

## 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.

### Create Test Users

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

servicenow

All

Favorites

History

Workspaces

Admin

Users

Search

Users

for text

Search

Actions on selected rows...

New

All > Keywords = bharathi

<input type="checkbox"/>	User ID	Name	Email	Active	Created	Updated
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
	bharathi	bharathi124	bharathi.setti@gmail.com	true	2025-07-01 04:47:20	2025-07-01 09:30:00

## ASSIGN INCIDENTS

1. Navigate to the Incident table.
2. Create a new incident and assign it to one of the created users (e.g., Bharathi,hema )
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 interface for an incident record. The top navigation bar includes the ServiceNow logo and tabs for All, Favorites, History, Workspaces, and Admin. The incident title is 'Incident - INC0010002'. Below the title, there are buttons for Discuss, Follow, Update, Resolve, and Delete. The form is divided into two main sections: 'Incident' and 'Assignment'. The 'Incident' section contains fields for Number (INC0010002), Caller (System Administrator), Category (Inquiry/Help), Subcategory (-- None --), Service, Service offering, Configuration item, Short description (test incident), and Description. The 'Assignment' section contains fields for Channel (-- None --), State (In Progress), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, and Assigned to (bharathi124). At the bottom, there are tabs for Notes, Related Records, and Resolution Information. The Notes tab is active, showing a 'Watch list' and a 'Work notes list'.

