



Microsoft

Office 365

Microsoft SharePoint Online Beta Service Description

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Introduction

Microsoft® SharePoint® Online delivers SharePoint as a cloud service. This means that people can share ideas and expertise, build custom sites and solutions, and find the information they want—all without the need to set up SharePoint in their organization's data center. Plus, SharePoint Online provides high availability, comprehensive security, and simplified management, so organizations can be confident in choosing it for a collaboration platform.

Quickly Respond to New Opportunities

SharePoint Online can support everyone in an organization: from colleagues located around the world, to temporary employees, to people from a new acquisition. With no server purchases or deployments, organizations can quickly provision a small satellite office, interim staff, or a newly acquired business—helping people to work better together, right from the start.

Provide a Familiar User Experience

SharePoint Online provides a simple, familiar, and consistent user experience. Connections to Microsoft Office mean that people can work with confidence using well-known applications and interfaces. Plus, they can work offline and use Microsoft SharePoint Workspace to access SharePoint Online document libraries.

Why SharePoint Online?

When people need to work with other people or with content and information, they can use the rich, out-of-the-box set of collaborative capabilities in the SharePoint Online service. People can also customize these capabilities to address specific business needs. Many companies today face significant information management and sharing challenges. For example, workers today need to be able to perform these tasks:

- Share a common workspace with team members, store documents, and collaborate on projects.
- Publish, store, and view data—often from disparate sources.
- Quickly find information that is relevant to them, their job function, and their business area.
- Manage the flow of documents and tasks through a workflow system.
- Increase data security by controlling access, inside the corporate network as well as remotely.

SharePoint Online helps organizations meet these challenges by providing a flexible web-based solution with tools and services to help workers manage information and collaborate with others.

The new co-authoring feature helps people work simultaneously with colleagues on Office® documents.

- For example, more than one person can edit a Word document or slides in a SharePoint Online document library at the same time. For example, to review a document, users can send a link to the document in a SharePoint library, and all of the reviewers can provide their feedback in the document simultaneously.

- No more attachments—users can, for example, store all of their recent documents in their My Site and work on them at the same time with other colleagues.

The new SharePoint Workspace 2010 helps users work with SharePoint sites, libraries, and lists offline and synchronize their changes when they reconnect to the corporate network.

Microsoft SharePoint Workspace now enables people to work with a SharePoint Online site on their desktop while connected to or disconnected from your corporate network. Major benefits of this offline and online capabilities include:

- Users can quickly view, add, edit and delete SharePoint Online library documents or list items while they are offline.
- Two-way synchronization between a users' computer and the network—that is, updates to data on the computer or on the network—are automatic while they are connected to the network.
- Content is automatically synchronized when people take their computer offline and then go back online.

Users can share information with others more efficiently with improved wikis, team sites, document libraries, and calendaring.

- Insert and format content directly on the page with the new Rich Text Editor.
- Browse for images or photos on your local computer or network and insert them into your site without leaving the page you are on.
- Now you can select multiple items in a list and click a button to perform the same action on all the items at the same time. For example, you can check in or check out several documents at the same time.
- Easily add events to a calendar by clicking a date and entering details for the event without leaving the calendar.
- Drag and drop items within a calendar.

Users can find and help others find interesting information and expertise.

- New features include newsfeeds, social tagging, and ratings so that you can more easily keep track of your colleagues' activities, as well as share relevant content.
- Search for a person by expertise to find someone who has the skills that match your needs.
- Use the phonetic name lookup to find similar sounding names (is it John or Jon?).

With My Sites, users can promote interaction through expertise sharing.

- Improvements to My Sites help you use your My Sites and profiles to share knowledge in your specialty area with your colleagues. Adding interests and responsibilities to profiles makes it easier for colleagues to find each other through newsfeeds, ask and answer questions, and to connect in other ways.

The tools and services provided by SharePoint Online enable individuals and teams to:

- Build out company-wide intranet portals
- Share information more securely both internally and externally.
- Upload documents to online libraries, share the documents with others, and manage how documents are used.

- Display project calendars to track milestones and resource availability.
- Show announcements and alerts.
- Publish blogs and RSS feeds, or provide a list of links to other blogs, forums, and resources.
- Maintain a list of contact names and information.
- Create navigation for your SharePoint Online sites that best meets your organization's needs.
- Provide links to other important websites.
- Create specialized websites—Document Workspaces and Meeting Workspaces—to help manage particular projects or work items.

Features of Microsoft Online Services

SharePoint Online is one of several offerings hosted by Microsoft and available from Microsoft Online Services. These Internet-based services are designed to make it easier for businesses to quickly and cost effectively access up-to-date communications and collaboration technologies.

Each service is designed for reliability, availability, and performance with a financially backed service level agreement (SLA) for a guaranteed 99.9-percent scheduled uptime. Microsoft deploys patches, security updates, and back-end upgrades, helping to eliminate the time and effort you spend managing your servers, while keeping you in control.

Subscribers to SharePoint Online benefit from a set of features that are common to all of the Microsoft business-class online services:

- **Secure access:** Each offering from Microsoft Online Services is accessed through 128-bit Secure Sockets Layer (SSL) or TLS encryption. Anyone who intercepts a communication sees only encrypted text.
- **Intrusion monitoring:** Microsoft continuously monitors the Microsoft Online Services systems for any unusual or suspicious activity. If Microsoft detects such activity, it investigates and responds appropriately. In the unlikely event that a significant incident occurs, the customer is notified.
- **Security audits:** Microsoft regularly assesses the Microsoft Online Services infrastructure to ensure that the latest compliance policies and antivirus signatures are installed, along with high-level configuration settings and required security updates. The services have:
 - Achieved [ISO 27001](#) certification.
 - Completed [SAS70](#) Type I and II audits.
 - Added controls that assist customers in complying with [HIPAA](#) and [FERPA](#).
 - Achieved the EU Safe Harbor seal.

Note

These certifications and audits apply to the services when they are generally available and do not apply to the Office 365 Beta services.

- **High availability:** Microsoft Online Services have a 99.9-percent scheduled uptime. If a customer's service is affected, Microsoft Online Services offers financial remedies subject to the terms and conditions of the SLA.

