Phase 5: Project Development Phase

ServiceNow Project: Prevent User Deletion if Assigned to an Incident

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1. Development Overview

This phase documents the implementation steps performed in ServiceNow to develop the solution. The development work includes creating test users, assigning roles, creating and assigning incidents, implementing the Business Rule, and validating the final output with screenshots.

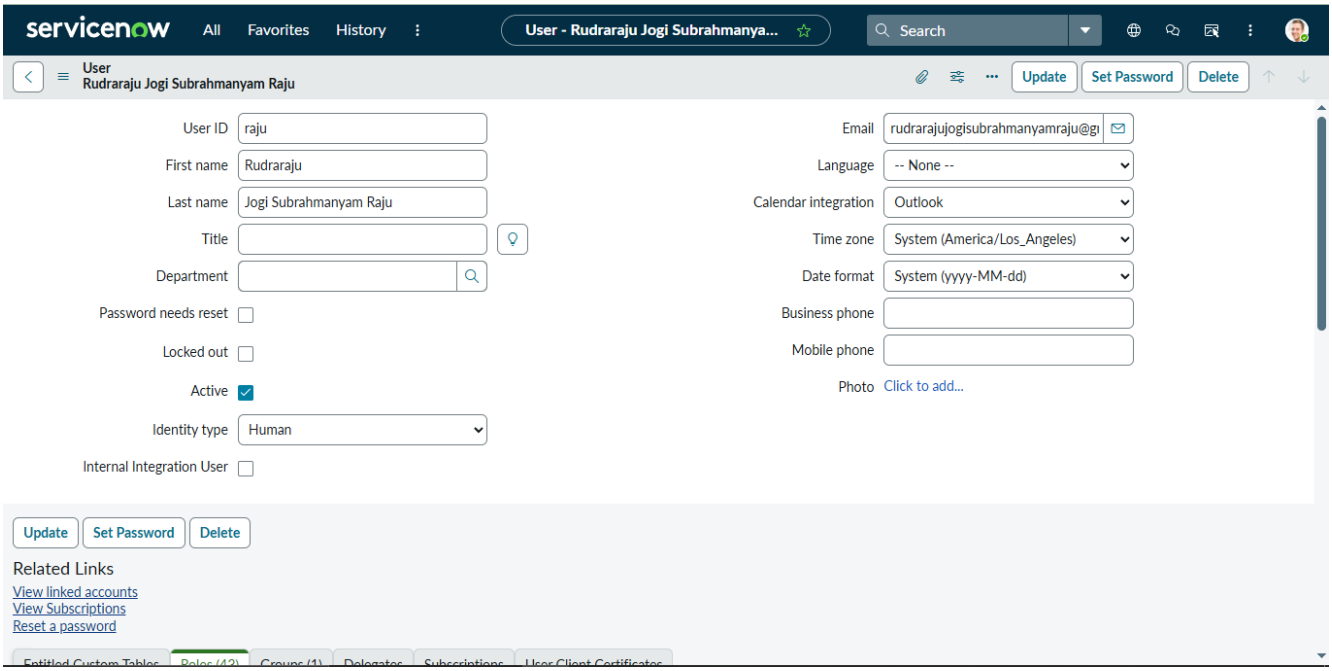
2. Environment Setup

Parameter	Value
Platform	ServiceNow
Instance Type	Personal Developer Instance (PDI)
Application Scope	Global
Module Used	Incident Management
Tables Used	sys_user, incident

