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.

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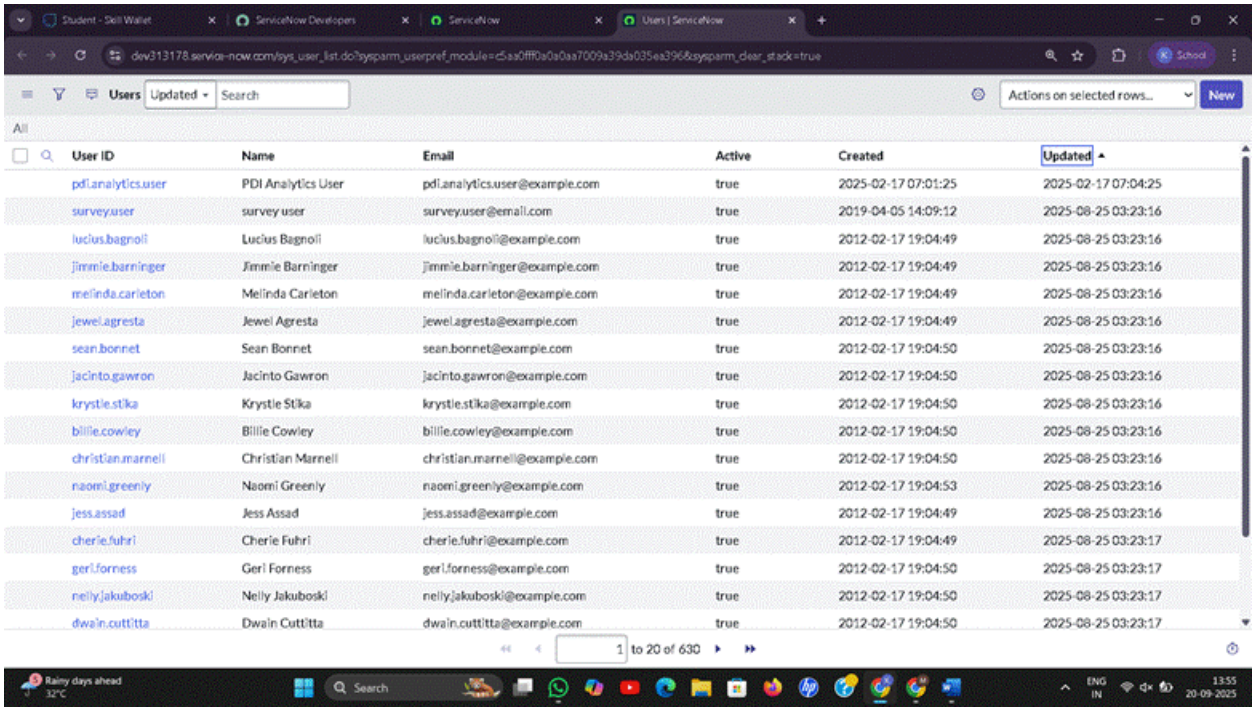
2. Click on New
3. Create two users (e.g., kiran123,ajaykumar)
4. Submit and verify user records.


Student - Skill Wallet
ServiceNow Developers
ServiceNow
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Search
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13:55
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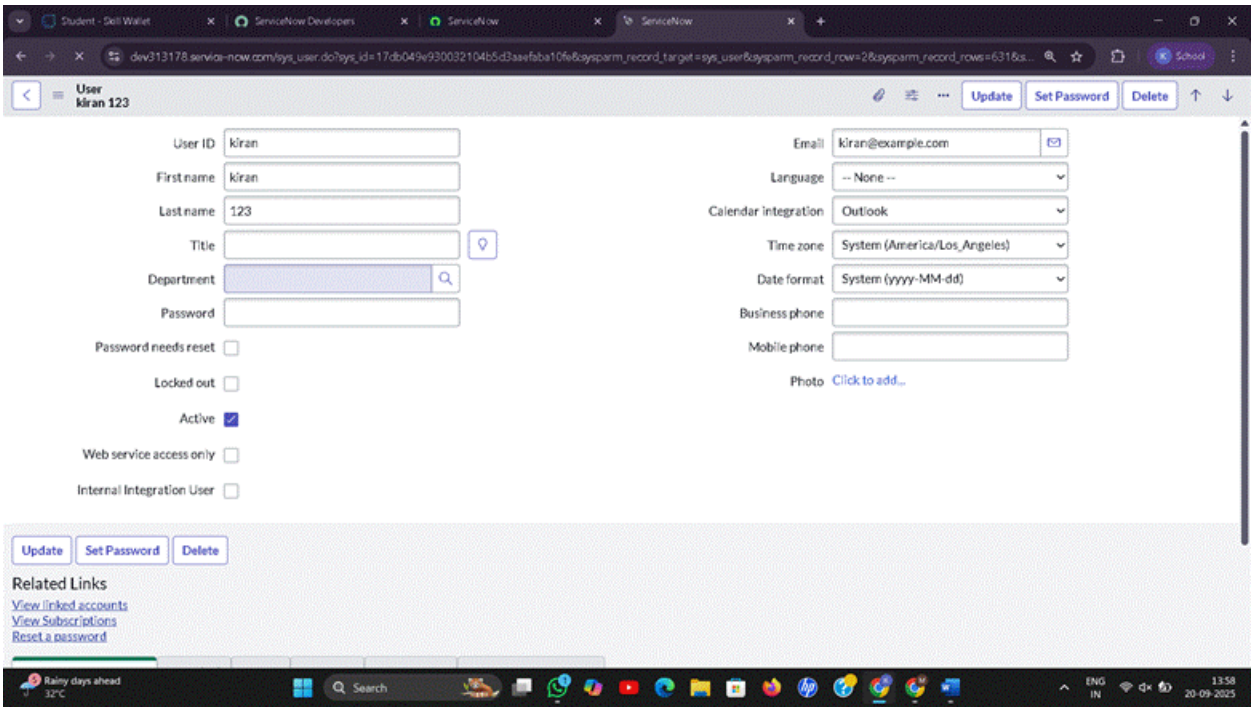
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ServiceNow
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Last name
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Department
Password
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Active
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Language
-- None --
Calendar integration
Outlook
Time zone
System (America/Los_Angeles)
Date format
System (yyyy-MM-dd)
Business phone
Mobile phone
Photo
Click to add...
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View linked accounts
View Subscriptions
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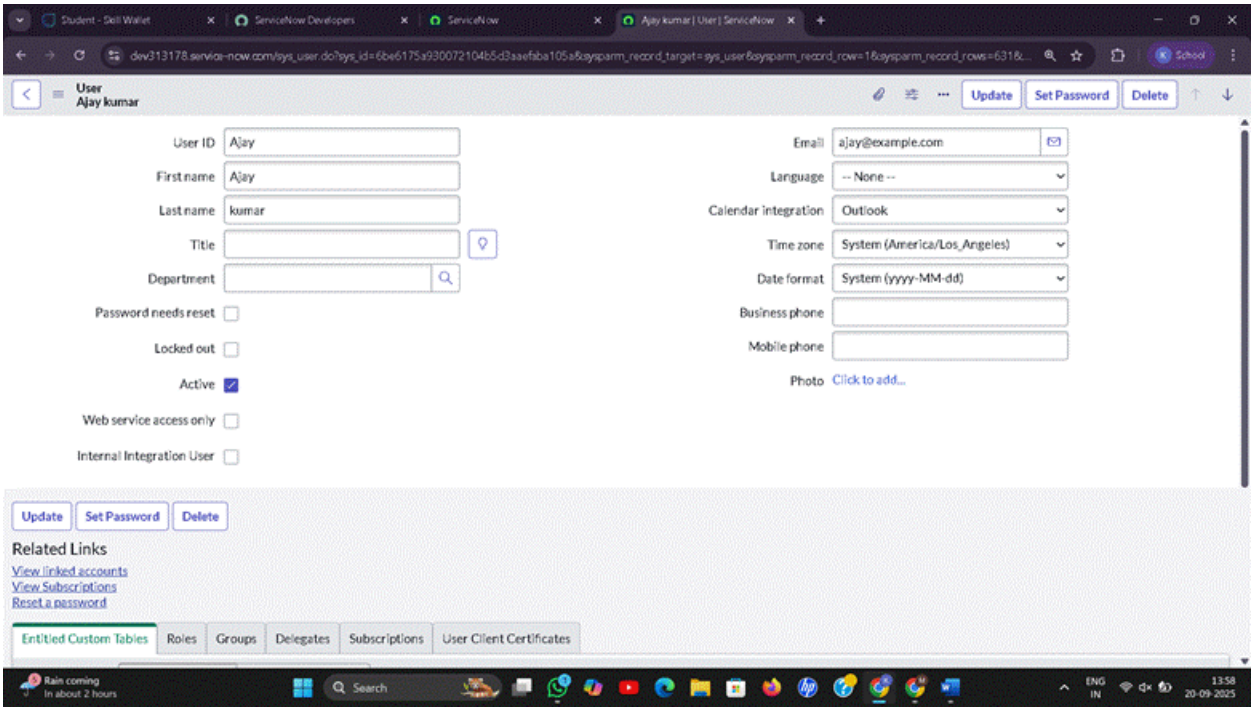

