Writing Issues Off

General Funcionalities · https://community-staging.qualityclouds.com/qcdocs/qc/general-functionalities/writing-issues-off/

The **write-off functionality** allows you to skip certain issues on succeeding scans so that it does not show up in the scan in question, or in any later scan, and enables the issues to be identified and flagged individually.

In some cases, detected issues need to be omitted, perhaps due to changing priorities or because a best practice no longer serves the instance for a period of time.

Once an issue is marked as written-off, it will not appear in the views, by default, although they can be shown by enabling a switch in the view. This functionality helps to focus merely on the issues of importance to you, however, this selection can always be reviewed at a later stage. The write-off feature operates under Quality Clouds for ServiceNow software products.

Views

Here are some key pointers about the views.

- Views which display detailed issues tables include a new value: Number of Write-Offs (#WO) to indicate how many issues are hidden.
- Views include a selector/check to show/hide the Write Off issues.
- Write Off issues will be hidden by default in all views.
- KPIs will not be affected by WO issues.

UI includes a detailed list of the issues in the last scan. This table includes a 'Skip' checkbox that will flag the individual issue as written-off. The issues write-off form will have the following navigation filters that will apply in real-time to the displayed issues:

- Impact area
- Application
- Issue type

- Severity

Actions to manage write-off issues as an approver

Here are the three different actions an approver can take for a requested write-off in the New Debt Manager:

Approve	*Decline*	*Reject*
After approving a requested write-off, the issue will appear in the Closed Issues (Justified) section.	If a requested write-off is declined, the issue will return to the Open tab as the developer is no longer considering the write-off.	After rejecting a requested write-off, the issue will be sent back to the Open tab as the Platform owner has turned down the request.

Writing issues off from the Admin portal

→ To write off an issue from the Admin Portal

1. In the Quality Clouds portal, go to the **History** section.
2. Select the scan you want to review issues for, and click the **Show issues and warnings** icon. The list of issues is displayed.
3. Choose the row which displays the issue you want to remove, and click the **Write off** button.
4. A popup menu will ask for a reason and description of the write off action.

Embedded media: https://qualityclouds.com/documentation/wp-content/uploads/2024/03/writte-off-issues-history-in-admin-portal.mov

The issue has now been written off.