

Project Design Phase

Proposed Solution

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

Parameter	Description
Problem Statement (Problem to be solved)	Prevent accidental deletion of users assigned to active incidents.
Idea / Solution description	Implement a Before Delete Business Rule on sys_user table to validate incident assignments.
Novelty / Uniqueness	Lightweight platform-native validation without external integrations.
Social Impact / Customer Satisfaction	Improves data integrity, reduces operational risk, enhances audit confidence.
Business Model (Revenue Model)	Internal IT governance enhancement; no direct revenue model.
Scalability of the Solution	Fully scalable within ServiceNow SaaS architecture.