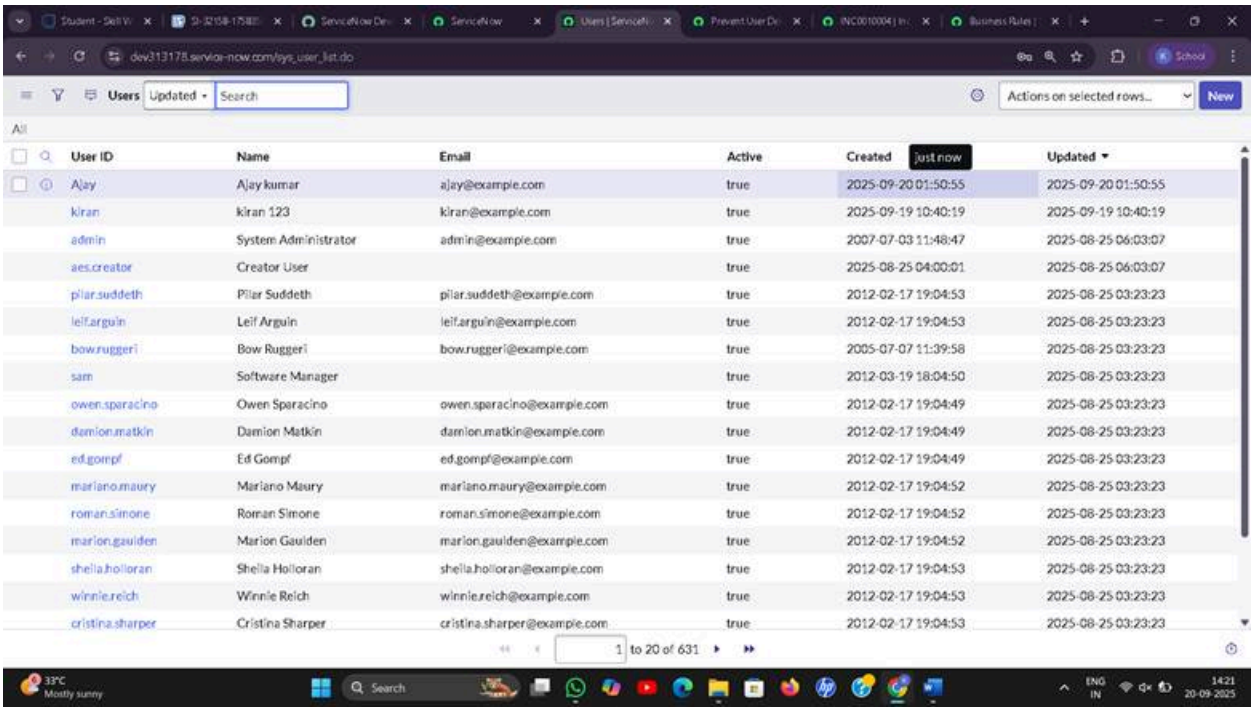

Assign Incident to User Assign

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1. Navigate to the Incident table.

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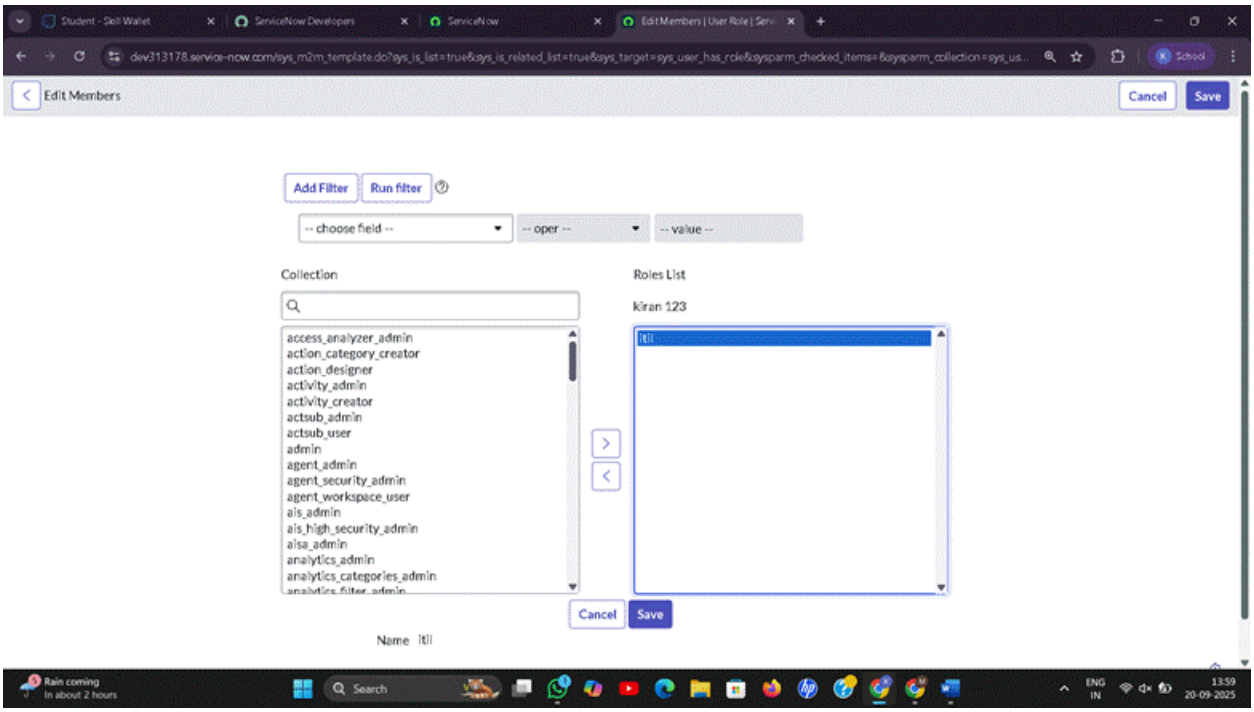
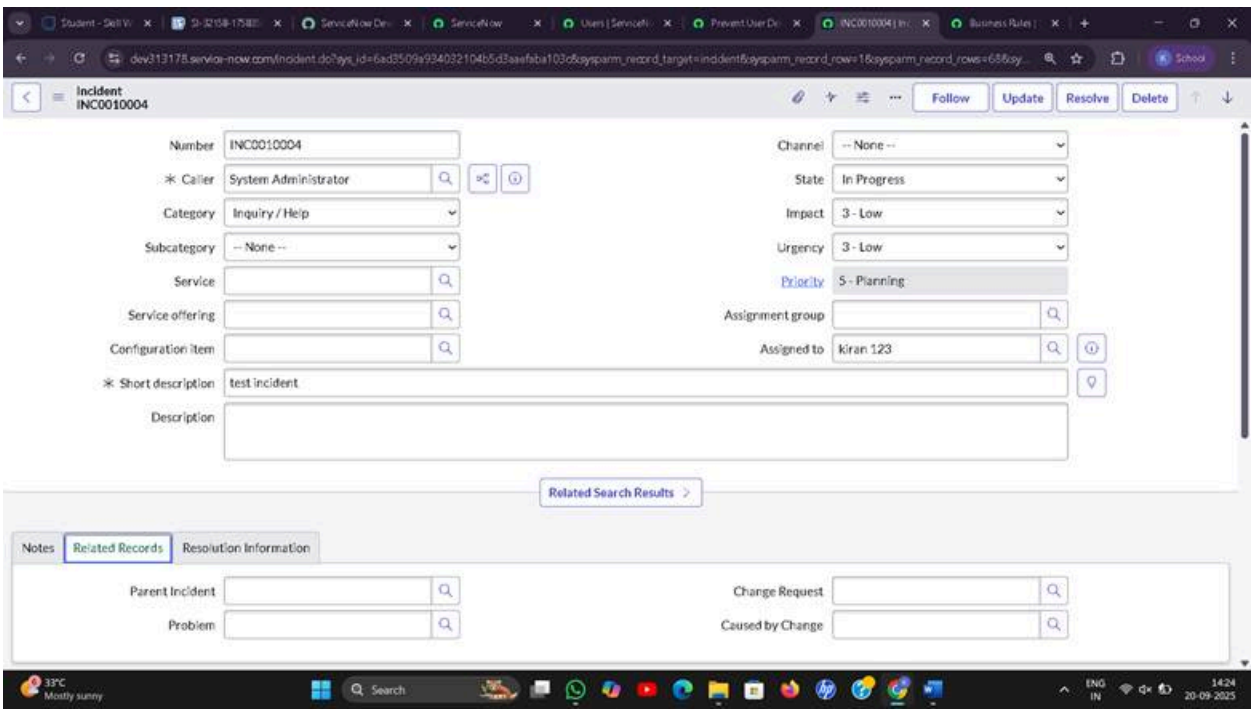
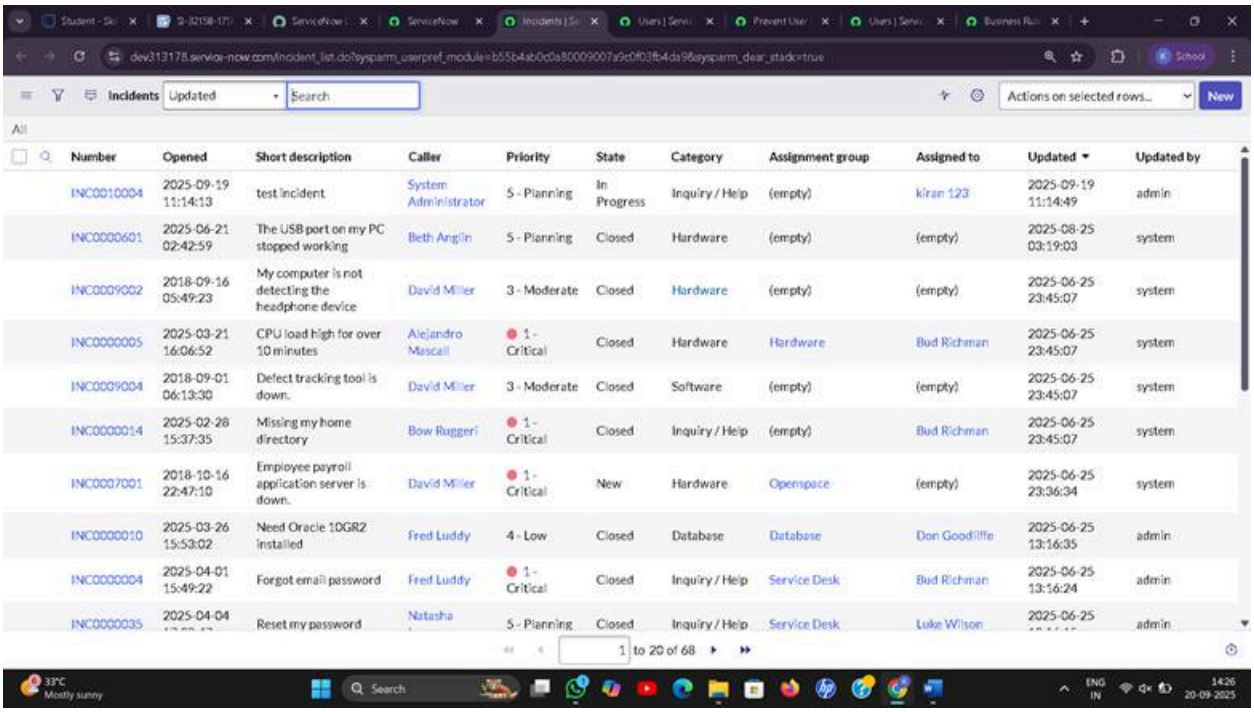
3. Keep the incident Active = true and State = In Progress