3. Development Steps (with Evidence)

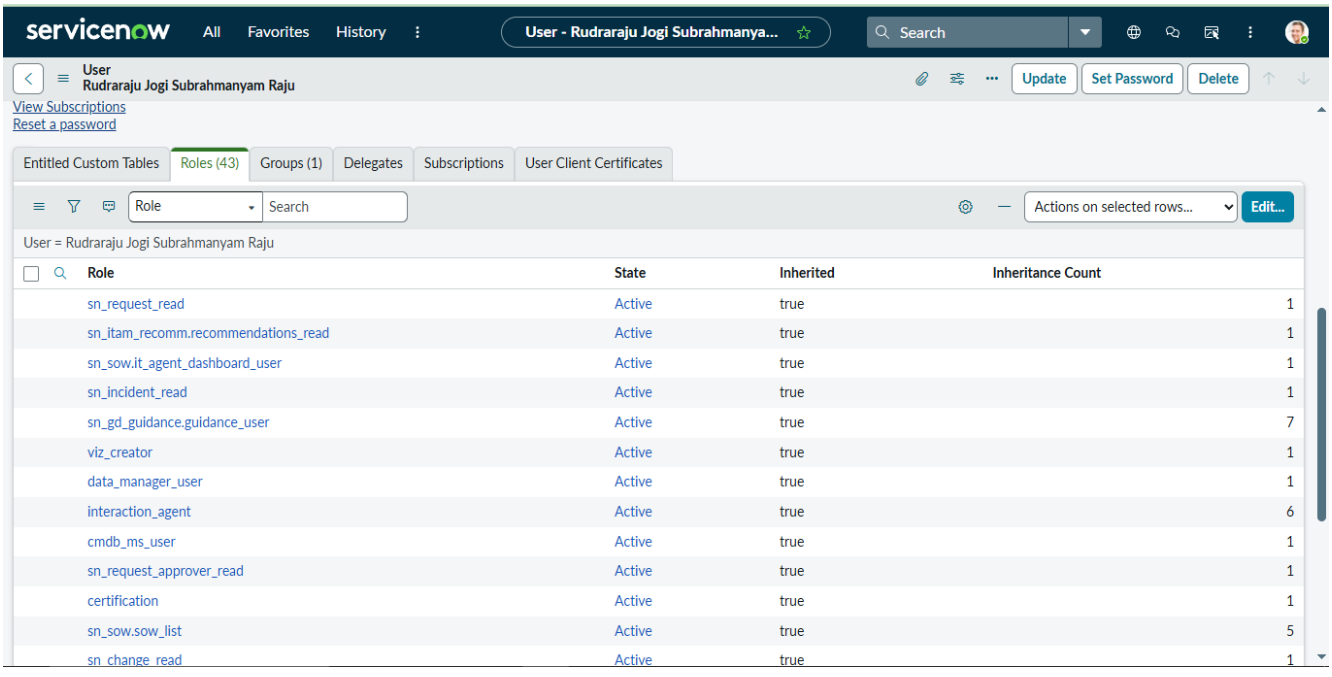
Step 1: Create User 1

A new user (User 1) is created in the sys_user table. This user is later assigned to an incident to test the delete-blocking condition.



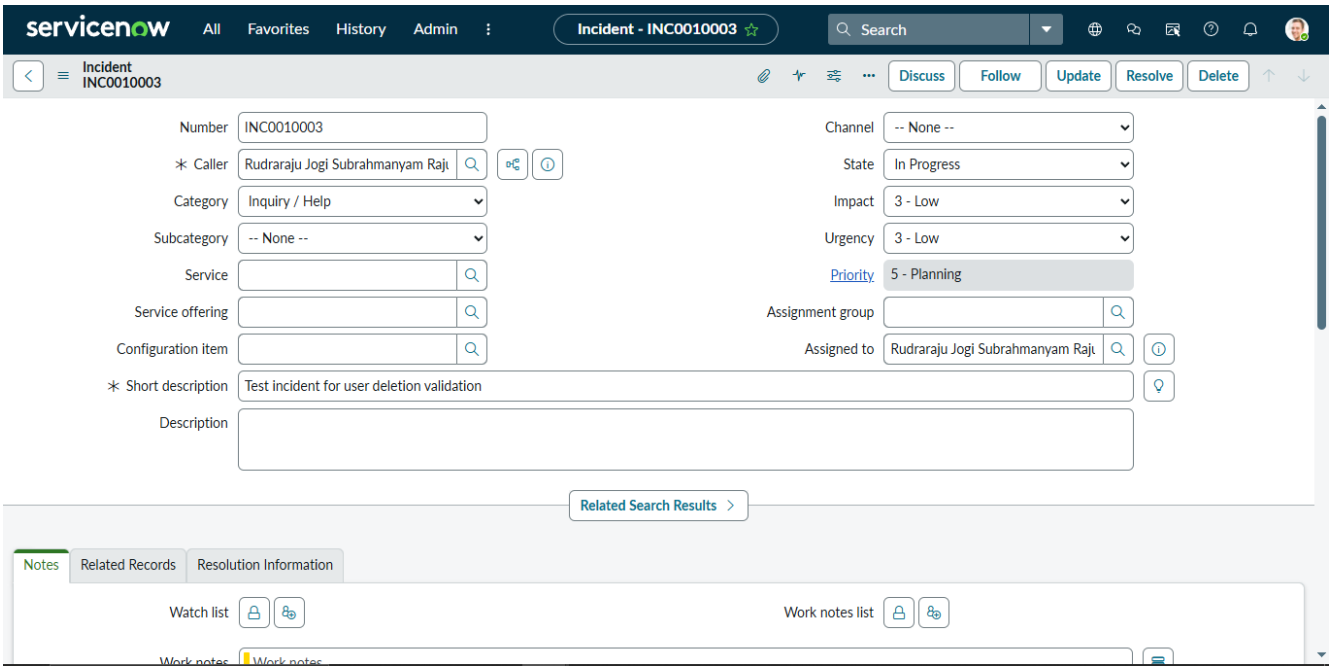
Step 2: Assign Role to User 1

A role is assigned to User 1. Although roles are not required for the Business Rule logic, it is part of standard ServiceNow user setup.