 **Note**

The SLA is not offered during Office 365 Beta period.

- **Business continuity:** Redundant network architecture is hosted at geographically dispersed Microsoft data centers to handle unscheduled service outages. Data centers act as backups for each other: If one fails, the affected customers are transferred to another data center with limited interruption of service.

 **Note**

The business continuity architecture and service apply to the services when they are generally available and do not apply to Office 365 Beta services.

- **Microsoft Online Portal:** This easy-to-use website is the center for activities related to Microsoft Online Services. The portal provides services based on each organization's specific needs. Prospective subscribers can use the portal to sign up for a free trial. End users accessing the portal can find online help and launch Microsoft SharePoint Site collections, Microsoft Outlook® Web Access, and Microsoft Live Meeting. Service administrators can manage users, administer services, download tools, and learn about service administration from online help.
- **Directory Synchronization tool:** For subscribers with Active Directory® deployed on-premises, this tool helps keep the on-premises Active Directory and the Microsoft Online Services directory synchronized.
- **Remote administration:** With Microsoft Windows PowerShell™, service administrators can perform many tasks using a script or automated process. For example, tasks such as creating users, resetting passwords, assigning licenses, and obtaining service-use data can be fully automated.

 **Note**

During the Beta, remote administration using PowerShell is available only for the Exchange Online service. Remote PowerShell administration for other Office 365 functions will be available after the initial general availability of Office 365. The SharePoint Online service does not yet enable remote administration via PowerShell.

Services Connector

For the best experience with Microsoft Online Services, a set of required components and updates must be applied to each workstation. To simplify the installation and maintenance of these components and updates, Microsoft provides an installable service—or connector—at no charge. These updates are required for all workstations that use smart clients (such as Microsoft Office) and connect to Microsoft Online Services.

The Services Connector provides multiple benefits, including:

- Automatically detecting necessary updates
- Installing updates and components upon approval or silently from a command line

- Automatically configuring Outlook and Microsoft Lync™ for use with Microsoft Online Services
- Uninstalling itself from the client computer after running

A list of these update requirements will be published for companies that want to use an alternative method of deploying the updates.

 **Note**

The connector is not an authentication or sign-in service and should not be confused with the single sign on client used within the BPOS service prior to Office 365.

Federated Identity and Single Sign On

With on-premises Active Directory, administrators can use a single sign on approach to Office 365 authentication. To achieve this, administrators can configure on-premises Active Directory Federation Services—a Microsoft Windows Server® 2008 service—to federate with the Microsoft Online Services federation gateway. After Active Directory Federation Services is configured, all Office 365 users whose identities are based on the federated domain can use their existing corporate logon to automatically authenticate to Office 365.

System Requirements

Table 1 shows the software required to access Microsoft Online Services—including SharePoint Online.

Table 1: Software supported by Microsoft Online Services

Software	Supported Version
Operating systems	Windows® 7 Windows Vista® Service Pack 2 Windows XP Service Pack 3 Windows XP Home Edition is supported but will not support federated identity Windows XP Media Center Edition is supported but will not support federated identity Mac OS X 10.5 (Leopard), 10.6 (Snow Leopard)
System software	Microsoft .NET Framework 3.0 (for Windows XP) Java client 1.4.2 (for Macintosh OS X)*
Office clients	Microsoft Office 2010 or Office 2007 Service Pack 2 Office 2008 for Mac and Microsoft Entourage® 2008 Web Services Edition Office 2011 for Mac and Outlook 2011 for Mac .NET 2.0 or later Microsoft Lync 2010 Communicator for Mac
Client applications	Services Connector
Browser software— Microsoft Online Portal	Internet Explorer 7 or later Mozilla Firefox 3.x Apple Safari 3.x
Browser software—	Internet Explorer 7 or later

Software	Supported Version
Outlook Web App	Firefox 3 or higher Safari 3 or higher on Macintosh OS X 10.5 Chrome 3 and later versions Outlook Web App also has a light version that supports a reduced set of features across almost any browser

*Outlook Web Access Light is designed to optimize the Outlook Web Access experience for slower connections and alternative web browsers. For more information about the differences between Outlook Web Access Premium and Outlook Web Access Light, see TechNet: Client Features in Outlook Web Access (<http://technet.microsoft.com/en-us/library/aa997437.aspx>).

International Availability

Office 365 Beta is available in Canada, France, Germany, Hong Kong, Ireland, Italy, Japan, Mexico, Puerto Rico, Singapore, Spain, United Kingdom, and United States.

Multinational customers that purchased services in an approved country may enable use by their end users that reside anywhere in the world, except for Argentina and countries currently embargoed by the U.S. Government. Feature availability may vary by location.

Data Center Locations

Microsoft Online Services maintains primary and backup data centers distributed around the world. When a company signs up for a Microsoft Online service, its hosted environment is automatically provisioned in the appropriate data center based on the company's address. All users for the company are hosted from the same data center. Note that the data center locations apply to the services when they are generally available and do not apply to Beta services.

Localization

Table 2 summarizes the languages supported by the Microsoft Online Services platform and related components.

Table 2: Supported languages for components related to Microsoft Online Services

Component	Supported languages
Microsoft Online Portal	English Japanese, German ¹ , French ¹ , Italian ¹ , Chinese Traditional ¹ , Danish ² , Dutch ² , Finnish ² , Norwegian (Bokmal) ² , Swedish ² , Brazilian Portuguese ² , Czech ² , Greek ² , Hungarian ² , Polish ² , Romanian ² .
Help content—for end users and IT professionals	English Japanese, German ¹ , French ¹ , Italian ¹ , Chinese Traditional ¹ , Danish ² , Spanish ² , Dutch ² , Finnish ² , Norwegian (Bokmal) ² , Swedish ² , Brazilian Portuguese ² , Czech ² , Greek ² , Hungarian ² , Polish ² , Romanian ² .