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

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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);

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}

// Add your code here

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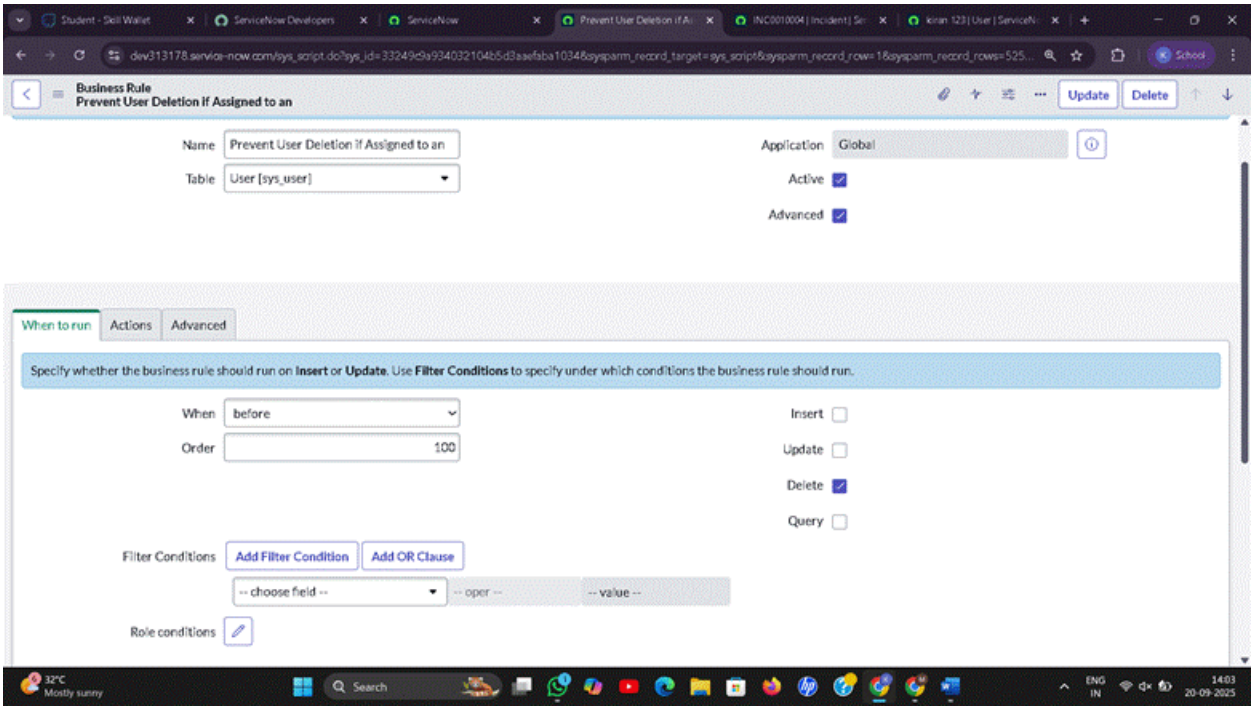

