

**SOP: Steps to troubleshoot an issue related to outgoing emails not being sent.**

Here is a possible solution for the problem:

The issue was reported by the Business Unit (BU), indicating that there is a problem with outgoing emails.

The next step would be to escalate the issue to the IT Operations team. They are responsible for managing and maintaining the technical infrastructure, including email servers.

Upon investigation, it was determined that the SMTP (Simple Mail Transfer Protocol) server, which handles outgoing email delivery, was down. This could be due to various reasons such as a server failure, network issues, or misconfiguration.

To resolve the problem, the IT Operations team would need to take appropriate actions to bring the SMTP server back online. This could involve troubleshooting the server, addressing any underlying issues, and restoring the service to ensure that outgoing emails can be sent successfully again.

It's important to note that this is a general outline of the solution based on the information provided. The actual steps and actions required may vary depending on the specific setup and environment of your organization.