



Department of Veterans Affairs

Brianne Ogilvie

Assistant Deputy Under Secretary Office of Policy & Oversight, Veterans Benefits Administration



Brianne Ogilvie was appointed as the Assistant Deputy Under Secretary for Policy & Oversight in April 2021. Ms. Ogilvie is responsible for supporting the Deputy Under Secretary in ensuring the effective operation and oversight for ten Business Lines and Program Offices. These services and programs consist of over 24,000 employees and are responsible for over \$123B in benefit payments to Veterans, service members, their family members, and survivors. Ms. Ogilvie leads the coordination of enterprise-level initiatives, projects, and procedural changes that provide Veterans and claimants access to disability compensation, pension, education, vocational readiness, employment, transition assistance, insurance, and home ownership.

Prior to this appointment, Ms. Ogilvie served as the Executive Director of the Office of Administrative Review (OAR) (formerly Appeals Management Office). In this role, she administered VBA's modernized decision review (higher-level review) program for Veterans and survivors and oversaw VBA's legacy appeals, responsible for all related policy and operations for 2,100 employees nationwide. Before serving as the Executive Director, she served as the office's Deputy Executive Director. Under her oversight, VBA significantly decreased its legacy appeals inventory from over 268,000 to approximately 30,000 and fully implemented and maintained a modernized disagreement process, exceeding all set timeliness goals.

Ms. Ogilvie previously served as the chief of Litigation and Customer Support at the Board of Veterans' Appeals (Board). As chief, Ms. Ogilvie was responsible for the oversight of all appeals returning to the Board from the U.S. Court of Appeals for Veterans Claims, as well as all aspects of customer and client support, to include the Privacy Act office, call center, correspondence, Congressional and field office liaisons, and motions. Ms. Ogilvie also served as an acting division chief for the Board's Case Management Division, overseeing appeals workflow and mail and decision management. While serving in a Deputy Director of Operations-type of role, Ms. Ogilvie was personally responsible for significant operational transformations at the Board, to include the centralization of motion practice, transformation of the call center, and business process reengineering focused on appeals case workflow.

CAREER CHRONOLOGY:

2021 – Present	Assistant Deputy Under Secretary, Office of Policy & Oversight, VBA
2020 – 2021	Executive Director, Office of Administrative Review, VBA
2018 – 2020	Deputy Executive Director, Appeals Management Office, VBA
2014 – 2018	Chief, Litigation and Customer Support, Board
2012 – 2014	Special Counsel to the Chief Counsel for Operations, Board
2008 – 2014	Counsel/Associate Counsel, Board

EDUCATION:

Juris Doctor, Baylor University
Bachelor's degree, Wellesley College