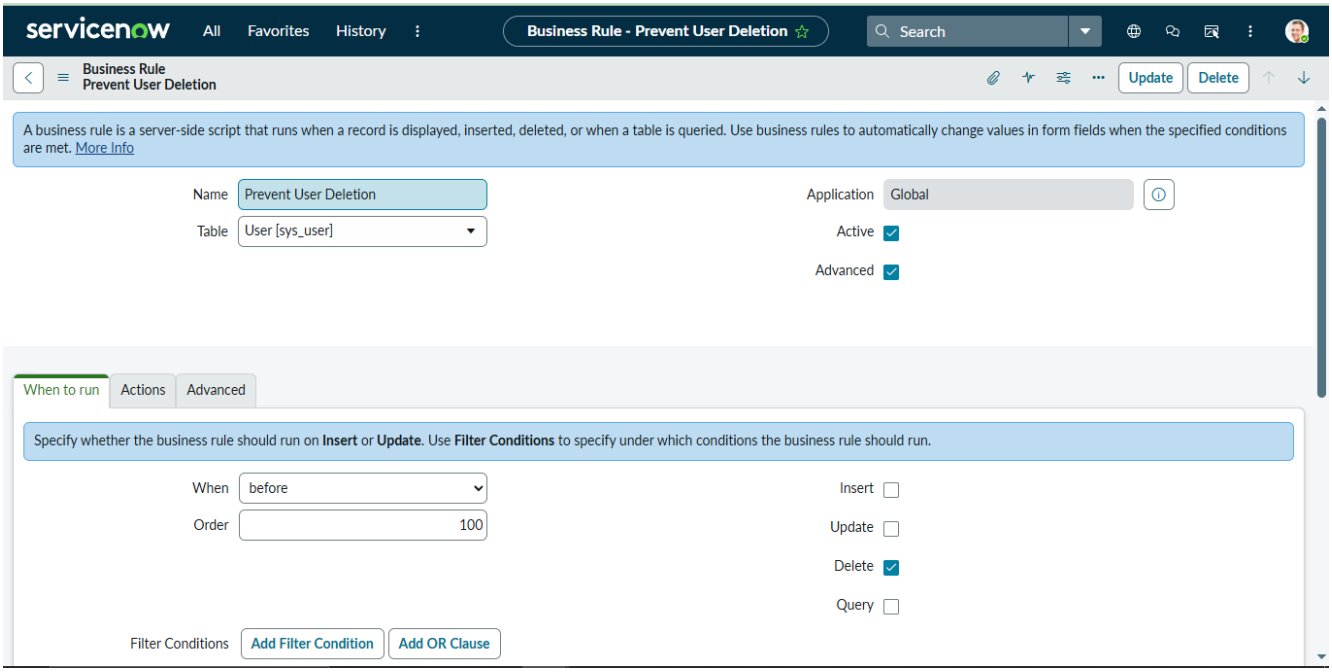
Step 3: Create an Incident and Assign to User 1

An incident record is created and assigned to User 1 using the Assigned to field. The incident is set to In Progress to represent an active scenario.



