:

Related Search Results

Notes

Related Records

Resolution Information

Parent Incident:

Problem:

Change Request:

Caused by Change:



Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010004	2025-09-19 11:14:13	test incident	System Administrator	5 - Planning	In Progress	Inquiry / Help	(empty)	kiran 123	2025-09-19 11:14:49	admin
INC0000601	2025-06-21 02:42:59	The USB port on my PC stopped working	Beth Anglin	5 - Planning	Closed	Hardware	(empty)	(empty)	2025-08-25 03:19:03	system
INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	(empty)	(empty)	2025-06-25 23:45:07	system
INC0000005	2025-03-21 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical	Closed	Hardware	Hardware	Bud Richman	2025-06-25 23:45:07	system
INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software	(empty)	(empty)	2025-06-25 23:45:07	system
INC0000014	2025-02-28 15:37:35	Missing my home directory	Bow Ruggeri	1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-06-25 23:45:07	system
INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	David Miller	1 - Critical	New	Hardware	Openspace	(empty)	2025-06-25 23:36:34	system
INC0000010	2025-03-26 15:53:02	Need Oracle 10GR2 installed	Fred Luddy	4 - Low	Closed	Database	Database	Don Goodliffe	2025-06-25 13:16:35	admin
INC0000004	2025-04-01 15:49:22	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2025-06-25 13:16:24	admin
INC0000035	2025-04-04	Reset my password	Natasha	5 - Planning	Closed	Inquiry / Help	Service Desk	Luke Wilson	2025-06-25	admin