Component	Supported languages
Directory Synchronization Tool	English, Japanese, German ² , French ² , Italian ² , Chinese Traditional ² , Danish ² , Spanish ² , Dutch ² , Finnish ² , Norwegian (Bokmal) ² , Swedish ² , Brazilian Portuguese ² , Czech ² , Greek ² , Hungarian ² , Polish ² , Romanian ² .
Services Connector	English, Japanese, German ² , French ² , Italian ² , Chinese Traditional ² , Danish ² , Spanish ² , Dutch ² , Finnish ² , Norwegian (Bokmal) ² , Swedish ² , Brazilian Portuguese ² , Czech ² , Greek ² , Hungarian ² , Polish ² , Romanian ² .
Support—phone, web, email	English, Brazilian Portuguese, French, German, Italian, Japanese, Spanish, Swedish (see Online Help for phone support in different languages)

¹ Supported at Beta.

² Supported at general availability.

Language support in Microsoft Exchange Online, SharePoint Online, Microsoft Lync Online, and client applications (such as Microsoft Office) is detailed in the individual service descriptions for these services.

Flexible Subscription Plans

Each user who accesses the Office 365 service requires a User Subscription License (USL). Microsoft offers Office 365 subscription plans designed for a variety of organizations. They include plans for infrequent users with light, computer-based workloads; plans designed specifically for small businesses; and plans for large enterprises.

To determine which plan is right for you, visit www.microsoft.com/online.

For beta, two types of subscriptions are available:

- The **Office 365 (Plan E3) Beta** provides the full capabilities of the Office 365 services.
- The **Office 365 (Plan K2) Beta** is designed for users who require fewer messaging and collaboration features because they are infrequent users.

Note

These subscriptions are specific to the beta release. The commercial offering of the service will have different pricing, licensing, and packaging. New subscription types may be added and features may be added or removed from the license types displayed here.

Technical Support

The Microsoft Online Services technical support team helps people with administrator permissions for their company's Office 365 Beta services. Administrators are expected to help their company's Office 365 Beta end users. For contact information, see Online Help.

Features of SharePoint Online

SharePoint Online enables a company to easily create and manage custom team-focused and project-focused sites for collaboration. In addition, it is possible to deploy a company-wide intranet portal used to disseminate information and news across the organization. This section presents overviews of these SharePoint Online features and specifications.

Beyond what is in this SharePoint Online service description, there are three main Web-based resource centers:

- The [SharePoint Online Administration Resource Center](#) (on TechNet)
- The [SharePoint Online Developer Resource Center](#) (on MSDN)
- [SharePoint Online End-User Resources](#) (on Office.com)

User Subscriptions

Each user who accesses the SharePoint Online service requires a User Subscription License (USL). SharePoint Online offers three types of USLs: SharePoint Online Kiosk (not sold as a standalone offer – only as part of the K2 suite), SharePoint Online (Plan 1), and SharePoint Online (Plan 2). These user subscription licenses can be purchased on a standalone basis or as part of an Office 365 suite. Additionally there will be two additional offerings associated to SharePoint Online:

- External user licenses (final cost information not available at this time and intended to be sold in packs)
- Additional storage: \$2.50USD/GB/month.

Note

During the Beta, two types of subscriptions are available:

- **Office 365 (Plan E3) Beta** includes the capabilities of **SharePoint Online (Plan 2)**
- **Office 365 (Plan K2) Beta** includes the capabilities of **SharePoint Online Kiosk**, which will not be sold as a standalone offer, only as part of the Plan K2 suite.

Table 3 provides a quick look at some of the key features and specifications of SharePoint Online.

Table 3: SharePoint Online key features and specifications

Feature	Description
Storage (pooled)	10 gigabytes (GB) base tenant storage plus 500 megabytes (MB) per enterprise user account
Storage per Kiosk Worker	Zero (0). Licensed Kiosk Workers do not add storage to the overall pool.
Storage per external user	Zero (0). Licensed external users do not add storage to the overall pool.
Additional storage (per GB per month); no minimum purchase. Note: additional storage is not available during beta.	\$2.50USD/GB/month
Site collection storage quotas	Up to 100 gigabytes (GB) per site collection
My Site storage allocation (does	500 megabytes (MB) of personal storage per My Site (once provisioned)

Feature	Description								
not count against tenant's overall storage pool)									
Site collections (#) per tenant	Up to 300 (non-My Site site collections)								
Total storage per tenant	Up to 5 terabyte (TB) per tenant								
File upload limit	250 megabytes (MB) Note: upload limit during beta is 50 megabytes (MB)								
Works with Microsoft Office 2010	<table border="0"> <tr> <td>Microsoft Access 2010</td> <td>PowerPoint 2007 and 2010</td> </tr> <tr> <td>Microsoft Excel® 2007 and 2010</td> <td>Microsoft SharePoint Designer 2010</td> </tr> <tr> <td>Microsoft InfoPath® 2010</td> <td>Word 2007 and 2010</td> </tr> <tr> <td>Outlook 2007 and 2010</td> <td>SharePoint Workspace 2010</td> </tr> </table>	Microsoft Access 2010	PowerPoint 2007 and 2010	Microsoft Excel® 2007 and 2010	Microsoft SharePoint Designer 2010	Microsoft InfoPath® 2010	Word 2007 and 2010	Outlook 2007 and 2010	SharePoint Workspace 2010
Microsoft Access 2010	PowerPoint 2007 and 2010								
Microsoft Excel® 2007 and 2010	Microsoft SharePoint Designer 2010								
Microsoft InfoPath® 2010	Word 2007 and 2010								
Outlook 2007 and 2010	SharePoint Workspace 2010								
Browser support	<table border="0"> <tr> <td>Internet Explorer 7</td> <td>Firefox 3</td> </tr> <tr> <td>Internet Explorer 8</td> <td>Safari 3.1.2 on Macintosh OS X 10.5</td> </tr> </table>	Internet Explorer 7	Firefox 3	Internet Explorer 8	Safari 3.1.2 on Macintosh OS X 10.5				
Internet Explorer 7	Firefox 3								
Internet Explorer 8	Safari 3.1.2 on Macintosh OS X 10.5								
Mobile device support	<ul style="list-style-type: none"> Windows Phone 7 Windows Mobile® 6.1 + Nokia S60 3.0 + Apple iPhone 3.0 + Blackberry 4.2 + Android 1.5 + 								

High-level Feature Comparison across SharePoint Online User Subscriptions

Note: only plans P1, K2 and E3 are available offerings during beta.

