

**\*1. Project Title:\*** Prevent User Deletion If Assigned To An Incident

**\*Techniques:\*** ServiceNow Development, Access Control

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**\*Internship Platform:\*** SmartInternz

**\*Domain:\*** ServiceNow Administration

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**\*Date:\*** [Add your date]

**\*2. Project Overview:\*** Preventing User Deletion If Assigned To An Incident

**\*Project Title:\*** Ensuring Incident Management Integrity through User Deletion Prevention

**\*3. Abstract:\***

In incident management, ensuring that users assigned to incidents are not deleted is crucial for maintaining continuity and accountability. This project aims to develop a solution on the ServiceNow platform to prevent user deletion if they are currently assigned to an ongoing incident.

**\*4. Problem Statement:\***

The challenge lies in preventing accidental or premature deletion of users who are critical to resolving incidents. The goal is to create a system that checks user assignments before allowing deletion.

**\*5. Objective:\***

To design and implement a ServiceNow-based solution that restricts user deletion if the user is assigned to an ongoing incident, ensuring incident management integrity.

**\*6. Dataset Description:\***

- **\*Dataset:\*** Incident Records and User Assignments
- **\*Source:\*** ServiceNow Incident Management module
- **\*Total Records:\*** [Number of Records]
- **\*Columns:\*** Incident ID, User ID, Assignment Status, etc.

**\*7. Methodology:\***

1. **\*Requirement Gathering:\*** Identify the requirements for preventing user deletion.
2. **\*Configuration:\*** Configure ServiceNow to check user assignments before deletion.
3. **\*Validation:\*** Validate the configuration to ensure it meets the requirements.
4. **\*Testing:\*** Perform thorough testing to ensure the solution works as expected.

**\*8. Model Building:\***

- **\*Application:\*** ServiceNow Platform
- **\*Features:\*** Custom business rules, access controls, and incident management integration
- **\*Implementation:\*** Configure ServiceNow to prevent user deletion if assigned to an incident

**\*9. Results & Accuracy:\***

- **\*Efficiency:\*** Improved incident management continuity by preventing accidental user deletion.
- **\*Accuracy:\*** Enhanced accuracy in maintaining incident assignments and accountability.

**\*10. Conclusion:\***

The developed solution ensures that users assigned to incidents are not deleted, maintaining incident management integrity. Future enhancements could include custom notifications and additional validation rules.