## 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 : // Add your code here 9. Click submit.

### 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);

```

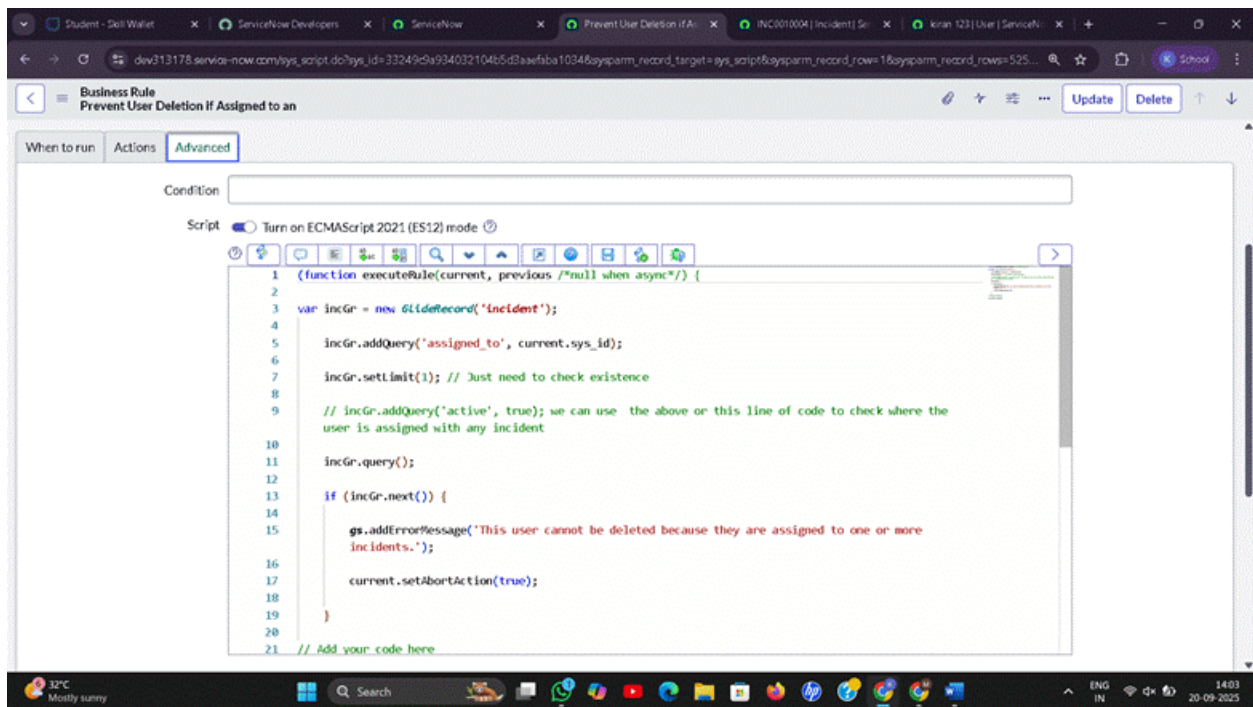
The screenshot shows the ServiceNow Business Rule configuration page for a rule named "Prevent User Deletion If Assigned to an Incident". The rule is configured with the following settings:

- Name:** Prevent User Deletion If Assigned to an Incident
- Table:** User [sys\_user]
- Application:** Global
- Active:** ☒
- Advanced:** ☒

The "When to run" tab is selected, showing the following configuration:

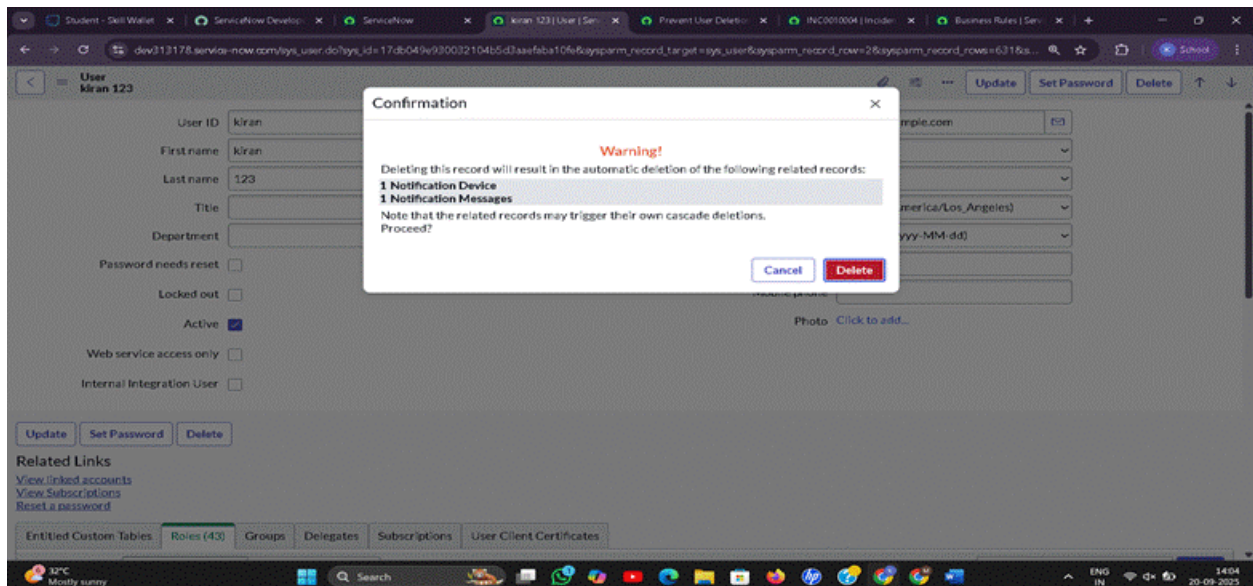
- When:** before
- Order:** 100
- Filter Conditions:**
  - Insert:** ☐
  - Update:** ☐
  - Delete:** ☒
  - Query:** ☐
- Role conditions:** ☐

The "Filter Conditions" section includes buttons for "Add Filter Condition" and "Add OR Clause", and a dropdown menu for "choose field" with a "value" field.



## 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



This user cannot be deleted because they are assigned to one or more incidents.

User ID	Name	Email	Active	Created	Updated
Ajay	Ajay kumar	ajay@example.com	true	2025-09-20 01:27:39	2025-09-20 01:27:39
kiran	Kiran 123	kiran@example.com	true	2025-09-19 10:40:19	2025-09-19 10:40:19
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-08-25 06:03:07
aes.creator	Creator User		true	2025-08-25 04:00:01	2025-08-25 06:03:07
pilar.suddeth	Pilar Suddeth	pilar.suddeth@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
leif.arguin	Leif Arguin	leifarguin@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
bow.ruggeri	Bow Ruggeri	bow.ruggeri@example.com	true	2005-07-07 11:39:58	2025-08-25 03:23:23
sam	Software Manager		true	2012-03-19 18:04:50	2025-08-25 03:23:23
owen.sparacino	Owen Sparacino	owen.sparacino@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
damion.matkin	Damion Matkin	damion.matkin@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
ed.gompf	Ed Gompf	ed.gompf@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
mariano.maury	Mariano Maury	mariano.maury@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
roman.simone	Roman Simone	roman.simone@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
marion.gaudin	Marion Gaudin	marion.gaudin@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
shella.holloran	Shella Holloran	shella.holloran@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23

## Test With Unassigned User Attempt to Delete Unused User

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

**Confirmation**

**Warning!**

Deleting this record will result in the automatic deletion of the following related records:

**1 Notification Device**

Note that the related records may trigger their own cascade deletions.

Proceed?



User ID	Name	Email	Active	Created	Updated
kiran	Kiran 123	kiran@example.com	true	2025-09-19 10:40:19	2025-09-19 10:40:19
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-08-25 06:03:07
aes.creator	Creator User		true	2025-08-25 04:00:01	2025-08-25 06:03:07
piar.suddeth	Pilar Suddeth	piar.suddeth@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
lelf.arguin	Lelf Arguin	lelf.arguin@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
bow.ruggeri	Bow Ruggeri	bow.ruggeri@example.com	true	2005-07-07 11:39:58	2025-08-25 03:23:23
sam	Software Manager		true	2012-03-19 18:04:50	2025-08-25 03:23:23
owen.sparacino	Owen Sparacino	owen.sparacino@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
damion.matkin	Damion Matkin	damion.matkin@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
