

Incident
INC0010001

Discuss

Follow

Update

Resolve

Delete



Number

INC0010001

* 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

kiran 123

[Related Search Results >](#)

All

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"/>
Ajay	Ajay kumar	ajay@example.com	true	2025-04-18 06:19:51	2025-04-18 06:19:51
kiran	kiran 123	kiran@example.com	true	2025-04-18 04:16:04	2025-04-18 04:16:04
sim_admin	SIM Admin		true	2021-04-29 10:40:45	2025-04-17 18:30:02
itadmin	IT Admin	itadmin@example.com	true	2026-03-17 17:10:29	2025-04-17 18:30:01
hradmin	HR Admin	hradmin@example.com	true	2019-04-24 17:11:10	2025-04-17 18:30:01
Hanah.Facio	Hanah Facio		true	2025-04-15 00:01:18	2025-04-17 18:30:01
joanna.pilfer	Joanna Pilfer	joanna.pilfer@example.com	true	2023-04-30 14:14:08	2025-04-17 18:30:01
Bartie.Hachey	Bartie Hachey		true	2025-04-15 00:00:16	2025-04-17 18:30:01
peter.foss	Peter Foss	peter.foss@example.com	true	2020-02-21 10:20:24	2025-04-17 18:30:00
Matthew.Robinson	Matthew Robinson	matthew.robinson@example.com	true	2025-04-13 16:26:07	2025-04-17 18:30:00

servicenow

AllFavoritesHistoryWorkspacesAdmin

Business Rules ☆

Search

▼

🌐

💬

?

🔔

≡

🔍

💬

Business Rules

Name

▼

Search

⚡

⚙️

Actions on selected rows...

▼

New

All > Name starts with prevent user

🔍

Name

▲

Active

Table

Application

Order

Updated

prevent user

Search

Search

Search

Search

Search

📘

Prevent User Deletion if Assigned to an

true

User [sys_user]

Global

100

2025-06-30 01:46:07

⚙️

...

📷

📹

📄

⚙️

Business Rule

Prevent User Deletion if Assigned to an



Update

Delete



A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. [More Info](#)

Name Prevent User Deletion if Assigned to an

Application Global



Table User [sys_user]

Active ☒Advanced ☒

When to run

Actions

Advanced

Condition

Script ☐ Turn on ECMAScript 2021 (ES12) mode

```
1 (function executeRule(current, previous /*null when async*/) {
2
3   var incGr = new GlideRecord('incident');
4
5   incGr.addQuery('assigned_to', current.sys_id);
6
7   incGr.setLimit(1); // Just need to check existence
8
9   // incGr.addQuery('active', true); we can use the above or this line of code to check where the user is
   assigned with any incident
10
```



≡ 🔍 💬 Users Updated ▾ Search



Actions on selected rows... ▾

New

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

All



User ID

Name

Email

Active

Created

Updated ▾

Search

Search

Search

Search

Search

Search

kiran

kiran 123

kiran@example.com

true

2025-04-18 04:16:04

2025-04-18 04:16:04

sim_admin

SIM Admin

true

2021-04-29 10:40:45

2025-04-17 18:30:02



itadmin

IT Admin

itadmin@example.com

true

2026-03-17 17:10:29

2025-04-17 18:30:01

hradmin

HR Admin

hradmin@example.com

true

2019-04-24 17:11:10

2025-04-17 18:30:01

Hanah.Facio

Hanah Facio

true

2025-04-15 00:01:18

2025-04-17 18:30:01

joanna.pilfer

Joanna Pilfer

joanna.pilfer@example.com

true

2023-04-30 14:14:08

2025-04-17 18:30:01

Bartie.Hachey

Bartie Hachey

true

2025-04-15 00:00:16

2025-04-17 18:30:01

peter.foss

Peter Foss

peter.foss@example.com

true

2020-02-21 10:20:24

2025-04-17 18:30:00

Matthew.Robinson

Matthew Robinson

matthew.robinson@example.com

true

2025-04-13 16:26:07

2025-04-17 18:30:00

≡ 🔍 Users Updated ▾ Search



Actions on selected rows... ▾

New

All

<input type="checkbox"/>	<input type="text" value="Search"/>	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"/>
		kiran	kiran 123	kiran@example.com	true	2025-04-18 04:16:04	2025-04-18 04:16:04
		sim_admin	SIM Admin		true	2021-04-29 10:40:45	2025-04-17 18:30:02
<input type="checkbox"/>	<input type="text" value="i"/>	itadmin	IT Admin	itadmin@example.com	true	2026-03-17 17:10:29	2025-04-17 18:30:01
		hradmin	HR Admin	hradmin@example.com	true	2019-04-24 17:11:10	2025-04-17 18:30:01
		Hanah.Facio	Hanah Facio		true	2025-04-15 00:01:18	2025-04-17 18:30:01
		joanna.pilfer	Joanna Pilfer	joanna.pilfer@example.com	true	2023-04-30 14:14:08	2025-04-17 18:30:01
		Bartie.Hachey	Bartie Hachey		true	2025-04-15 00:00:16	2025-04-17 18:30:01
		peter.foss	Peter Foss	peter.foss@example.com	true	2020-02-21 10:20:24	2025-04-17 18:30:00
		Matthew.Robinson	Matthew Robinson	matthew.robinson@example.com	true	2025-04-13 16:26:07	2025-04-17 18:30:00
		Athena.Cantu	Athena Cantu		true	2025-04-14 23:53:36	2025-04-17 18:30:00