Ideation Phase

Problem Statement

Date	15 February 2025
Team ID	LTVIP2026TMIDS84378
Project Name	Prevent User Deletion if Assigned to an Incident
Maximum Marks	2 Marks

1. Problem Background and Context

In modern IT Service Management (ITSM) environments, maintaining data integrity and ensuring proper ownership of incident records is critical for operational stability, compliance, and accountability. Within the ServiceNow platform, administrators are responsible for managing user lifecycle activities such as creation, modification, and deletion of user accounts. However, the default system configuration allows user records to be deleted without validating whether the user is currently assigned to active incidents. This creates a significant operational risk where deletion of a user who is assigned to ongoing incidents can result in broken ownership references, data inconsistency, audit failures, and disruption of service workflows. The absence of an automated validation mechanism places complete dependency on manual verification, increasing the likelihood of human error and compromising system reliability.

2. Core Problem Definition

The core problem addressed in this project is the lack of automated validation before deleting user records in ServiceNow when those users are assigned to active incidents. ServiceNow Administrators aim to maintain a clean and optimized user database by removing inactive or redundant accounts; however, without system-enforced dependency checks, there is a possibility of accidentally deleting users linked to critical incident records. Similarly, ITSM Managers require continuous traceability of incident ownership to ensure accountability and compliance with organizational governance standards. When assigned users are removed without proper validation, it leads to operational confusion, reduced traceability, potential SLA breaches, and compliance risks. Therefore, there exists a clear gap between administrative actions and system safeguards, which necessitates the implementation of a reliable validation mechanism to prevent unauthorized or unintended deletion of users assigned to active incidents.