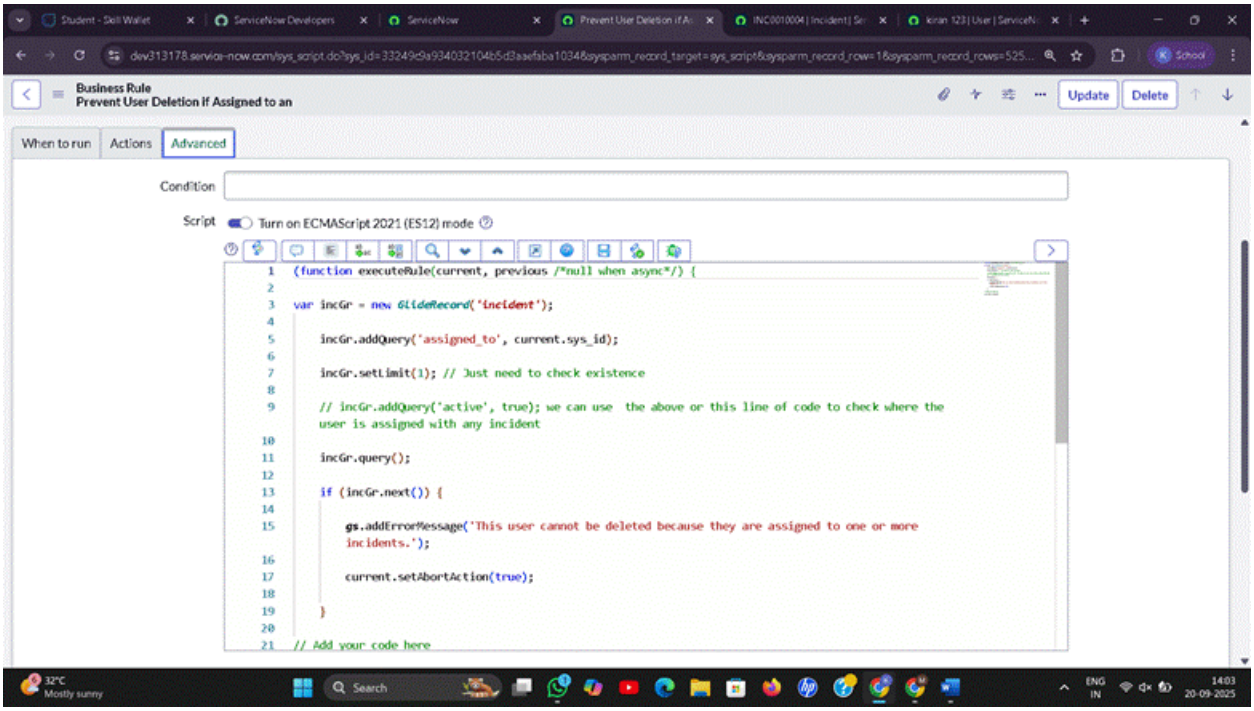

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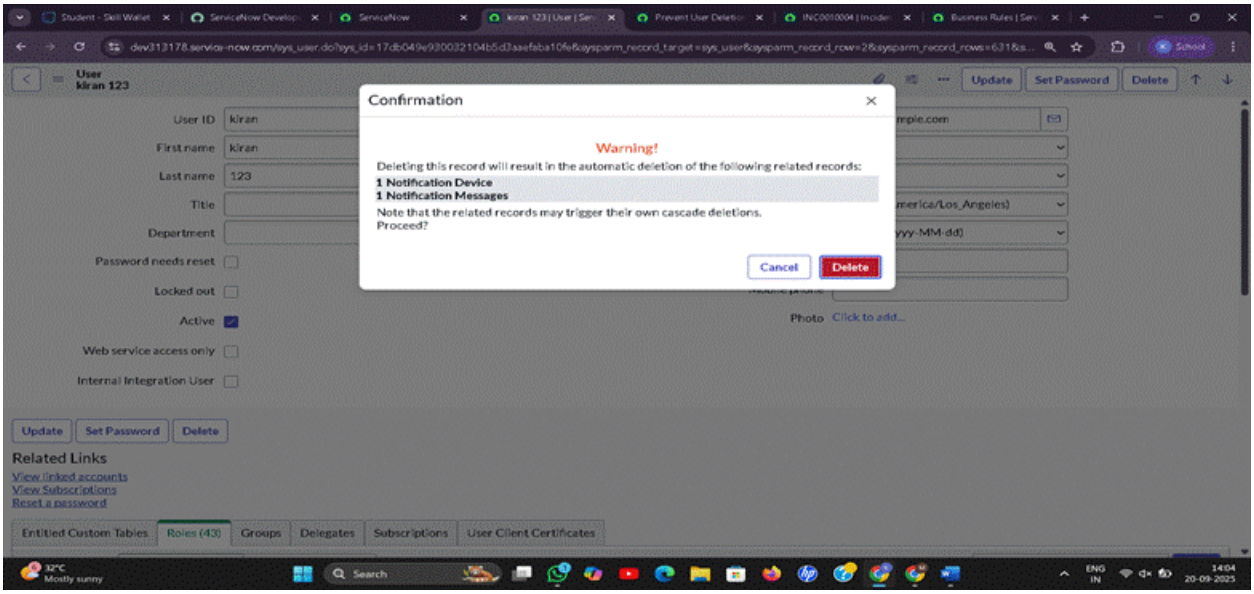

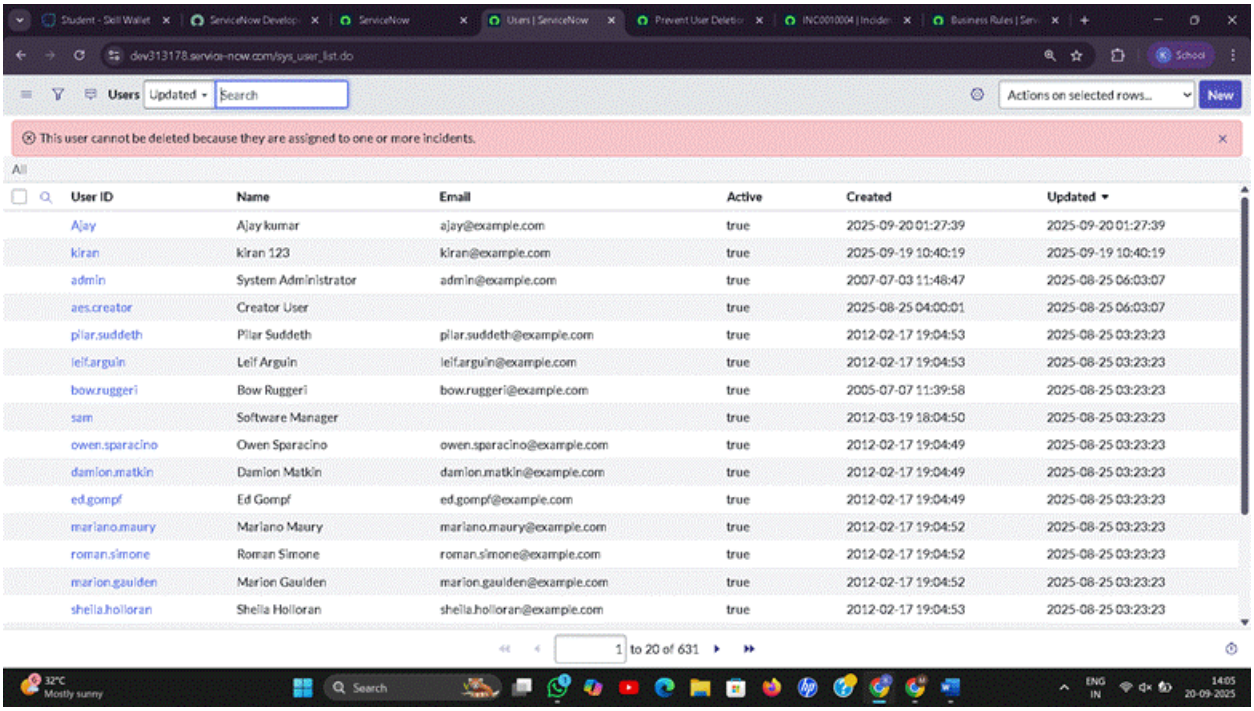

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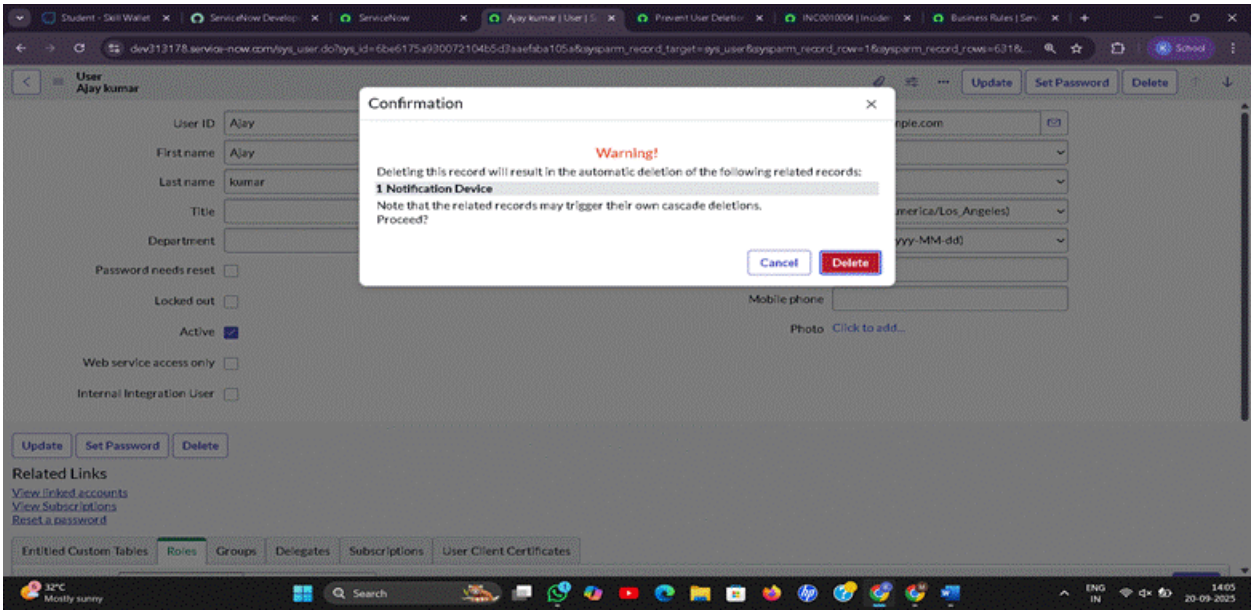

