Project Design Phase-II

Solution Requirements (Functional & Non-functional)

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

1. Functional Requirements

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Management	Admin can view user records from sys_user table
FR-2	Delete Validation	System must validate incident assignment before deletion
FR-3	Business Rule Execution	Before Delete Business Rule must execute automatically
FR-4	Error Notification	System must display error if user is assigned to incidents
FR-5	Deletion Approval	Allow deletion only if no active assignments exist
FR-6	Audit Logging	System must log deletion attempts for audit compliance

2. Non-Functional Requirements

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	Solution must integrate seamlessly with ServiceNow UI.
NFR-2	Security	Role-based access and ACL enforcement must be applied.
NFR-3	Reliability	Validation must execute consistently without failure.
NFR-4	Performance	Deletion validation must execute with minimal latency.
NFR-5	Availability	System must remain operational during validation.
NFR-6	Scalability	Architecture must scale with growing user records.