

Phase 6: Project Demonstration Phase

ServiceNow Project: Prevent User Deletion if Assigned to an Incident

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| Date | 14 Feb 2026 |
| Document Version | 1.0 |

1. Demonstration Overview

This phase explains how the project is demonstrated to the mentor during evaluation. The demonstration proves that the Business Rule works correctly by showing both success and failure scenarios using test users and incident assignments.

2. Demonstration Objectives

- Show the created users (User 1 and User 2).
- Show that User 1 is assigned to an incident (Assigned to = User 1).
- Show the Business Rule configuration (When to run + Script).
- Show the output: deletion blocked for User 1 with error message.
- Show the output: deletion allowed for User 2 (unassigned user).
- Provide clear evidence through screen recording and screenshots.

3. Demo Prerequisites

| Requirement | Details |
|---------------------|---|
| ServiceNow Instance | Personal Developer Instance (PDI) with ITSM / Incident Management enabled |
| Admin Access | User must be logged in as admin for viewing Business Rules and deleting users |
| Test Data | User 1 (assigned), User 2 (unassigned), 1 Incident assigned to User 1 |
| Business Rule | Active, When=Before, Delete=true on sys_user table |
| Screen Recorder | OBS Studio / Xbox Game Bar / ShareX |

4. Demonstration Flow (Step-by-Step)

- Step 1: Login to ServiceNow instance as Admin.
- Step 2: Navigate to User list and open User 1 record.
- Step 3: Show User 1 details and Roles related list.
- Step 4: Navigate to Incident list and open the incident assigned to User 1.
- Step 5: Show incident fields: Assigned to = User 1, State = In Progress, Active = true.
- Step 6: Navigate to Business Rules and open the created Business Rule.
- Step 7: Show configuration: When = Before, Delete = true.
- Step 8: Show the script logic in Advanced tab.
- Step 9: Go back to User 1 record and attempt delete.
- Step 10: Show the error message and confirm deletion blocked.
- Step 11: Open User 2 record and attempt delete.
- Step 12: Show deletion success for User 2 (unassigned).

5. Demonstration Script (What to Speak)

The following is a suggested script that can be spoken during the demo video:

- “Hello, this is our ServiceNow project titled Prevent User Deletion if Assigned to an Incident.”
- “The goal is to block deletion of a user if they are assigned to one or more incidents.”
- “Here I have created User 1 and assigned an incident to this user.”
- “Now I will show the Business Rule created on the sys_user table which runs Before Delete.”
- “The script checks the incident table and blocks deletion if any incident exists for the user.”
- “Now I will attempt to delete User 1. As you can see, deletion is blocked and an error message is shown.”
- “Next, I will delete User 2 who is not assigned to any incident. Deletion is successful.”
- “This confirms that the Business Rule works correctly. Thank you.”

6. Demo Video Submission Details

After recording the demonstration video, the final video can be uploaded to Google Drive or YouTube (unlisted) as per mentor instructions. The link should be shared in the SmartInternz portal submission section.

| Submission Item | Recommended Format |
|------------------|---|
| Video Duration | 3 to 6 minutes |
| Resolution | 720p or 1080p |
| Audio | Optional (recommended) |
| Video Content | Show output + Business Rule + incident assignment proof |
| Upload Location | Google Drive / YouTube (Unlisted) |
| Final Submission | Paste video link in portal + upload PDFs in GitHub |

7. Conclusion

The demonstration phase ensures that the mentor can clearly verify the project output and working proof. By showing both deletion blocked and deletion allowed scenarios, the project functionality is validated end-to-end.