

Project Design Phase

Problem – Solution Fit

Date	15 February 2025
Team ID	LTVIP2026TMIDS84378
Project Name	Prevent User Deletion if Assigned to an Incident
Maximum Marks	2 Marks

1. Customer Segment

Primary customers include ServiceNow Administrators and ITSM Managers responsible for user lifecycle management.

2. Identified Problem

The system allows deletion of users even if they are assigned to active incidents, leading to data inconsistency and audit risks.

3. Proposed Solution Fit

The Before Delete Business Rule ensures validation before deletion. This aligns directly with administrator workflow and addresses the risk effectively.

4. Behavioral Impact

Administrators receive immediate feedback during deletion attempts, reinforcing correct operational practices and maintaining accountability.