

# Project Design Phase

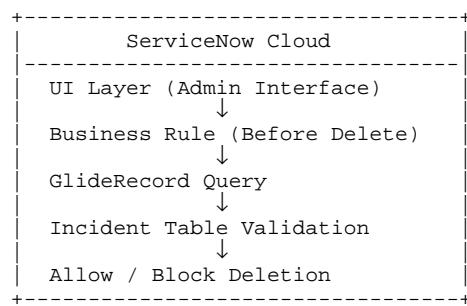
## Solution Architecture

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

### 1. Architectural Overview

The solution is implemented entirely within the ServiceNow cloud platform using a platform-native architecture model. The Business Rule executes in the server-side scripting layer and validates user deletion requests against the Incident table before allowing record removal.

### 2. Solution Architecture Diagram



### ***3. Data Flow Explanation***

When an administrator attempts to delete a user, the request triggers the Before Delete Business Rule. The rule queries the Incident table using GlideRecord API to verify if any active assignments exist. If records are found, the deletion is aborted and an error message is displayed.

### ***4. Security Considerations***

The architecture leverages ServiceNow's role-based access control (RBAC) and ACL mechanisms. Only authorized administrators can initiate deletion actions. Validation ensures audit compliance and data integrity.