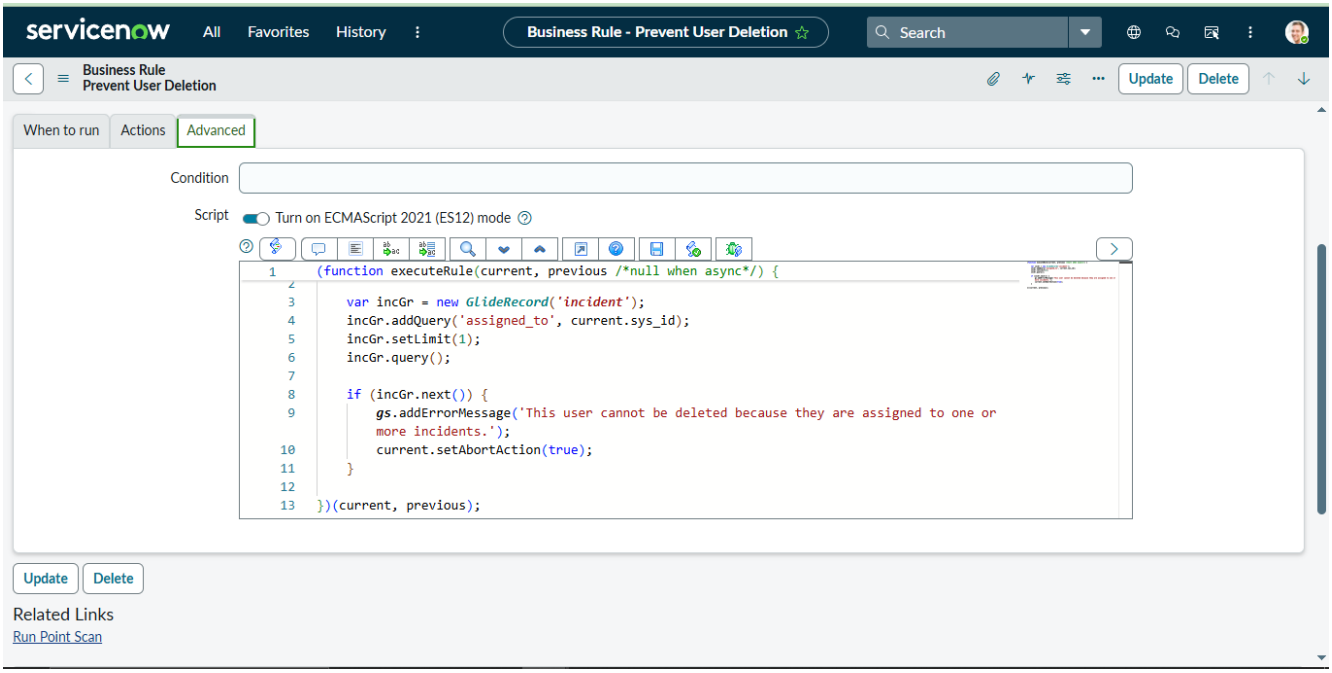
Step 4: Create Business Rule (When to run)

A Business Rule is created on the User table (sys_user) with When = Before and Delete = true.



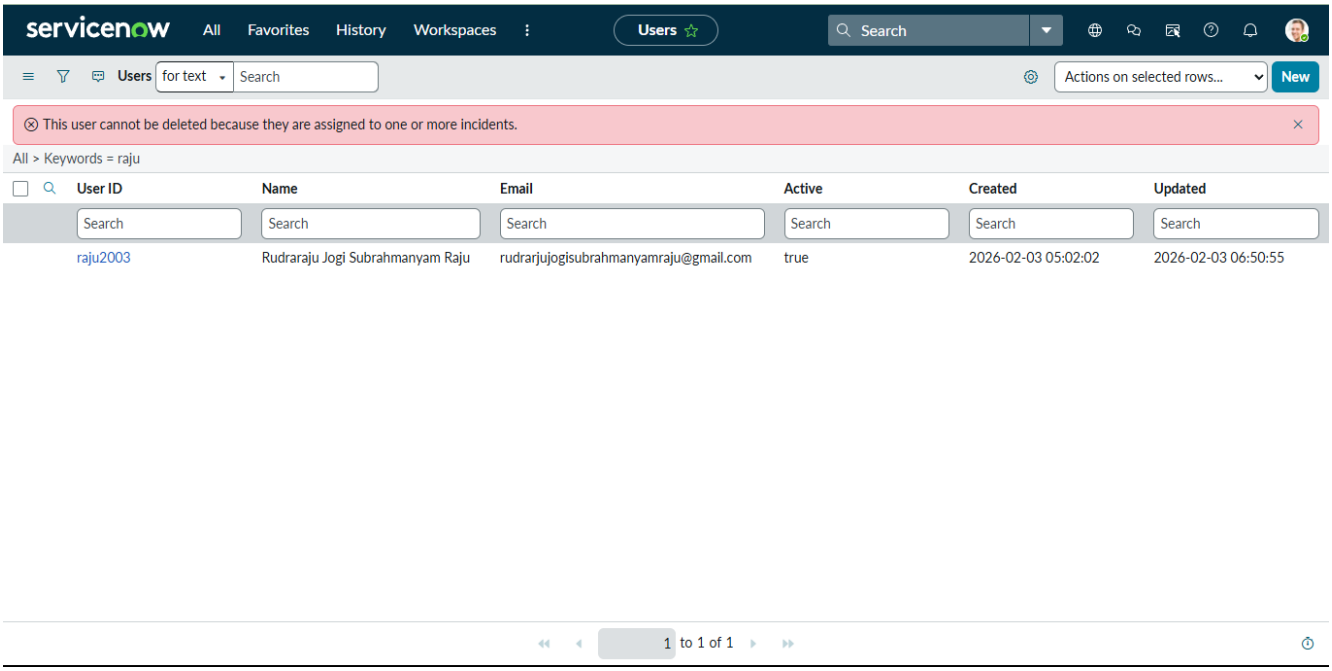
Step 5: Add Script Logic in Business Rule

The Business Rule script checks the incident table for any record where assigned_to matches the current user sys_id. If found, deletion is blocked.