	For Small Businesses SharePoint Online in P1	For Kiosk Workers SharePoint Online in K1/K2	For Information Workers SharePoint Online Plan 1 in E1/E2	For Information Workers SharePoint Online Plan 2 in E3/E4
Team Sites	Yes	Yes	Yes	Yes
Simple Public-Facing Site	1 Basic Public facing site included	No	1 Basic Public facing site included	1 Basic Public facing site included
Site Designer	Yes	Yes	Yes	Yes
SharePoint Designer 2010	Yes, for Intranet sites	Yes, for Intranet sites	Yes, for Intranet sites	Yes, for Intranet sites
Custom Workflows	Yes	Yes	Yes	Yes
Sandbox Solutions (PTC)	Yes	Yes	Yes	Yes
My Site	No	No	Yes	Yes

Enterprise Features (Forms Services, Excel Services, Visio Services)	No	No	No	Yes
Access Services	Yes	No	No	Yes
Business Connectivity Services (BCS)	No	No	No	No
Site Collections	Single Site Collection	N/A	Up to 300	Up to 300
Office Web Apps	View & Edit	View only for K1 View & Edit for K2	View only for E1 View & Edit for E2	View & Edit
Search (across Site Collections)	N/A	Yes	Yes	Yes
Basic External Document Sharing	Yes	N/A	Yes, add-on	Yes, add-on
Storage	10GB + 500MB per USL	10GB + 0MB per USL	10GB + 500MB per USL	10GB + 500MB per USL
Buy additional storage	No	Yes	Yes	Yes
Max Org Users	Up to 50	TBD	TBD	TBD
Administrator	Yes. Within Single Site Collection	No	Yes. Tenant level.	Yes. Tenant level.
Support	Community	24x7 phone support for Admin	24x7 phone support for Admin	24x7 phone support for Admin

Storage

SharePoint Online allocates an initial 10 GB of storage plus 500 MB for each user. This storage is pooled and available for allocation across multiple site collections. For example, an organization of 1,000 users by default would have a base of 510,000 MB (510 GB) of storage.

In addition, users can purchase more SharePoint Online storage in GB increments charged monthly, currently \$2.50USD/GB/month.

Site Storage Quotas

The SharePoint Online service administrator can set the storage limits for site collections and sites created by users. The minimum storage allocated to a new site collection is 24 megabytes (MB). The maximum storage available for any site collection is up to 100 gigabytes (GB).

The maximum SharePoint Online storage available to a single company's tenancy is up to 5 terabytes (TB).

Site Collections

SharePoint Online lets users allocate their available storage space across up to 300 site collections. A site collection consists of a top-level site and its subsites. Site collections are often based on departmental boundaries. My Sites (personal site collections) do not count against this overall number of team site oriented site collections, nor do My Sites pull from the pool of storage; each My Site once provisioned is allocated 500 megabytes (MB) of personal storage.

Sites within a site collection share common features, such as galleries for templates, content types, Web Parts, and custom solutions uploaded to the site collection solution gallery. A subsite can inherit permissions and navigation structure from its parent site, or these can be specified and managed independently.

Microsoft Office and SharePoint Online

Microsoft Office and SharePoint Online work better together, better than ever before. In addition to document collaboration and management, features that light-up when Microsoft Office is used with SharePoint Online, new capabilities now enable co-authoring – two or more users can simultaneously edit the same document. In addition, Office Web Apps will allow you to work with Office documents directly in a browser when you are on the go or at a shared PC. You can now access your documents anywhere you have Internet access—on your mobile device, your browser, and your PC.

Some highlights of the new functionality in Microsoft Office 2010 that interoperate with SharePoint Online include:

- **Backstage View:** The Microsoft Office Backstage™ view allows users to manage their documents and related data—they can create, save, and send documents; inspect documents for hidden metadata or personal information; set options such as turning on or off AutoComplete suggestions; and more.
- **PowerPoint Broadcasting:** Presenters can broadcast their slide shows to people in other locations across multiple devices, whether or not attendees have PowerPoint installed. It is easy

to create a new site collection in the SharePoint Online Administration center and then construct a new broadcast site to securely broadcast presentations through your Office 365 investment.

- **Document Co-Authoring:** With new co-authoring capabilities, multiple users can edit the same document at the same time, even if they are in different locations. Users can even communicate as they work, directly from within the desktop application.
- **Outlook Alerts:** Users can stay updated on changes to documents and list items on their SharePoint Online site by receiving notifications of changes as alerts and Really Simple Syndication (RSS).
- **Using SharePoint Workspace to Manage Documents Offline:** Users can synchronize SharePoint Online libraries and lists to their computers with just a few clicks. They can easily update documents and lists offline, and be confident that everything will automatically synchronize to the server when they are back online.

SharePoint Online can be used with the following Microsoft Office desktop programs:

- Access 2010
- Excel 2007 or 2010
- InfoPath 2010
- Outlook 2007 or 2010
- PowerPoint 2007 2010
- SharePoint Designer 2010
- SharePoint Workspace 2010
- Microsoft Visio® 2010
- Word 2007 or 2010

Microsoft Office 2010 along with the new Office Web Apps provides the best productivity experience with SharePoint Online; however, users can also use most Microsoft Office 2007 programs with SharePoint Online.

With Outlook 2010, users can view or edit calendars and contact lists that are stored on SharePoint sites, and create and manage sites for organizing meetings. Together, Outlook 2010 and SharePoint Online support:

- Read/write access to SharePoint Online items such as calendars, tasks, contacts, and discussions.
- Synchronization for offline support of document libraries and lists.
- Roll-up views of calendars and tasks across multiple lists and sites.
- Unified view of personal and SharePoint tasks.

Browser Support

SharePoint Online users can access SharePoint Online sites and information by using several common web browsers. Supported Microsoft browsers are:

- Internet Explorer 7
- Internet Explorer 8

Internet Explorer is automatically configured for use with SharePoint Online when users install the Service Connector. After users sign in with the application, they will not be prompted for their user name and password again when they visit SharePoint Online sites.