ed.gompf	Ed Gompf	ed.gompf@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
mariano.maury	Mariano Maury	mariano.maury@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
roman.simone	Roman Simone	roman.simone@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
marlon.gaulden	Marlon Gaulden	marlon.gaulden@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
sheila.holloran	Sheila Holloran	sheila.holloran@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
winnie.reich	Winnie Reich	winnie.reich@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
cristina.sharper	Cristina Sharper	cristina.sharper@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
lucius.winchester	Lucius Winchester	lucius.winchester@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23

## 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.

## Prevent User Deletion if Assigned to an Incident

### Category:

ServiceNow Application Developer

### Skills Required:

Script, Business Rules, Glide Records and APIs, User and Group Management.

## **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,ajaykumar)
4. Submit and verify user records.

dev313178.servicenow.com/sys\_user.do?sysparm\_userpref\_module=c5a0ff0a0a7009a39da035ea396&sysparm\_clear\_stack=true

Users Updated Search Actions on selected rows... New

All

User ID	Name	Email	Active	Created	Updated
pd.analytics.user	PDI Analytics User	pd.analytics.user@example.com	true	2025-02-17 07:01:25	2025-02-17 07:04:25
surveyuser	survey user	surveyuser@email.com	true	2019-04-05 14:09:12	2025-08-25 03:23:16
lucius.bagnoli	Lucius Bagnoli	lucius.bagnoli@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
jimmie.barninger	Jimmie Barninger	jimmie.barninger@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
melinda.carleton	Melinda Carleton	melinda.carleton@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
jewel.agresta	Jewel Agresta	jewel.agresta@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
sean.bonnet	Sean Bonnet	sean.bonnet@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
jacinto.gawron	Jacinto Gawron	jacinto.gawron@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
krystie.stika	Krystie Stika	krystie.stika@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
billie.cowley	Billie Cowley	billie.cowley@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
christian.marnell	Christian Marnell	christian.marnell@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:16
naomi.greenly	Naomi Greenly	naomi.greenly@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:16
jess.assad	Jess Assad	jess.assad@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:16
cherie.fuhr	Cherie Fuhr	cherie.fuhr@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:17
geri.forness	Geri Forness	geri.forness@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:17
nelly.jakuboski	Nelly Jakuboski	nelly.jakuboski@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:17
dwain.cuttitta	Dwain Cuttitta	dwain.cuttitta@example.com	true	2012-02-17 19:04:50	2025-08-25 03:23:17

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dev313178.servicenow.com/sys\_user.do?sys\_id=17db049e930032104b5d3aefbba10f&sysparm\_record\_target=sys\_user&sysparm\_record\_row=2&sysparm\_record\_rows=631&sysparm\_record\_row=2

User kiran 123 Update Set Password Delete

User ID	kiran	Email	kiran@example.com
First name	kiran	Language	-- None --
Last name	123	Calendar integration	Outlook
Title		Time zone	System (America/Los_Angeles)
Department		Date format	System (yyyy-MM-dd)
Password		Business phone	
		Mobile phone	
		Photo	Click to add...