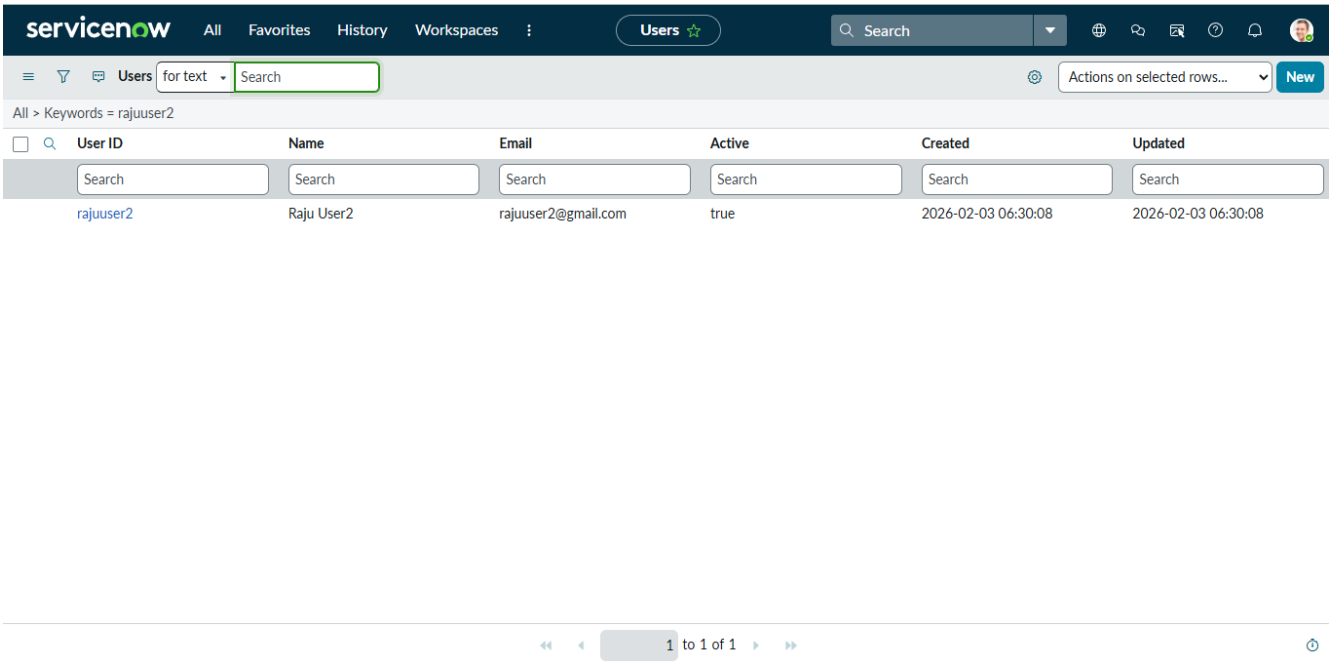
Step 6: Test Deletion for Assigned User (User 1)

When attempting to delete User 1, ServiceNow blocks the deletion and displays an error message. This confirms the rule is working correctly.



Step 7: Create User 2 and Test Deletion

A second user (User 2) is created without assigning any incident. Deleting User 2 succeeds normally, confirming that the rule does not block unrelated users.



4. Business Rule Script Used

The following script was implemented in the Business Rule (Advanced) section:

```
var incGr = new GlideRecord('incident');
incGr.addQuery('assigned_to', current.sys_id);
incGr.setLimit(1);
incGr.query();

if (incGr.next()) {
    gs.addErrorMessage('This user cannot be deleted because they are assigned to
 one or more incidents.');
    current.setAbortAction(true);
}
```

5. Testing Summary

Test Case	Input Condition	Expected Result	Actual Result	Status
TC-01	Delete User 1 (Assigned to Incident)	Deletion should be blocked	Deletion blocked with error message	PASS
TC-02	Delete User 2 (No incident assigned)	Deletion should be allowed	Deletion successful	PASS

6. Conclusion

The development phase successfully implemented the required Business Rule and validated the solution using test users and incidents. The final output confirms that the system blocks deletion of users who are assigned to incidents while allowing deletion for users with no incident assignments.