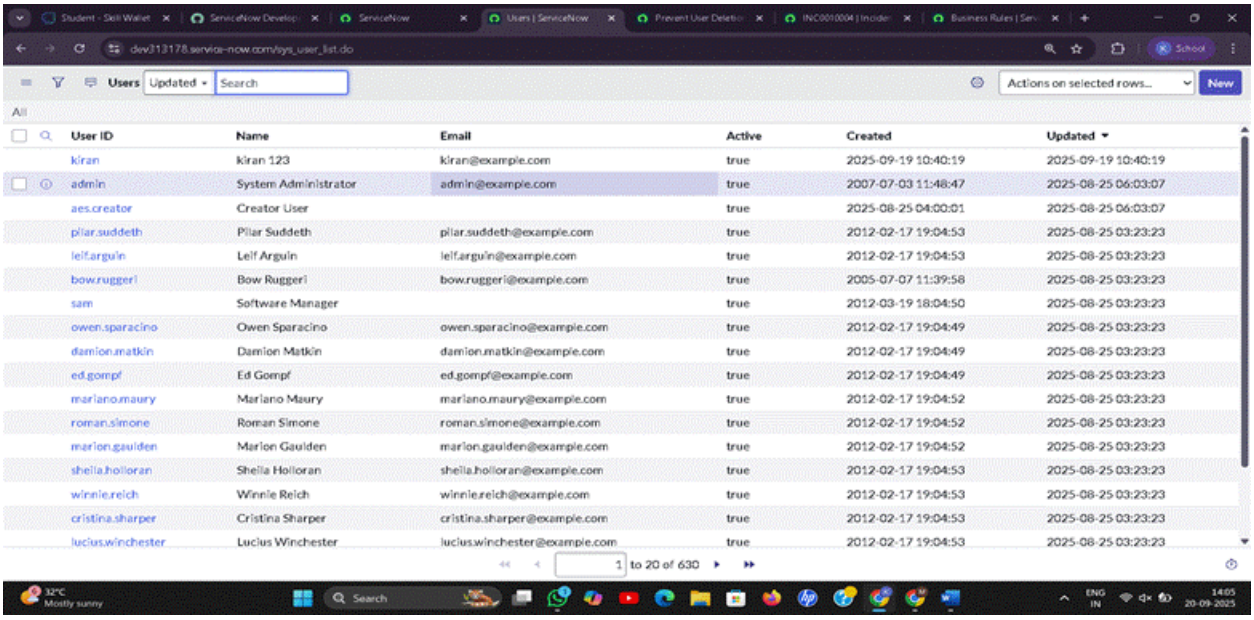

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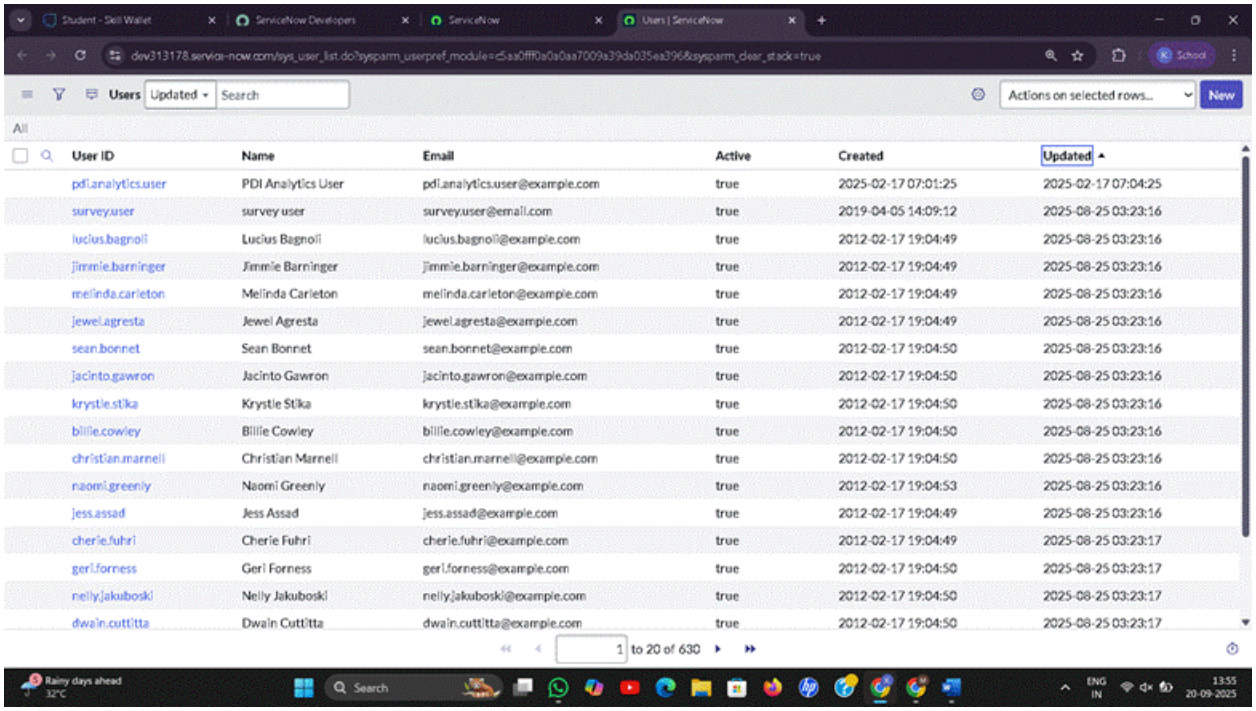
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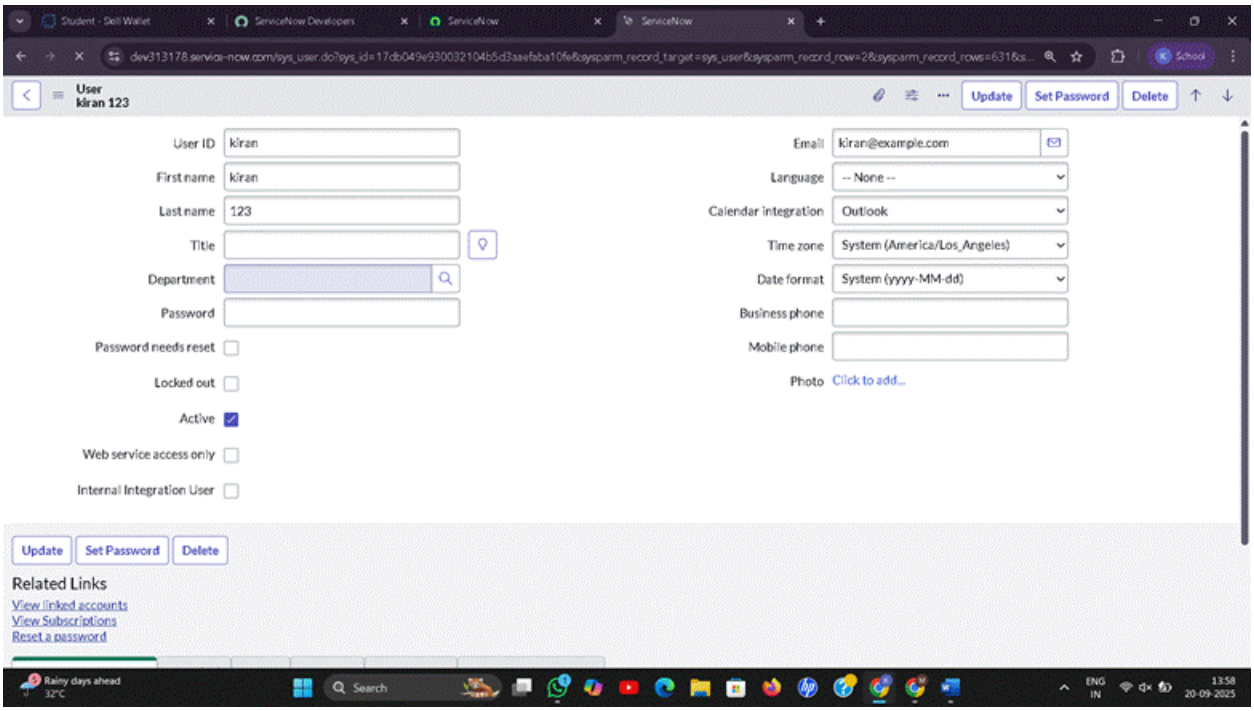
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Outlook
Time zone
System (America/Los_Angeles)
Date format
System (yyyy-MM-dd)
Business phone
Mobile phone
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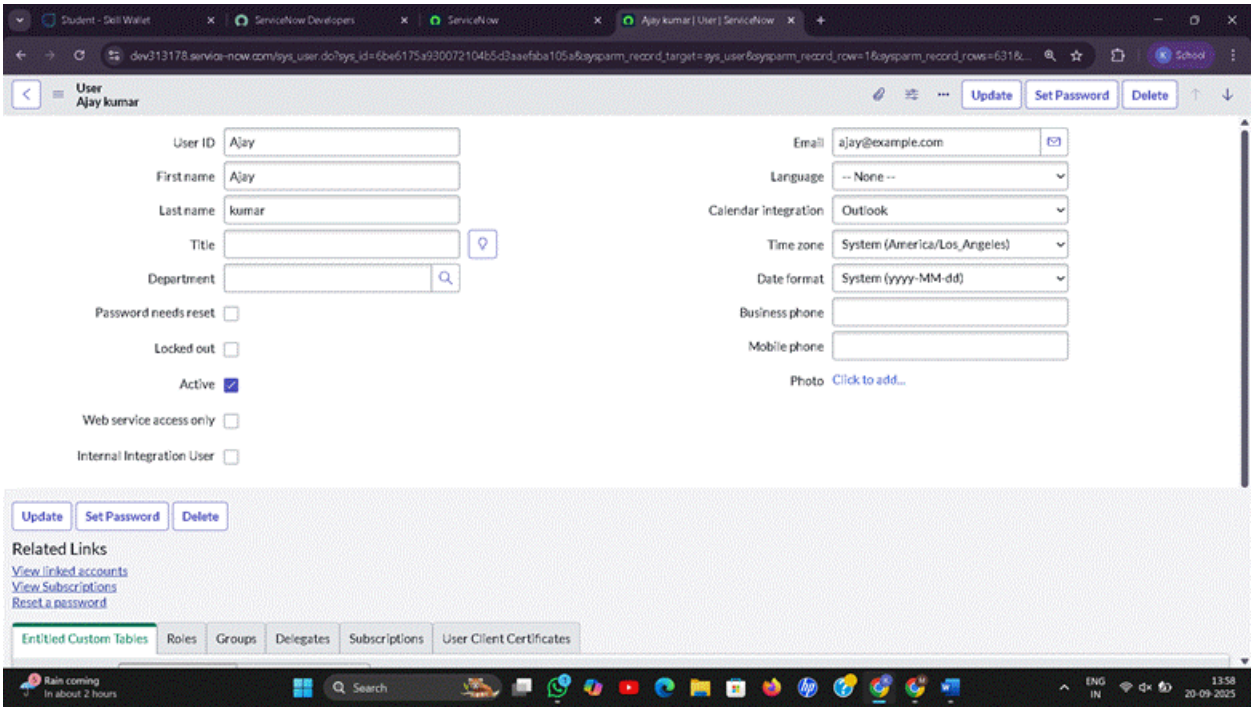