Password needs reset ☐

Locked out ☐

Active ☒

Web service access only ☐

Internal Integration User ☐

Update Set Password Delete

Related Links

[View linked accounts](#)

[View Subscriptions](#)

[Reset a password](#)

The image shows two screenshots of the ServiceNow interface. The top screenshot is the 'User' form for 'Ajay kumar'. The bottom screenshot is the 'Users' list view.

**User Form Details:**

- User ID:** Ajay
- First name:** Ajay
- Last name:** kumar
- Title:** (empty)
- Department:** (empty)
- Email:** ajay@example.com
- Language:** -- None --
- Calendar integration:** Outlook
- Time zone:** System (America/Los Angeles)
- Date format:** System (yyyy-MM-dd)
- Business phone:** (empty)
- Mobile phone:** (empty)
- Photo:** Click to add...
- Active:** ☒
- Web service access only:** ☐
- Internal Integration User:** ☐
- Buttons:** Update, Set Password, Delete

**Related Links:**

- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)

**Users List View Details:**

- Table:** Users
- Columns:** User ID, Name, Email, Active, Created, Updated
- Filters:** Updated (just now)
- Page:** 1 to 20 of 631

User ID	Name	Email	Active	Created	Updated
Ajay	Ajay kumar	ajay@example.com	true	2025-09-20 01:50:55	2025-09-20 01:50:55
kiran	kiran 123	kiran@example.com	true	2025-09-19 10:40:19	2025-09-19 10:40:19
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-08-25 06:03:07
aes.creator	Creator User		true	2025-08-25 04:00:01	2025-08-25 06:03:07
piar.suddeth	Pilar Suddeth	piar.suddeth@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
leif.arguin	Leif Arguin	leif.arguin@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
bow.ruggeri	Bow Ruggeri	bow.ruggeri@example.com	true	2005-07-07 11:39:58	2025-08-25 03:23:23
sam	Software Manager		true	2012-03-19 18:04:50	2025-08-25 03:23:23
owen.sparacino	Owen Sparacino	owen.sparacino@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
damon.matkin	Damon Matkin	damon.matkin@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
ed.gompf	Ed Gompf	ed.gompf@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
mariano.maury	Mariano Maury	mariano.maury@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
roman.simone	Roman Simone	roman.simone@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
marion.gaulden	Marion Gaulden	marion.gaulden@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
shella.holioran	Shella Holioran	shella.holioran@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
winnie.reich	Winnie Reich	winnie.reich@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
cristina.sharper	Cristina Sharper	cristina.sharper@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23

## 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

The screenshot displays the ServiceNow user interface. The top section shows the 'Edit Members' dialog box, which is used to assign roles to a user. The 'Collection' list on the left contains various roles, including 'access\_analyzer\_admin', 'action\_category\_creator', 'action\_designer', 'activity\_admin', 'activity\_creator', 'actsub\_admin', 'actsub\_user', 'admin', 'agent\_admin', 'agent\_security\_admin', 'agent\_workspace\_user', 'ais\_admin', 'ais\_high\_security\_admin', 'aisa\_admin', 'analytics\_admin', 'analytics\_categories\_admin', and 'analytics\_filter\_admin'. The 'Roles List' on the right shows the user 'kiran123' with a list of roles. The 'Name' field is set to 'kiran123'. The bottom section shows the 'Incident' form for incident 'INC0010004'. The form includes fields for 'Number', 'Caller', 'Category', 'Subcategory', 'Service', 'Service offering', 'Configuration item', 'Short description', and 'Description'. The 'Channel' is set to 'None', 'State' is 'In Progress', 'Impact' is '3 - Low', 'Urgency' is '3 - Low', and 'Priority' is '5 - Planning'. The 'Assigned to' field is set to 'kiran123'. The 'Related Search Results' section at the bottom shows fields for 'Parent Incident', 'Problem', 'Change Request', and 'Caused by Change'.

