



Department of Veterans Affairs

Senior Executive Biography

Derek L. Herbert, MPA

Chief Production Officer (Acting)
Office of the Under Secretary for Benefits
Veterans Benefits Administration
U.S. Department of Veterans Affairs



Mr. Herbert was appointed Executive Director of the Office of Mission Support in 2025. In this role, Mr. Herbert is the principal advisor to the Under Secretary for Benefits and other key officials within the Veterans Benefits Administration (VBA) on matters pertaining to acquisitions, facilities, records management, emergency preparedness, and claims processing support operations.

Mr. Herbert also serves as the Acting Chief Production Officer within VBA. In this capacity, he serves as the principal advisor to the Under Secretary for Benefits and other senior officials on all matters related to production operations, including performance management, process optimization, and claims adjudication — ensuring that Veterans' benefits are processed efficiently and that organizational targets are achieved.

Concurrently, Mr. Herbert was appointed by the Deputy Secretary as the Claims Automation Lead for VBA. In this capacity, he coordinates enterprise investment decisions with the Office of Information and Technology and manages claims processing support operations through one of the largest government-industry partnerships within the Department of Veterans Affairs. The contract value of this partnership exceeds \$4.7 billion and is designed to deliver comprehensive, integrated business capabilities, which enable faster, more efficient delivery of benefits and support the broader strategic transformation objectives of the agency. In this role he has spearheaded the deployment of cutting-edge automated systems designed to expedite claims processing, improve accuracy, and provide real-time updates to Veterans. His leadership in this area has resulted in a significant reduction in processing times and improved satisfaction among claimants.

CAREER CHRONOLOGY:

2026 – Present	Chief Production Officer (Acting)
2025 – Present	Executive Director, Office of Mission Support
2025 – Present	Claims Automation Lead for VA
2024 – 2025	Strategic Advisor, Office of the Deputy Secretary
2024 – 2025	Executive Director, Office of Business Integration
2023 – 2023	Acting Executive Director, Office of Business Integration
2022 – 2022	Acting Associate Deputy Executive Director, Office of Human Capital Services
2022 – 2022	Acting Executive Director, Office of Administrative Review
2019 – 2024	Director, Office of Business Integration

EDUCATION:

2024	Master of Public Administration
2023	Senior Executive Service Candidate Development Program
2003	Bachelor of Arts