



Joan Rabang
Branch Manager, Training, Policy, & Customer Services
Procurement Division
Attended CSUS majoring in History

Joan Rabang is the manager over the California Purchasing and Contracting Academy, Statewide Procurement Policy and legislation and the Customer Services Branch. Joan is currently involved with leading three business process improvement teams to improve the programs in my Branch. She is implementing the Ken Miller business process improvement philosophy to help improve major programs in the division that impact our customers. The process uses cross functional teams and is a radically different approach to solving cumbersome business

processes with innovative ideas.

Prior to joining the Procurement Division here at DGS, Joan only held two other positions in her entire 28 years of State service. She started with the state in 1980 with the Teale Data Center (aka Dept. of Technology Services). She was a major acquisition analyst, project manager, and client rep.

She left Teale in 1995, for a manager position with the Franchise Tax Board, where she served as the Procurement Officer at Franchise for 13 years. While serving in this position, Joan successfully directed the procurement for the California Statewide Automated Child Support System. This procurement was attempted two previous occasions, but was never successfully executed. The Legislature directed the Franchise Tax Board to serve as the Agent for Dept. of Child Support Services to design, procure, and implement a statewide system. Under Joan's direction, the procurement was successfully completed using the Performance Based Procurement methodology. Ultimately, the success of the procurement, the design, and implementation of the system has received many accolades from the legislature, Bureau of State Audits, Governor's Office, and the OCIO. The OCIO reported this project is the first large integration project California has completed on time and within budget.

Joan has extensive experience and knowledge of Performance Based procurements and Benefit Funded contracting. Joan also serves as a mentor in the Business, Education, and Training Academy at Florin High school. Joan has special honors as a mentor of the year for Elk Grove School District. Joan has been married 41 years and has three children. Joan's favorite pastime is visiting my grandchildren in Hawaii, and her hobbies include the love to entertain, cook, exercise, and shop!

Favorite Quote: "It's kinda fun to do the impossible!" Walt Disney