Student - Skill Wallet x ServiceNow Developers x ServiceNow x Edit Members | User Role | Ser- x +

dev313178.service-now.com/sys\_m2m\_template.do?sys\_is\_list=true&sys\_is\_related\_list=true&sys\_target=sys\_user\_has\_role&sysparm\_checked\_items=&sysparm\_collection=sys\_us...

Edit Members Cancel Save

Add Filter Run filter ?

-- choose field -- -- oper -- -- value --

Collection

Q

access\_analyzer\_admin  
action\_category\_creator  
action\_designer  
activity\_admin  
activity\_creator  
actsub\_admin  
actsub\_user  
admin  
agent\_admin  
agent\_security\_admin  
agent\_workspace\_user  
ais\_admin  
ais\_high\_security\_admin  
aisa\_admin  
analytics\_admin  
analytics\_categories\_admin  
analytics\_filter\_admin

Roles List

kiran123

Q

>  
<

Cancel Save

Name: kiran123

Rain coming  
in about 2 hours

Student - Skill Vi x D-32158-17581 x ServiceNow De x ServiceNow x Users | Service x Prevent User Di x INC0010004 | Inc x Business Rule x +

dev313178.service-now.com/incident.do?sys\_id=6a33509a934032104b5d3aaf6ba103d&sysparm\_record\_target=incident&sysparm\_record\_row=1&sysparm\_record\_row=655&sys...

Incident INC0010004 Follow Update Resolve Delete

Number INC0010004

\* Caller System Administrator

Category Inquiry / Help

Subcategory -- None --

Service

Service offering

Configuration item

\* Short description test incident

Description

Channel -- None --

State In Progress

Impact 3 - Low

Urgency 3 - Low

Priority 5 - Planning

Assignment group

Assigned to kiran123

Related Search Results >

Notes Related Records Resolution Information

Parent Incident

Problem

Change Request

Caused by Change

33°C  
Mostly sunny

14:24  
20-09-2025

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010004	2025-09-19 11:14:13	test incident	System Administrator	5 - Planning	In Progress	Inquiry / Help	(empty)	kiran 123	2025-09-19 11:14:49	admin
INC0000601	2025-06-21 02:42:59	The USB port on my PC stopped working	Beth Anglin	5 - Planning	Closed	Hardware	(empty)	(empty)	2025-08-25 03:19:03	system
INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	(empty)	(empty)	2025-06-25 23:45:07	system
INC0000005	2025-03-21 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical	Closed	Hardware	Hardware	Bud Richman	2025-06-25 23:45:07	system
INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software	(empty)	(empty)	2025-06-25 23:45:07	system
INC0000014	2025-02-28 15:37:35	Missing my home directory	Bow Ruggeri	1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-06-25 23:45:07	system
INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	David Miller	1 - Critical	New	Hardware	Openspace	(empty)	2025-06-25 23:36:34	system
INC0000010	2025-03-26 15:53:02	Need Oracle 10GR2 installed	Fred Luddy	4 - Low	Closed	Database	Database	Don Goodliffe	2025-06-25 13:16:35	admin
INC0000004	2025-04-01 15:49:22	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2025-06-25 13:16:24	admin
INC0000035	2025-04-04	Reset my password	Natasha	5 - Planning	Closed	Inquiry / Help	Service Desk	Luke Wilson	2025-06-25	admin

## 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 : // Add your code here 9. Click submit.

### 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);