servicenow All Favorites History Workspaces Admin Incident - INC0010002

Search

Incident INC0010002

Discuss Follow Update Resolve Delete

Number INC0010002

\* 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 bharathi124

Related Search Results

Notes Related Records Resolution Information

Watch list

Work notes list

Work notes

## 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.');
```

current.setAbortAction(true);

```
    } // Add your code here
    })(current, previous);
```

9. Click Submit

**servicenow** All Favorites History Workspaces Admin Incident - INC0010002

Search

Incident - INC0010002

Discuss Follow Update Resolve Delete

Number: INC0010002

\* 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: bharathi124

Related Search Results >

Notes Related Records Resolution Information

Watch list

Work notes list

Work notes

## ATTEMPT TO DELETE ASSIGNED USER

1. Go to the user record (bharathi124)
2. Click Delete
3. Verify that deletion is blocked with an error message

**servicenow** All Favorites History Workspaces Admin Users

Search

Actions on selected rows... New

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

11 > Name >= bharathi

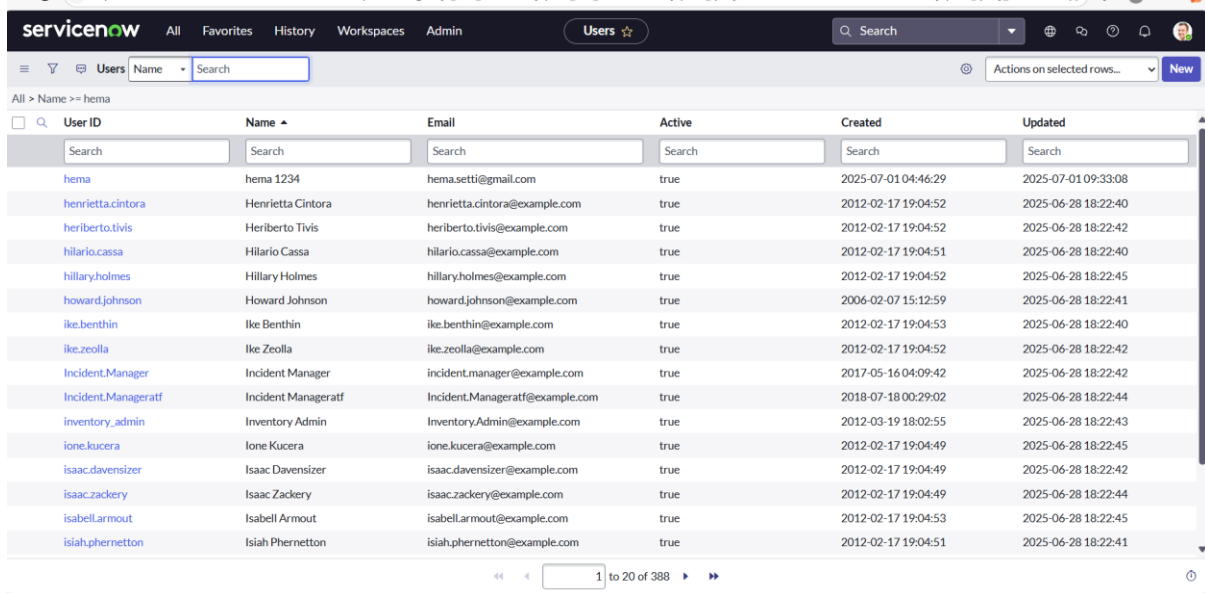
User ID	Name	Email	Active	Created	Updated
bharathi	bharathi124	bharathi.setti@gmail.com	true	2025-07-01 04:47:20	2025-07-01 09:30:00
billie.cowley	Billie Cowley	billie.cowley@example.com	true	2012-02-17 19:04:50	2025-06-28 18:22:40
billie.tinnes	Billie Tinnes	billie.tinnes@example.com	true	2012-02-17 19:04:50	2025-06-28 18:22:41
boris.catino	Boris Catino	boris.catino@example.com	true	2012-02-17 19:04:52	2025-06-28 18:22:43
bow.ruggeri	Bow Ruggeri	bow.ruggeri@example.com	true	2005-07-07 11:39:58	2025-06-28 18:22:45
bradly.hasselvander	Bradly Hasselvander	bradly.hasselvander@example.com	true	2012-02-17 19:04:53	2025-06-28 18:22:41
brant.darnel	Brant Darnel	brant.darnel@example.com	true	2012-02-17 19:04:52	2025-06-28 18:22:41
brendan.qin	Brendan Qin	brendan.qin@example.com	true	2012-02-17 19:04:50	2025-06-28 18:22:42
brent.vaidya	Brent Vaidya	brent.vaidya@example.com	true	2012-02-17 19:04:50	2025-06-28 18:22:41
brice.hedglin	Brice Hedglin	brice.hedglin@example.com	true	2012-02-17 19:04:51	2025-06-28 18:22:41
bridget.bottella	Bridget Bottella	bridget.bottella@example.com	true	2012-02-17 19:04:51	2025-06-28 18:22:44
bridget.knightly	Bridget Knightly	bridget.knightly@example.com	true	2012-02-17 19:04:50	2025-06-28 18:22:40
bridget.retort	Bridgett Retort	bridgett.retort@example.com	true	2012-02-17 19:04:50	2025-06-28 18:22:44
bryan.rovell	Bryan Rovell	bryan.rovell@example.com	true	2012-02-17 19:04:53	2025-06-28 18:22:43

1 to 20 of 574

4. Next we have to delete the user(ex; bharathi124)

## ATTEMPT TO DELETE UNUSED USER

1. Try deleting the second user (hema123) who is not assigned to any active incidents.
2. Deletion should succeed.



User ID	Name	Email	Active	Created	Updated
hema	hema 1234	hema.setti@gmail.com	true	2025-07-01 04:46:29	2025-07-01 09:33:08
henrietta.cintora	Henrietta Cintora	henrietta.cintora@example.com	true	2012-02-17 19:04:52	2025-06-28 18:22:40
heriberto.tivis	Heriberto Tivis	heriberto.tivis@example.com	true	2012-02-17 19:04:52	2025-06-28 18:22:42
hilario.cassa	Hilario Cassa	hilario.cassa@example.com	true	2012-02-17 19:04:51	2025-06-28 18:22:40
hillary.holmes	Hillary Holmes	hillary.holmes@example.com	true	2012-02-17 19:04:52	2025-06-28 18:22:45
howard.johnson	Howard Johnson	howard.johnson@example.com	true	2006-02-07 15:12:59	2025-06-28 18:22:41
ike.benthin	Ike Benthin	ike.benthin@example.com	true	2012-02-17 19:04:53	2025-06-28 18:22:40
ike.zeolla	Ike Zeolla	ike.zeolla@example.com	true	2012-02-17 19:04:52	2025-06-28 18:22:42
Incident.Manager	Incident Manager	incident.manager@example.com	true	2017-05-16 04:09:42	2025-06-28 18:22:42
Incident.Manageratf	Incident Manageratf	Incident.Manageratf@example.com	true	2018-07-18 00:29:02	2025-06-28 18:22:44
inventory_admin	Inventory Admin	Inventory.Admin@example.com	true	2012-03-19 18:02:55	2025-06-28 18:22:43
ione.kucera	Ione Kucera	ione.kucera@example.com	true	2012-02-17 19:04:49	2025-06-28 18:22:45
isaac.davensizer	Isaac Davensizer	isaac.davensizer@example.com	true	2012-02-17 19:04:49	2025-06-28 18:22:42
isaac.zackery	Isaac Zackery	isaac.zackery@example.com	true	2012-02-17 19:04:49	2025-06-28 18:22:44
isabell.armout	Isabell Armout	isabell.armout@example.com	true	2012-02-17 19:04:53	2025-06-28 18:22:45
isiah.phernetton	Isiah Phernetton	isiah.phernetton@example.com	true	2012-02-17 19:04:51	2025-06-28 18:22:41

### 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.