The following browsers can also be used; however, functionality may be limited for some tasks:

- Firefox 3
- Safari 3.1.2 (with Macintosh OS X 10.5)

Note

When gaining access to SharePoint Online sites with these browsers, users are prompted to provide their user name and password.

Mobile Device Support

SharePoint Online sites can render on international and North American mobile devices (including web-enabled mobile phones) in the full desktop view or using a mobile optimized format. This feature helps people stay current on team projects and tasks when they are on the road.

SharePoint Online sites can be viewed on the following mobile devices:

- Windows Phone 7 (both IE mobile and the Office Hub)
- Windows Mobile 6.1 + (IE mobile and Office Mobile 2010 (for 6.5.x devices))
- Nokia S60 3.0 +, E series and N series devices
- Apple iPhone 3.0 +
- Blackberry 4.2 +
- Android 1.5 +

Service Availability

Like all Microsoft Online Services offerings, SharePoint Online has 99.9-percent scheduled uptime with financially backed SLAs covering any instance when this service availability standard is not met.

Note

The SLA is not offered during the Office 365 Beta period.

Deleted Item Recovery

SharePoint Online users have a Recycle Bin where deleted content is stored. They can access the Recycle Bin to recover deleted documents and lists if they need to. Items in the Recycle Bin are retained for 30 days. The following data types are captured by the Recycle Bin:

- Lists
- Libraries

- Folders
- List items
- Documents
- Web Part pages

The following data types are not captured by the Recycle Bin:

- Deleted web pages
- Site customizations made through SharePoint Designer 2010

Data Backup

Data protection services are provided to prevent the loss of SharePoint Online data. Backups are performed every 12 hours and retained for 14 days. Note that this describes the data backup services as offered when SharePoint Online is generally available.

Note

The data protection services policy may be different than described during the Beta period

Service Continuity Management

SharePoint Online is hosted in Microsoft-managed, enterprise-level data centers that are designed to operate highly available online services. Because of this, the Microsoft SLA with SharePoint Online subscribers is set at 99.9 percent uptime.

However, service availability can be affected by hardware failures, natural disasters, and human error. To address this, SharePoint Online offers service continuity management, a process for managing risks to ensure that a company's IT infrastructure is capable of providing continuing services if normal availability solutions fail. Service continuity management for SharePoint Online includes provisions to quickly recover from such unexpected events.

Two metrics commonly used in service continuity management to evaluate disaster recovery solutions are a *recovery time objective* (RTO), which measures the time between a system disaster and the time when the system is again operational, and a *recovery point objective* (RPO), which measures the time between the latest backup and the system disaster, representing the nearest historical point in time to which a system can recover. SharePoint Online has set an RPO and RTO in the event of a disaster:

- **12-hour RPO:** Microsoft protects an organization's SharePoint Online data and has a copy of that data that is equal to or less than 12 hours old.
- **24-hour RTO:** Organizations will be able to resume service within 24 hours after service disruption if a disaster incapacitates the primary data center.

Virus Filtering

Forefront Security for SharePoint is included with SharePoint Online to help protect the SharePoint Online environment from viruses while maintaining uptime and optimizing performance.

Forefront Security for SharePoint provides comprehensive protection for SharePoint document libraries using multiple scan engines and content controls to help eliminate documents that contain malicious code.

Blocked File Types

To protect computers from potentially harmful code, SharePoint Online blocks certain kinds of files from being uploaded to or retrieved from the SharePoint Online environment. Files are blocked on the basis of the file name extension, and SharePoint Online maintains a list of file name extensions that are blocked. (For example, .exe files are on the list of blocked file name extensions, so a file called "filename.exe." would be blocked.)

This feature does not prevent all exploits based on file types, nor is it designed to do so. The file name extensions that are blocked are listed in [Appendix A: Blocked File Name Extensions](#).

Site Language Selection

SharePoint Online provides support for the following **40** languages within both the SharePoint Online Administration center and main SharePoint Online sites within a customer's tenancy:

Arabic, Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese, Russian, Spanish, Swedish, Thai, Turkish, Basque, Bulgarian, Catalan, Croatian, Estonian, Galician, Hindi, Kazakh, Latvian, Lithuanian, Romanian, Serbian Latin, Slovak, Slovenian, and Ukrainian.

Service administrators can select a language at the time they create a site collection. Different site collections, as well as subsites within a collection, can be created in different languages.

Note

SharePoint Online is offered in **7** languages during the Beta period: English, French, Italian, German, Spanish, Japanese, and Chinese (Simplified).

SharePoint Online Capabilities

With SharePoint Online, users can set up sites to share information with others, manage documents from start to finish, and publish insights to help everyone make better decisions.

This section describes in detail the features associated with the following six primary capabilities available in SharePoint Online:

- Communities
- Composites
- Content

- Insights
- Search
- Sites

Not all the features in SharePoint 2010 will be available immediately with SharePoint Online. Some features will be made available to SharePoint Online users in subsequent updates released quarterly.

A detailed comparison of all features across SharePoint Online, and SharePoint 2010 is provided in [Appendix B: SharePoint Online and SharePoint Server Feature Comparison](#). The following segments touch on some of the key innovation and value of SharePoint Online.

User Interface Improvements

The improved SharePoint Online user interface (UI) makes it easier for end users to create the right experiences to be highly productive. New features include:

- **Fluent UI and Ribbon technology:** The SharePoint Online UI includes the Ribbon, which provides contextual and customizable menus to help users complete common collaboration and content management tasks more quickly.
- **Easier site customization:** The Web Edit features allow site owners to quickly edit page text and media right in the browser. For example, users can adjust text, add images and videos, skin a site with Microsoft Office themes, add a Microsoft Silverlight™ Web part, or adjust the page layout. The live preview feature lets users see changes before they save them.

Communities

SharePoint Online Communities delivers great collaboration tools—and a single platform to manage them. This makes it easier for people to share ideas and work together the way they want.

