Ideation Phase

Brainstorm & Idea Prioritization

Date	15 February 2025
Team ID	LTVIP2026TMIDS84378
Project Name	Prevent User Deletion if Assigned to an Incident
Maximum Marks	4 Marks

1. Selected Problem Statement

Prevent accidental deletion of users who are assigned to active incidents in ServiceNow.

2. Brainstormed Solutions

- Implement Before Delete Business Rule validation.
- Add warning confirmation popup.
- Generate active assignment report before deletion.
- Implement approval workflow for user deletion.
- Enable audit logging for deletion attempts.

3. Idea Prioritization Matrix

```
              Importance
                 ↑
                 |
      High       |    [Business Rule Validation]
                 |
                 |
                 |
      Low        |_____→ Feasibility
                 Low                      High
```