

Standardizing Jira Intake and Improving Data Integrity with Issue Template Agent for Cloud

Mainspring Energy, a manufacturer of clean power generators, standardized data collection across 30+ active Jira projects - without adding a single new custom field. Guided by Atlassian Gold Solution Partner SPK and Associates, the team implemented Appsvio's Issue Templates Agent to solve a common scaling problem: as Jira usage grows across dozens of projects, free-form text fields tend to leave out the details teams need to start work, leading to missing information and constant follow-ups. Structured prompts, built directly into existing fields, closed that gap.

THE CHALLENGE: MANAGING UNSTRUCTURED JIRA FIELDS AND CUSTOM FIELD BLOAT

As Mainspring Energy expanded Jira to roughly 30 projects, collecting consistent information from users became difficult.

Important paragraph fields, such as the standard Description field, were blank by default. Without guided prompts, users submitted tickets with incomplete details. Engineering and IT teams had to pause work repeatedly to ask follow-up questions and gather missing context.

Creating additional custom fields could have added structure, but it also threatened to clutter Jira forms, complicate maintenance, and create custom field bloat. Mainspring needed a way to guide users without relying on generic default values or multiplying custom fields.

“We had paragraph fields (ex: description) that were open-ended, and people didn’t know what to put in there. Templates gave structure and ideas for what to put in there. Fields can do that, but we don’t need all of those fields, we already have so

highlights Mainspring Energy representative

Main operational hurdles included:

- **Incomplete Requests:** Tickets were created without the technical details needed to start work.

- **Administrative Delay:** Team members spent time contacting submitters to clarify basic details.
- **Form Complexity:** Adding custom fields for every unique detail made Jira harder to administer and report on.

THE SOLUTION: STANDARDIZING WORKFLOWS WITH JIRA ISSUE TEMPLATES

To improve data entry without cluttering the system, SPK and Associates helped Mainspring evaluate and set up [Issue Templates](#) Agent by Appsvio.

SPK provided the hands-on administration required to build templates tailored to specific project needs. Instead of leaving users with a blank text box, the templates insert clear prompts, formatting guidelines, and instructions directly inside paragraph fields and custom fields.

Key elements of the setup:

- **Guided Text Prompts:** Added clear questions directly inside existing text areas to show submitters what information was required.
- **Broad Implementation:** Created 25 reusable templates covering 22 Jira fields across approximately 30 projects.
- **Controlled Governance:** Kept Jira screen configurations clean by structuring existing fields rather than building new ones.



CREATED 25 REUSABLE TEMPLATES



STANDARDIZED INPUTS ACROSS 30 PROJECTS



REDUCED FOLLOW-UPS, SAVING TIME FOR TEAMS

THE SOLUTION: STANDARDIZING WORKFLOWS WITH JIRA ISSUE TEMPLATES

To improve data entry without cluttering the system, SPK and Associates helped Mainspring evaluate and set up Issue Templates Agent by Appsvio.

SPK provided the hands-on administration required to build templates tailored to specific project needs. Instead of leaving users with a blank text box, the templates insert clear prompts, formatting guidelines, and instructions directly inside paragraph fields and custom fields.

Key elements of the setup:

- Guided Text Prompts: Added clear questions directly inside existing text areas to show submitters what information was required.
- Broad Implementation: Created 25 reusable templates covering 22 Jira fields across approximately 30 projects.
- Controlled Governance: Kept Jira screen configurations clean by structuring existing fields rather than building new ones.

THE RESULTS: HIGH DATA INTEGRITY AND CLEAN JIRA ADMINISTRATION

Introducing structured templates changed how Mainspring collects and manages work items across its projects. Most importantly, it reduced the need for follow-up messages. Tickets now arrive with the necessary context from the start, allowing teams to begin work without waiting for missing details.

The change also simplified ticket creation for users, who no longer have to guess what information to include. On the administrative side, structuring existing fields within templates avoided the need for additional custom fields, keeping the Jira instance manageable. By standardizing inputs across all 30 projects, Mainspring established consistent data that makes tracking and reporting far more reliable.



We don't have to reach out to people now to get more information or clarify. Users don't have to spend as much time coming up with what to put in the fields.

sums up the Mainspring representative.

For teams managing Jira at scale, the takeaway extends beyond this one setup. Custom field bloat is a common side effect of trying to fix data-quality problems in Jira - every additional field adds configuration overhead and makes screens harder to maintain across projects.

Structuring the fields that already exist, rather than multiplying them, gives administrators a way to guide users without that trade-off. For teams facing the same choice, [issue creation templates for Jira](#) offer a way to keep governance simple as Jira usage grows.

ABOUT MAINSPRING ENERGY

[Mainspring Energy](#) manufactures linear generators that convert fuel into electricity through a low-temperature, flameless reaction. Their modular systems supply onsite power for utilities, data centers, and commercial facilities. Capable of running on multiple fuels, including hydrogen, biogas, and natural gas, Mainspring provides low-emission energy to support modern power grids.

ABOUT SPK AND ASSOCIATES

SPK and Associates is an Atlassian Gold Solution Partner with over 20 years of experience supporting engineering and product development teams. Their relationship with Mainspring Energy began seven years ago, initially focused on CAD/PDM and PLM product development systems. As Mainspring expanded its operations, SPK took on Atlassian Application Management services. Today, SPK provides hands-on Jira administration, architectural guidance for integrations, and ongoing optimization of workflows across software and business teams.

STANDARDIZE YOUR JIRA WORKFLOWS

Stop wasting time hunting for missing details in empty fields. Issue Templates Agent brings clear guidance directly into your Jira forms, helping your teams collect complete data from day one while keeping your administration lean.

Try Issue Templates Agent for Free

See how easy it is to eliminate back-and-forth messages, guide submitters, and keep your Jira instance clean.

Start Free Trial on Atlassian Marketplace

COMMON QUESTIONS FROM JIRA ADMINS

How can you standardize Jira issue creation without adding custom fields?

By adding guided prompts directly inside existing fields, like the standard Description field, instead of creating new ones. Mainspring's setup used 25 templates across 22 fields to structure input without expanding its Jira schema.

What is custom field bloat in Jira?

It's the gradual buildup of custom fields added to capture missing information, which increases configuration overhead and makes Jira instances harder to administer and report on over time.

Can issue templates work across many Jira projects at once?

Yes. Mainspring applied the same template structure across more than 30 active projects, keeping data collection consistent without managing separate configurations per project.