```

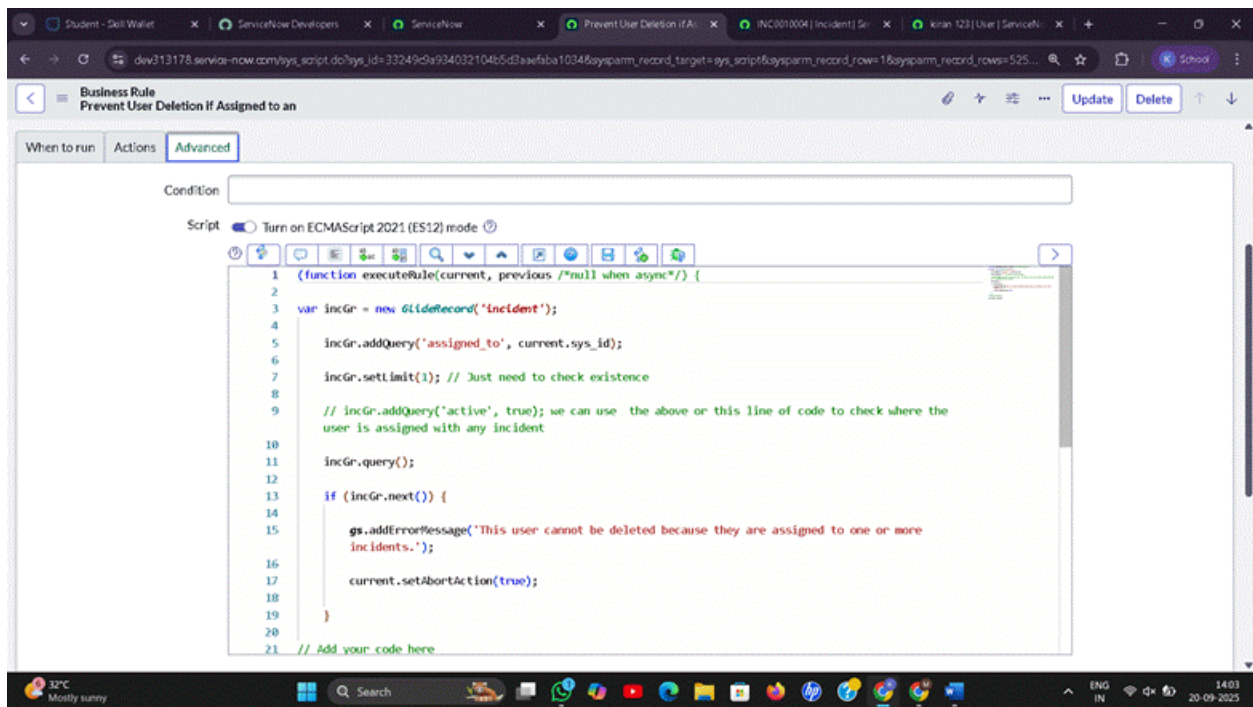
The screenshot shows the ServiceNow Business Rule configuration page for a rule named "Prevent User Deletion If Assigned to an Incident". The rule is configured with the following details:

- Name:** Prevent User Deletion If Assigned to an Incident
- Table:** User [sys\_user]
- Application:** Global
- Active:** ☒
- Advanced:** ☒

The "When to run" tab is selected, showing the following configuration:

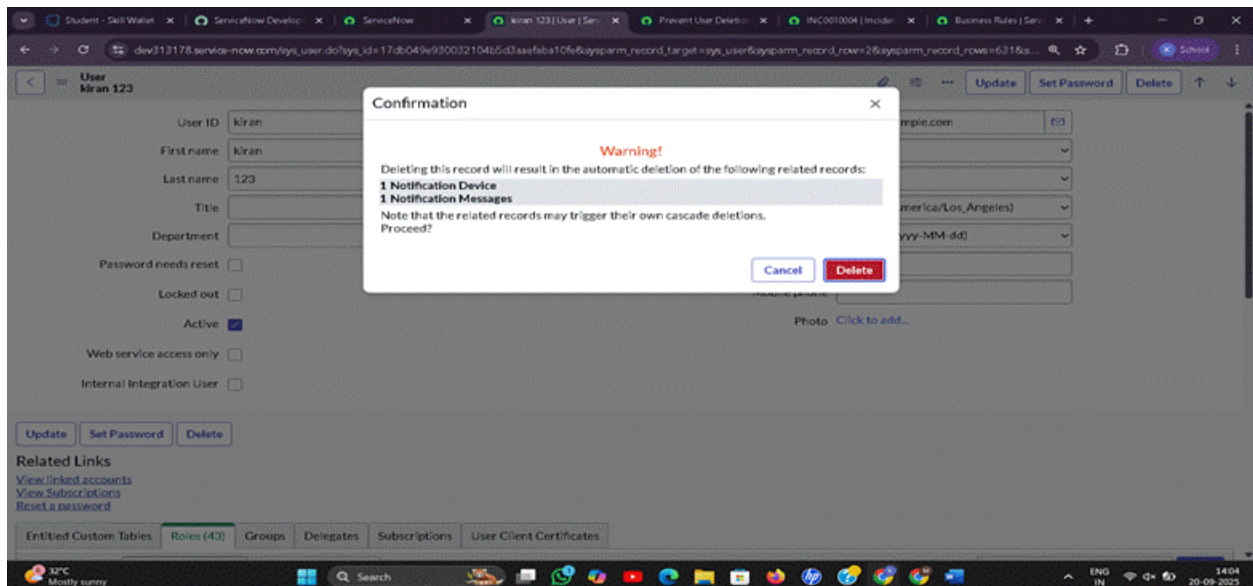
- When:** before
- Order:** 100
- Filter Conditions:**
  - Insert:** ☐
  - Update:** ☐
  - Delete:** ☒
  - Query:** ☐
- Role conditions:** ☐