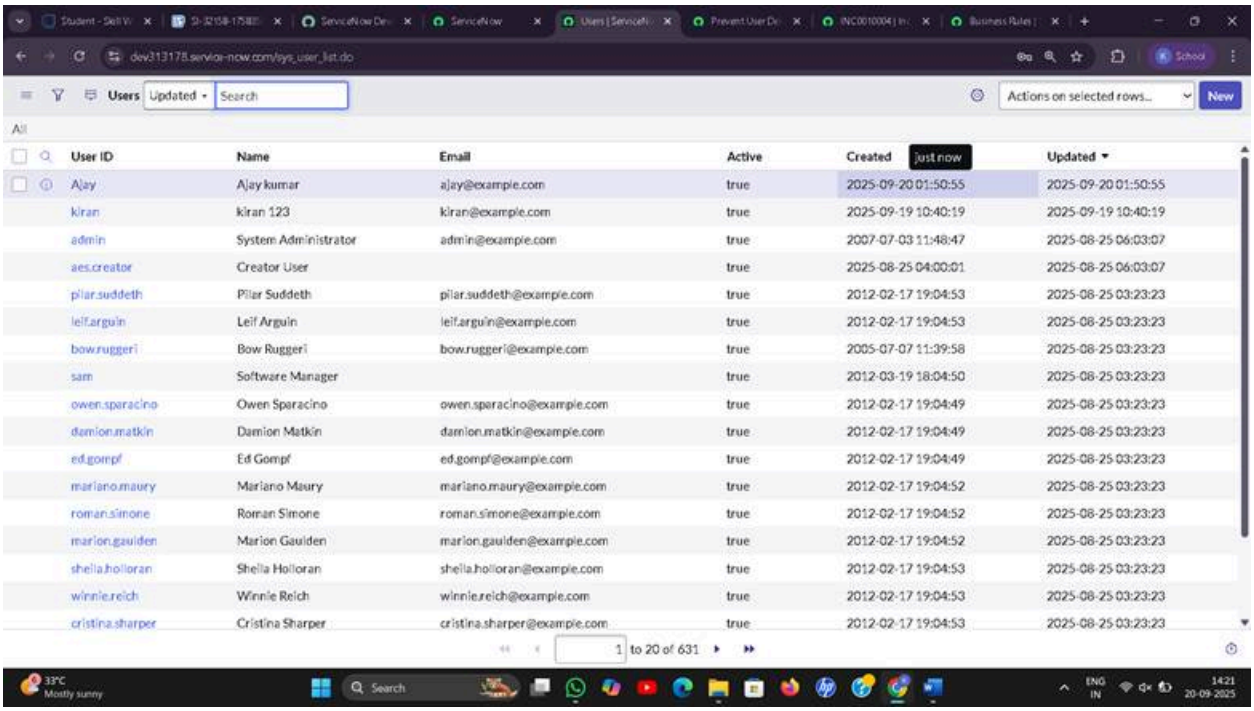

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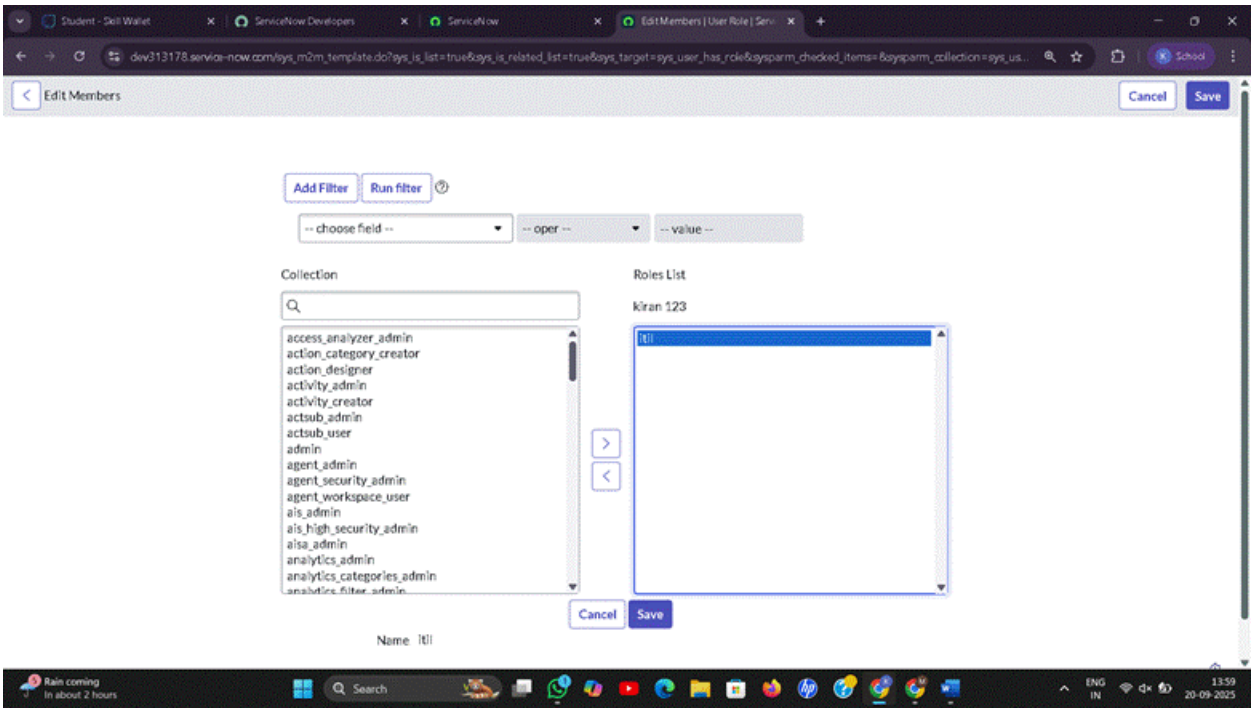

