IDEATION PHASE

Problem Statement :

In an IT Service Management environment, users are frequently assigned to incidents for issue resolution and tracking. However, the current system lacks a validation mechanism to prevent the deletion of a user who is still actively assigned to incidents. This can lead to broken data references, loss of accountability, and disruption in workflow continuity.

There is a need to implement a safeguard that prevents such deletions unless all assigned incidents are closed or reassigned.

Objectives :

The primary objectives of preventing user deletion when they are assigned to an incident are multifaceted, aiming to maintain data integrity, operational efficiency, compliance, and effective knowledge management within an organization's IT service management (ITSM) framework.

Challenges :

1. **Data Integrity**: Ensuring data consistency and accuracy when preventing user deletion.
2. **System Complexity**: Implementing logic to check incident assignments and prevent deletion.
3. **User Experience**: Displaying clear error messages and providing alternatives.
4. **Edge Cases**: Handling scenarios like completed incidents or reassigned tasks.
5. **Performance Impact**: Potential impact on system performance due to additional checks.

Solutions :

1. **Validation Check**: Implement a validation check to verify if a user is assigned to an incident before deletion.
2. **Warning Message**: Display a warning message to administrators when attempting to delete a user assigned to an incident.
3. **Reassignment Option**: Provide an option to reassign incidents before deleting a user.
4. **Automated Reassignment:** Automatically reassign incidents to another user or group.
5. **Role-Based Access**: Restrict user deletion privileges based on roles.