The "Filter Conditions" section includes buttons for "Add Filter Condition" and "Add OR Clause". Below these, there is a dropdown menu for "choose field" and a "value" field.



## 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





This user cannot be deleted because they are assigned to one or more incidents.

User ID	Name	Email	Active	Created	Updated
Ajay	Ajay kumar	ajay@example.com	true	2025-09-20 01:27:39	2025-09-20 01:27:39
kiran	Kiran 123	kiran@example.com	true	2025-09-19 10:40:19	2025-09-19 10:40:19
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-08-25 06:03:07
aes.creator	Creator User		true	2025-08-25 04:00:01	2025-08-25 06:03:07
pilar.suddeth	Pilar Suddeth	pilar.suddeth@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
leif.arguin	Leif Arguin	leifarguin@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
bow.ruggeri	Bow Ruggeri	bow.ruggeri@example.com	true	2005-07-07 11:39:58	2025-08-25 03:23:23
sam	Software Manager		true	2012-03-19 18:04:50	2025-08-25 03:23:23
owen.sparacino	Owen Sparacino	owen.sparacino@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
damion.matkin	Damion Matkin	damion.matkin@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
ed.gompf	Ed Gompf	ed.gompf@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
mariano.maury	Mariano Maury	mariano.maury@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
roman.simone	Roman Simone	roman.simone@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
marion.gaudin	Marion Gaudin	marion.gaudin@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
shella.holloran	Shella Holloran	shella.holloran@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23

## Test With Unassigned User Attempt to Delete Unused User

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

**Confirmation**

**Warning!**

Deleting this record will result in the automatic deletion of the following related records:

**1 Notification Device**

Note that the related records may trigger their own cascade deletions.

Proceed?

User ID	Name	Email	Active	Created	Updated
kiran	Kiran 123	kiran@example.com	true	2025-09-19 10:40:19	2025-09-19 10:40:19
admin	System Administrator	admin@example.com	true	2007-07-03 11:48:47	2025-08-25 06:03:07
aes.creator	Creator User		true	2025-08-25 04:00:01	2025-08-25 06:03:07
piar.suddeth	Pilar Suddeth	piar.suddeth@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
lelf.arguin	Lelf Arguin	lelf.arguin@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
bow.ruggeri	Bow Ruggeri	bow.ruggeri@example.com	true	2005-07-07 11:39:58	2025-08-25 03:23:23
sam	Software Manager		true	2012-03-19 18:04:50	2025-08-25 03:23:23
owen.sparacino	Owen Sparacino	owen.sparacino@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
damion.matkin	Damion Matkin	damion.matkin@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
ed.gompf	Ed Gompf	ed.gompf@example.com	true	2012-02-17 19:04:49	2025-08-25 03:23:23
mariano.maury	Mariano Maury	mariano.maury@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
roman.simone	Roman Simone	roman.simone@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
marlon.gaulden	Marlon Gaulden	marlon.gaulden@example.com	true	2012-02-17 19:04:52	2025-08-25 03:23:23
sheila.holloran	Sheila Holloran	sheila.holloran@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
winnie.reich	Winnie Reich	winnie.reich@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
cristina.sharper	Cristina Sharper	cristina.sharper@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23
lucius.winchester	Lucius Winchester	lucius.winchester@example.com	true	2012-02-17 19:04:53	2025-08-25 03:23:23

## 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.