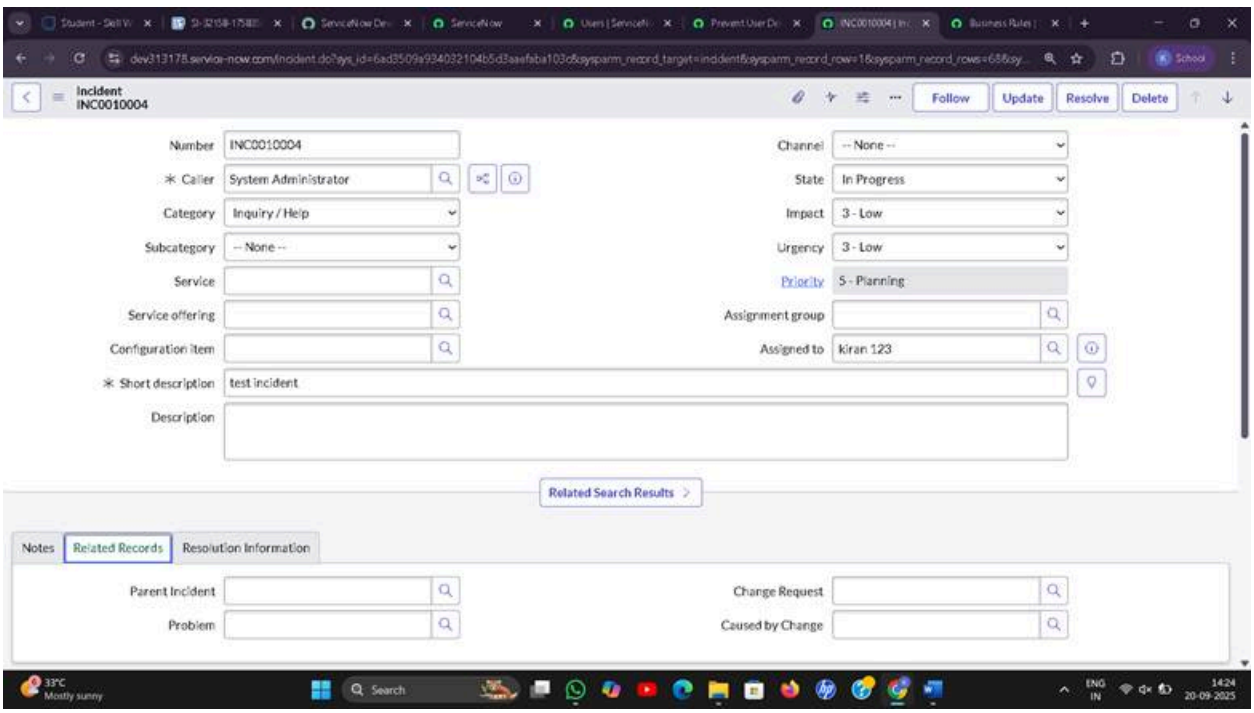

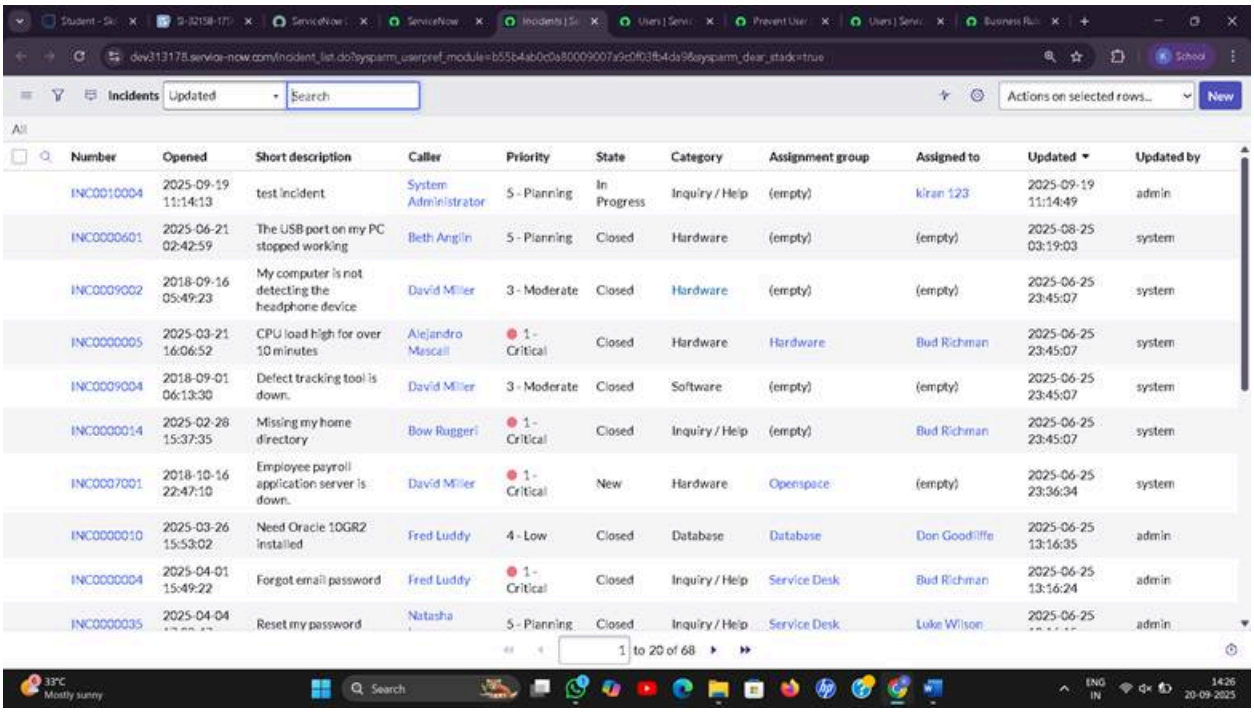

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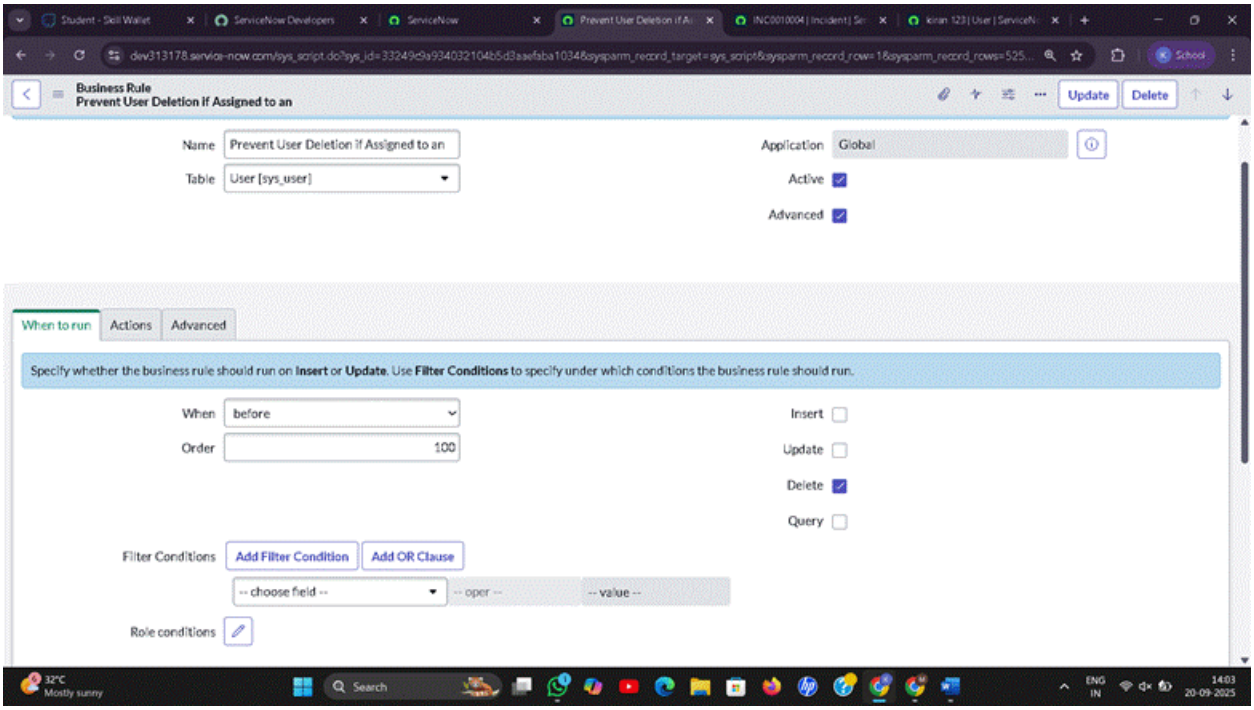

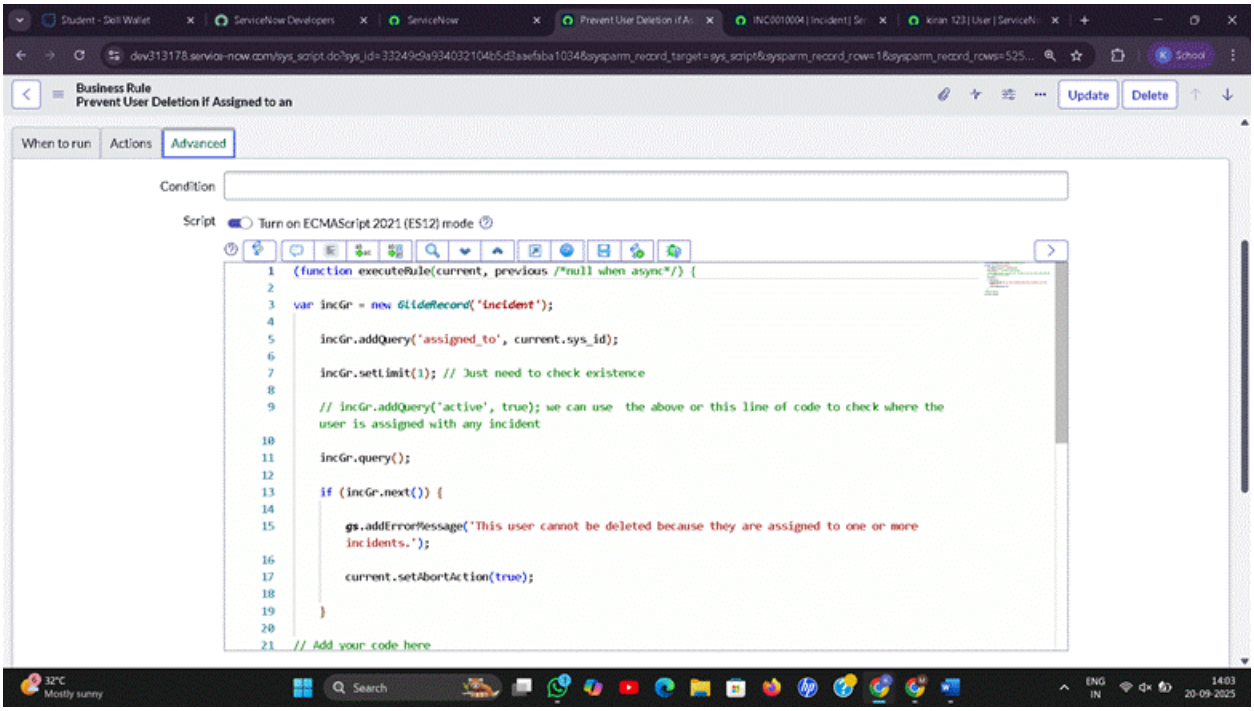

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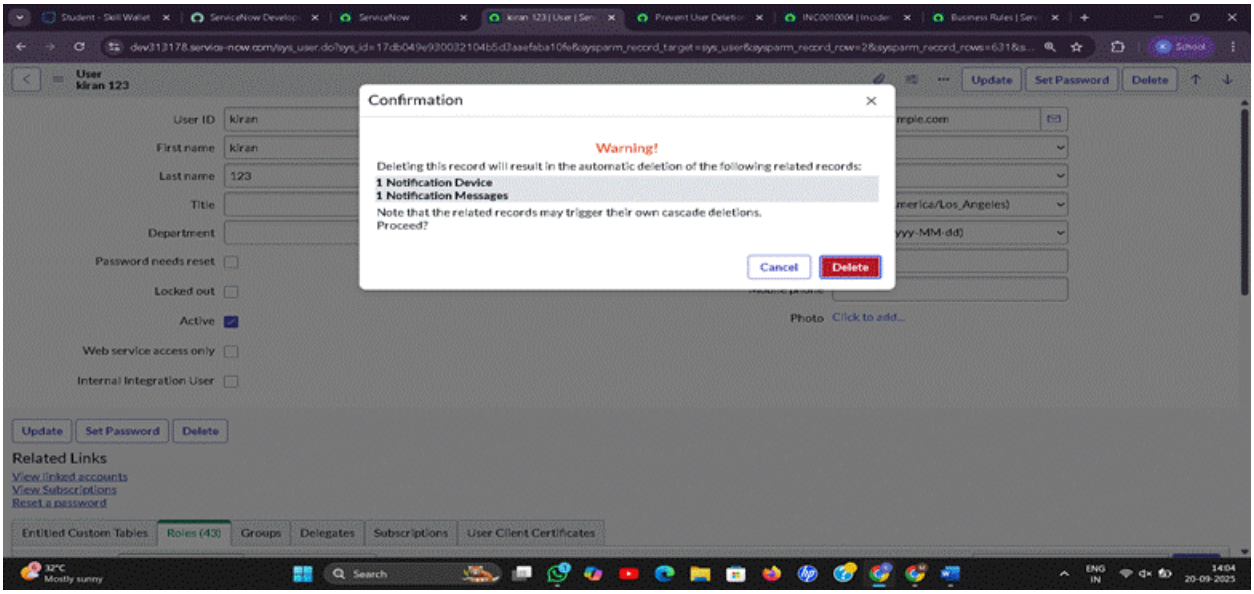

