

Phase 1: Ideation Phase

Project: Prevent User Deletion if Assigned to an Incident (ServiceNow)

1.1 Project Title

Prevent User Deletion if Assigned to an Incident (ServiceNow Business Rule)

1.2 Problem Statement

In ServiceNow, user records are stored in the **sys_user** table. Sometimes, administrators may delete a user account accidentally or intentionally without checking whether the user is currently assigned to any active incidents. If a user is deleted while still assigned to incidents, it may lead to:

- Missing ownership of incidents
- Disruption in IT Service Management (ITSM) workflow
- Confusion in tracking incident responsibility
- Data integrity issues in the system

1.3 Objective of the Project

The main objective of this project is to implement a safeguard mechanism that **blocks deletion of a user if they are assigned to one or more incidents**. This is achieved using a Business Rule on the **sys_user** table.

1.4 Proposed Solution

To solve this problem, a **Before Delete Business Rule** is created in ServiceNow that:

- Checks the **incident** table
- Searches for any incident where **assigned_to = current user**
- If an incident exists, it shows an error message and stops deletion

1.5 Key Features

- Prevents accidental deletion of assigned users
- Displays a clear error message to the administrator
- Allows deletion of users who are not assigned to any incidents
- Ensures incident ownership remains intact

1.6 Tools and Technologies Used

- ServiceNow Personal Developer Instance (PDI)
- Business Rules
- GlideRecord API
- Incident Management Module

1.7 Expected Outcome

Case 1: User assigned to incident

- Deletion should be blocked
- Error message should be displayed

Case 2: User not assigned to any incident

- Deletion should succeed normally

Phase	Deliverable
Ideation Phase	Problem statement, objective, proposed solution, expected outcomes