- **My Sites:** access, manage and share personal documents and insights with colleagues. My Sites solve version control problems and provide a personal location to set document-level permissions to protect sensitive personal content. The My Profile page within My Sites contains information about employees, including biographies, job titles, location, contact information, interests, skills, and previous project experience – making it easy to share personal information and professional expertise (discoverable from people search).
- **Wikis and Blogs:** consolidate company-wide information into a centralized, easy-to-manage repository. The page editing experience allows for embedding dynamic content including rich media. In addition, the Enterprise Wiki leverages the Managed Metadata service to provide categorization for pages. Blog functionality comes with a new user interface, improved commenting, editing, and content management features. The rich text editor includes the Ribbon UI and supports easy image uploads and rich formatting.
- **Content tagging:** Tagging is extended to multiple types of content and users can navigate, search, and track by tags. User-driven ratings and comments can be applied to individual pieces of content. Users can help increase resource sharing across the company by tagging a page with an "I like it" social bookmark.
- **Working together:** People can work together the way they want using a full set of collaboration tools—from wikis to workflows and team sites to tagging. A single, flexible platform makes it easy to manage these tools and design the right collaborative experiences for different business needs.

Composites

SharePoint Online Composites offers tools and components for creating do-it-yourself business solutions that can rapidly respond to business needs.

- **Sandbox Solutions feature:** SharePoint Online allows customers to upload custom solutions without Microsoft review with a new feature called sandboxed solutions, which run at the site collection level and use a subset of the Microsoft.SharePoint namespace. Not all solutions will work in the sandbox, but if they do, customers will benefit with a quicker time to market for new experiences and applications.
- **Editing Access databases using a web browser:** With this feature, people can publish Access 2010 databases to SharePoint and share them with others. The Access Services feature allows SharePoint Online users to create, edit, and save Access databases while working inside a web browser. Users can publish and share information across teams, and create and modify databases where no Access client is available, or needed.
- **Share and view Visio diagrams:** Visio Services lets users share and view Visio web drawings. Visio web drawings (.vdw files) can be rendered by Visio Services and viewed in a web browser. The service also enables data-connected Visio 2010 web drawings to be refreshed and updated to show a running workflow and current status.
- **Custom Workflow Design with SharePoint Designer 2010:** Users can create advanced, no-code solutions quickly with the improved UI and expanded capabilities of SharePoint Designer 2010. The Workflow Designer in SharePoint Designer 2010 is used to create rules that associate conditions and actions with items in SharePoint Online lists and libraries. Changes to items in lists or libraries can then trigger actions in the workflow.
- **Create Forms Using InfoPath 2010:** Users can create rich forms to gather information quickly and cost effectively, and build form-based SharePoint Online applications with InfoPath 2010. These web browser forms can be more easily managed on the server. It is now easier than ever to enhance existing list and library forms with the click of a button, design and configure them in InfoPath 2010, and then publish browser-based forms directly back to SharePoint Online.

Content

SharePoint Online Content makes content management easy, allowing users to set up compliance measures “behind the scenes”—with features like document types, retention policies, and automatic content sorting—and then let people work naturally in Microsoft Office.

- **Online content editing with Office Web Apps:** Microsoft Office Web Apps help users get more things done from virtually anywhere, at virtually any time. These convenient online companions to Microsoft Word, Excel, PowerPoint, and OneNote® offer users an easy way to access, view, and edit documents directly from your web browser when they have an Internet connection. The Word Web App, Excel Web App, PowerPoint Web App, and OneNote Web App allow users to simultaneously share and work on documents posted to SharePoint Online sites and document libraries. For more information on Office Web Apps, see an overview of each app at Office [Web Apps – App by App Overview](http://office.microsoft.com/en-us/web-apps/office-web-apps-overview-FX101825723.aspx) (http://office.microsoft.com/en-us/web-apps/office-web-apps-overview-FX101825723.aspx).
- **Metadata management:** Metadata-driven navigation makes it easier to discover content in large lists and libraries. User tagging incentives are introduced and offer anticipatory suggestions of appropriate metadata based on location and context. Metadata fields can be embedded in

documents. Metadata management provides multiple taxonomies and folksonomies from a central term store service at the tenant level that can be consumed at the site collection level.

- **Document set management:** Document sets let users store, act on, and export multiple files as a single entity. Policies, tagging, and templates can be applied to any document set that is created.
- **Unique Document IDs:** provides a unique Document ID service that improves the managing and tracking information by assigning a unique, human-readable identifier to every piece of content, making it easier to locate even if the content has been moved from its original location.

Insights

SharePoint Online Insights gives everyone access to the information in databases and spreadsheets stored with SharePoint Online to help people locate the information they need to make good decisions.

- **Data Visualization:** Users can track and visualize important business and project metrics. Users can display status indicators from data in SharePoint lists, manually entered information, and Excel workbooks stored within document libraries. Excel Services enables REST-based calls to backend data stored in SharePoint Online lists and Excel documents stored in SharePoint Online document libraries.
- **Visio Services:** Visio Services provides the capability to render Visio diagrams and charts within the browser.

Search

With SharePoint Online Search, users can find content and people faster. SharePoint Online Search cuts through the clutter and helps users find what they need across site collections. A unique combination of relevance, refinement, and social cues helps people find the information and contacts they need to get their jobs done.

- **Contextual Search:** Search is improved to provide interactive navigation that accounts for user context to guide people with greater relevancy and filtering capabilities to refine their searches and more quickly find the content they are looking for.
- **Phonetic Search:** The people and expertise engine in SharePoint 2010 uses phonetic matching and nickname expansion to help users find the right people, the first time.
- **People and Expertise Search:** With this feature, organizations can capture knowledge not found in documents by harnessing the social aspects of search, allowing users to tag content, refine profiles, and find search results that are relevant to owners and reviewers. The more quickly and easily people—an organization's key asset—can find each other, the more they can share ideas and expertise to solve problems, improve processes, and foster innovation.
- **View in Browser:** View in Browser initiates an interactive web experience with documents right from the search results page without opening an Office client application by leveraging the Office Web Apps.

Sites

SharePoint Online Sites provides a single infrastructure for all business websites. Users can share documents with colleagues, manage projects with partners, and securely publish information internally or externally.