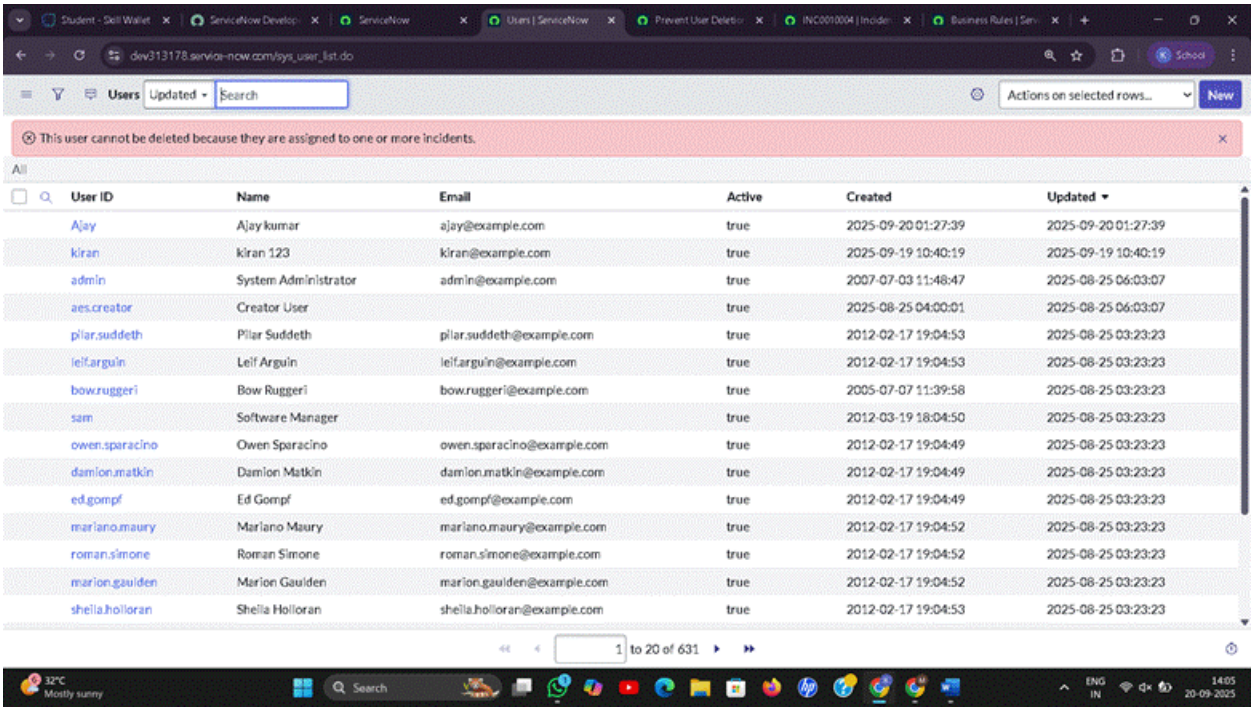

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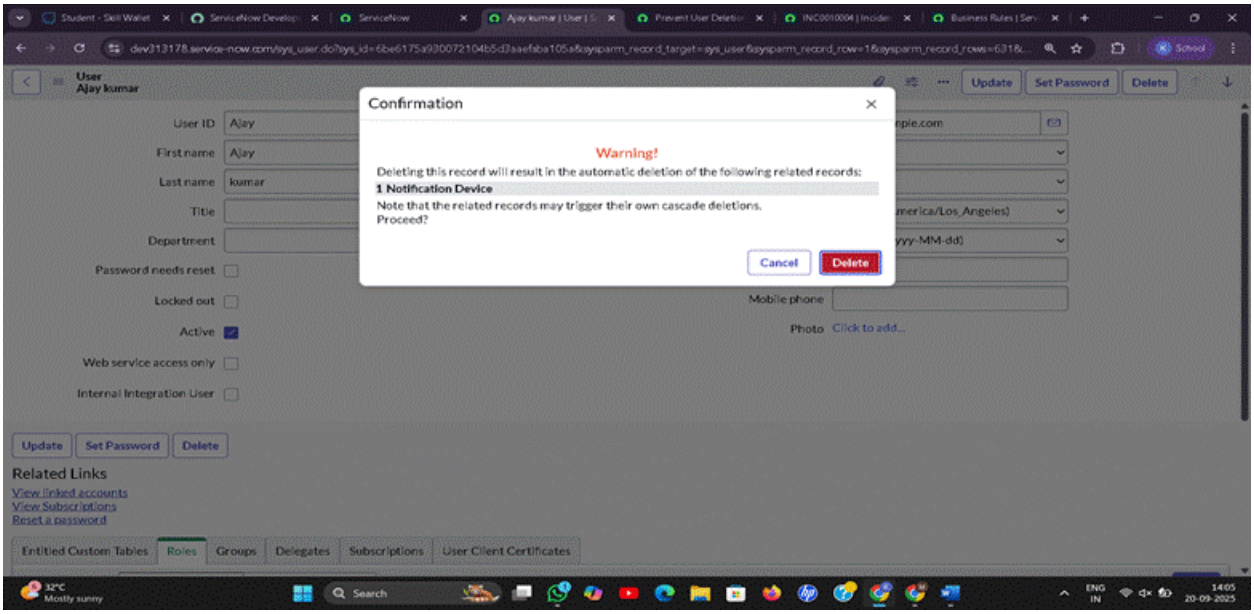

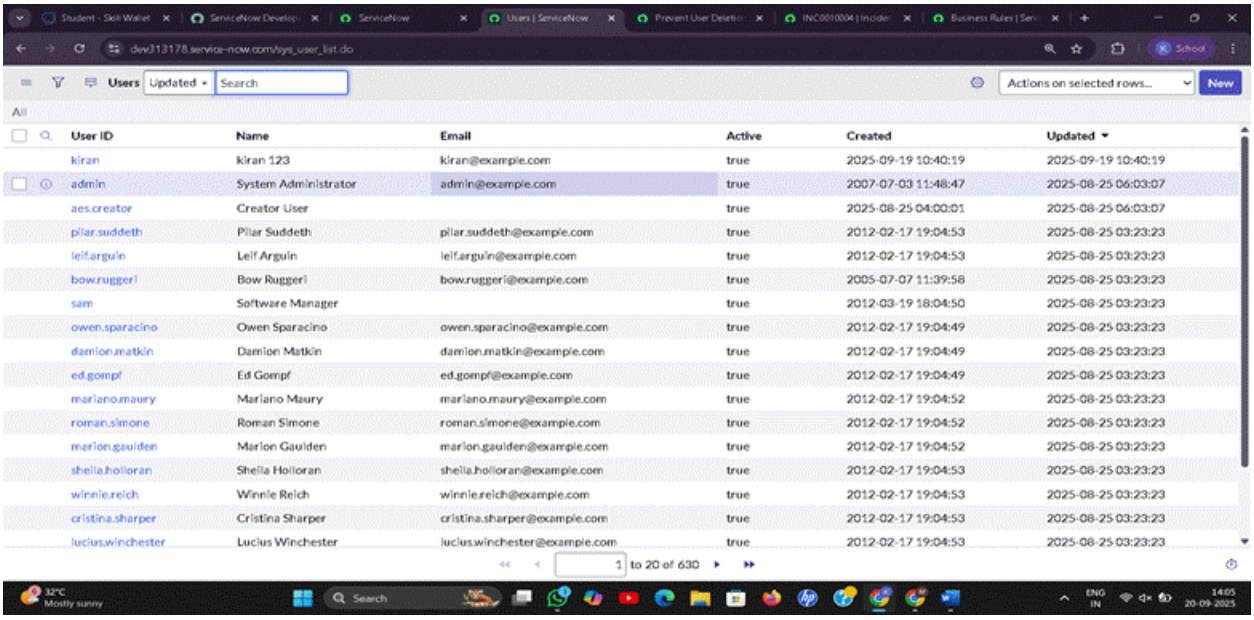

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