- **Templates:** Preconfigured templates streamline creating, customization, and deployment of divisional portals, organization-wide intranet portal sites, and corporate Web sites. SharePoint 2010 also provides standard collaboration site templates: Team site, Document workspace, Blank site, Blog, Wiki, Meeting workspaces (five workspace types) and more.
- **SharePoint Lists:** Lists are the backbone to storing data in SharePoint Online. They have built in views for sorting and listing data and built in forms for creating and editing data. Permissions can be granted for other users to view and or edit a list, and lists can be related to other lists.
- **Multi-Lingual User Interface:** This feature provides out-of-the-box support for multilingual experiences. Not only is the SharePoint experience multilingual in areas such as the Ribbon UI,

menus, and site navigation, but site owners can also configure fields within lists to support multiple languages.

- **Permissions Management:** With this feature, users can take advantage of the ability to create customized permission levels that contain only the specific permissions they need.
- **Calendars:** The Calendars feature provides a rich calendar view and support for recurring events and all-day events. Users can synchronize their SharePoint Online calendar, contacts, and tasks with Outlook 2010 and then view them offline.
- **Alerts and Notifications:** Email alerts and workflow notifications can be sent to SharePoint users when documents or other items have been changed or added to a site. SharePoint Online does not at this time support to inbound email for document libraries, discussion boards, calendars, and lists.
- **Sharing Externally:** The external sharing capabilities in SharePoint Online enable a company to simply invite external users in to view, share, and collaborate on their sites. A site collection owner can turn on external sharing, and then invite external users to collaborate on sites, lists, and libraries. An external user has access to only the site collection they are invited into.
- **Lightweight public-facing site:** Designed for small businesses and professionals to market their business with a simple and professional public-facing website. This site intended to be very simple, low-traffic branded, brochure-ware type websites to display business information, location, maps, directions, and contact information. This site is managed via a new tool called site designer for personalization and builds off of simple out-of-the-box web templates. Office 365 customers can create only one lightweight public-facing site per tenancy.

 **Note**

This feature is not available during the Office 365 Beta period.

- **Customization with SharePoint Designer 2010:** SharePoint Designer 2010 provides tools for the rich customization of SharePoint sites—without having to do any coding. Reporting tools, data integration, and application templates are also available from SharePoint Designer 2010.

 **Note**

Backup and restore is no longer a feature offered in SharePoint Designer 2010. Office 365 SharePoint Online only supports SharePoint Designer 2010. And SharePoint Designer 2010 cannot be used to edit the lightweight public-facing site.

Appendix A: Blocked File Name Extensions

Table shows the file name extensions that are blocked in SharePoint Online.

Table 4: Blocked file name extensions

Extension	File type
.app	Application file
.bas	Microsoft Visual Basic class module
.bat	Batch file
.chm	Compiled HTML Help file
.class	Java class file
.cod	Windows NT Command Script
.com	Microsoft MS-DOS program
.cal	Control Panel extension
.crt	Security certificate
.dll	Windows dynamic link library
.exe	Executable program
.fxp	Microsoft Visual FoxPro compiled program
.hlp	Help file
.hta	HTML application
.ins	Internet Naming Service
.isp	Internet Communication settings
.jse	JScript Encoded script file
.lnk	Shortcut
.mda	Microsoft Access add-in program
.mdb	Microsoft Access program
.mde	Microsoft Access MDE database
.mdt	Microsoft Access data file
.mdw	Microsoft Access workgroup
.mdz	Microsoft Access wizard program
.msc	Microsoft Common Console document
.msi	Windows Installer package
.msp	Windows Installer patch
.mst	Microsoft Visual Test source files
.ops	Microsoft Office profile settings file
.pcd	Photo CD image or Visual Test compiled script
.pif	Shortcut to MS-DOS program

Extension	File type
.prf	System file
.prg	Visual FoxPro source file
.reg	Registration entries
.scf	Windows Explorer command file
.scr	Screen saver
.sct	Windows Script Component
.shb	Windows shortcut
.shs	Shell Scrap object
.url	Uniform Resource Locator (Internet shortcut)
.vb	Visual Basic script file
.vbe	Visual Basic Scripting Edition Encoded script file
.vbs	Visual Basic Scripting Edition file
.wsc	Windows Script Component
.wsf	Windows Script file
.wsh	Windows Script Host Settings file

Appendix B: SharePoint Online and SharePoint Server Feature Comparison

Table 5 compares feature availability between SharePoint 2010 and SharePoint Online offerings from Microsoft Online Services: SharePoint Online and SharePoint Online Dedicated.

Table 5: Feature comparison across SharePoint 2010 on-premises SKUs and SharePoint Online offerings

COMMUNITIES			
Feature	SharePoint 2010 Standard CAL	SharePoint 2010 Enterprise CAL	SharePoint Online
Ask Me About	Yes	Yes	Yes
Blogs	Yes	Yes	Yes
Colleague Suggestions	Yes	Yes	Yes
Colleagues Network	Yes	Yes	Yes
Discussions	Yes	Yes	Yes
Enterprise Wikis	Yes	Yes	Yes
Keyword Suggestions	Yes	Yes	Yes
Memberships	Yes	Yes	Yes
My Site: My Content	Yes	Yes	Yes
My Site: My Newsfeed	Yes	Yes	Yes
My Site: My Profile	Yes	Yes	Yes
Note Board	Yes	Yes	Yes
Organization Browser	Yes	Yes	Yes
Photos and Presence	Yes	Yes	Yes
Ratings	Yes	Yes	Yes
Recent Activities	Yes	Yes	Yes
Status Updates	Yes	Yes	Yes
Tag Clouds	Yes	Yes	Yes
Tag Profiles	Yes	Yes	Yes
Tags	Yes	Yes	Yes
Tags and Notes Tool	Yes	Yes	Yes
Wikis	Yes	Yes	Yes

COMPOSITES			
Feature	SharePoint 2010 Standard CAL	SharePoint 2010 Enterprise CAL	SharePoint Online
Client Object Model (OM)	Yes	Yes	Yes
Developer Dashboard	Yes	Yes	Yes
Event Receivers	Yes	Yes	Yes
Language Integrated Query (LINQ) for SharePoint	Yes	Yes	Yes
Solution Packages	Yes	Yes	Yes
REST and ATOM Data Feeds	Yes	Yes	Yes
Ribbon and Dialog Framework	Yes	Yes	Yes
SharePoint Timer Jobs	Yes	Yes	No
Silverlight Web Part	Yes	Yes	Yes
Workflow Models	Yes	Yes	Yes
Access Services	No	Yes	Yes
Browser-Based Customizations	Yes	Yes	Yes
Business Data Connectivity Service	Yes	Yes	No
External Data Column	Yes	Yes	No
Business Data Web Parts	No	Yes	No
External Lists	Yes	Yes	No
Business Data Integration with the Office Client	No	Yes	No
Business Connectivity Services Profile Page	Yes	Yes	No
SharePoint Designer	Yes	Yes	Yes
Forms: Out-of-Box workflows and customization through SharePoint Designer	Yes	Yes	Yes
InfoPath Forms Services	No	Yes	Yes
Sandboxed Solutions	Yes	Yes	Yes
Workflow	Yes	Yes	Yes
Microsoft Visual Studio® 2010 SharePoint Developer Tools	Yes	Yes	Yes
Windows 7 Support	Yes	Yes	Yes

Feature	SharePoint 2010 Standard CAL	SharePoint 2010 Enterprise CAL	SharePoint Online
Workflow Templates	Yes	Yes	Yes
SharePoint Service Architecture	Yes	Yes	Yes

CONTENT

Feature	SharePoint 2010 Standard CAL	SharePoint 2010 Enterprise CAL	SharePoint Online
Records Center	Yes	Yes	No
In-Place Legal Holds	Yes	Yes	Yes
Document Sets	Yes	Yes	Yes
Metadata-driven Navigation	Yes	Yes	Yes
Multi-Stage Disposition	Yes	Yes	Yes
Rich Media Management	Yes	Yes	Yes
Shared Content Types	Yes	Yes	Yes
Support for Accessibility Standards	Yes	Yes	Yes
Content Organizer	Yes	Yes	Yes
Unique Document IDs	Yes	Yes	Yes
Word Automation Services	Yes	Yes	No
Managed Metadata Service	Yes	Yes	Yes

INSIGHTS

Feature	SharePoint 2010 Standard CAL	SharePoint 2010 Enterprise CAL	SharePoint Online
Business Intelligence Center	No	Yes	No
Chart Web Parts	No	Yes	No
Data Connection Library	No	Yes	No
Excel Services	No	Yes	Yes
Microsoft Office PerformancePoint™ Services	No	Yes	No
Visio Services	No	Yes	Yes
Calculated KPIs	No	Yes	No
Dashboards	No	Yes	No
Decomposition Tree	No	Yes	No

Feature	SharePoint 2010 Standard CAL	SharePoint 2010 Enterprise CAL	SharePoint Online
Excel Services and PowerPivot for SharePoint	No	Yes	No

SEARCH			
Feature	SharePoint 2010 Standard CAL	SharePoint 2010 Enterprise CAL	SharePoint Online
Advanced Content Processing	No	Yes - FAST	No
Best Bets	Yes	Yes	Yes
Tunable Relevance with Multiple Rank Profiles	No	Yes - FAST	No
Extensible Search Platform	No	Yes - FAST	No
Business Intelligence Indexing Connector	No	Yes - FAST	No
SharePoint 2010 Search Connector Framework	Yes	Yes	No
Contextual Search	No	Yes - FAST	No
Deep Refinement	No	Yes - FAST	No
Duplicate Detection	Yes	Yes	Yes
Federated Search	Yes	Yes	No
Metadata-Driven Refinement	Yes	Yes	Yes
Mobile Search Experience	Yes	Yes	Yes
People and Expertise Search	Yes	Yes	Yes
Phonetics and Nickname Search	Yes	Yes	Yes
Query Suggestions, "Did You Mean?" and Related Queries	Yes	Yes	Yes
Recently Authored Content	Yes	Yes	Yes
Relevancy Tuning	Yes	Yes	Yes
Rich Web Indexing	No	Yes - FAST	No
Extreme Scale Search	No	Yes - FAST	No
Enterprise Scale Search	Yes	No	No

Feature	SharePoint 2010 Standard CAL	SharePoint 2010 Enterprise CAL	SharePoint Online
Windows 7 Search	Yes	Yes	Yes
Search Scopes	Yes	Yes	Yes
Similar Results	No	Yes - FAST	No
Single Site Collection Search	No	No	Yes
Site Search	Yes	Yes	Yes
Click Through Relevancy	Yes	Yes	Yes
Thumbnails and Previews	No	Yes - FAST	No
View in Browser	Yes	Yes	Yes
Visual Best Bets	No	Yes - FAST	No
Basic Sorting	Yes	Yes	Yes
Advanced Sorting	No	Yes	No
SITES			
Feature	SharePoint 2010 Standard CAL	SharePoint 2010 Enterprise CAL	SharePoint Online
SharePoint Lists	Yes	Yes	Yes
Web Parts	Yes	Yes	Yes
Improved Governance	Yes	Yes	Yes
Large List Scalability and Management	Yes	Yes	Yes
Multi-Lingual User Interface	Yes	Yes	Yes
Permissions Management	Yes	Yes	Yes
Quota Templates	Yes	Yes	Yes
Secure Store Service	Yes	Yes	No
Connections to Microsoft Office Clients	Yes	Yes	Yes
Web Analytics	No	Yes	No
*Lightweight Public-Facing site	No	No	Yes
Audience Targeting	Yes	Yes	Yes
Cross-Browser Support	Yes	Yes	Yes
External sharing	No	No	Yes
SharePoint Ribbon	Yes	Yes	Yes
Mobile Connectivity	Yes	Yes	Yes
Office Web Apps	No	No	Yes

Feature	SharePoint 2010 Standard CAL	SharePoint 2010 Enterprise CAL	SharePoint Online
SharePoint Workspace	Yes	Yes	Yes
Out-of-the-Box Web Parts	Yes	Yes	Yes
Scalability	Yes	Yes	Yes
Support for Office Web Applications	Yes	Yes	n/a
Templates	Yes	Yes	Yes
Accessibility	Yes	Yes	Yes
Configuration Wizards	Yes	Yes	Yes

 **Note**

Items in these appendices marked with an asterisk (*) may or may not be offered in the beta timeframe.